

MK Citizens Advice Bureau – Plans For The Future

This week we have increased our phone service from 1000-1300 to 1000-1500, the phone lines are open Monday to Friday advice is given over the phone and if the advice is more complex than an appointment is booked for the client over the phone. We are still giving all the advice on all of the same subject areas as we would normally. The phone appointments have been over the phone and this is working well, the clients engage well and we have had less missed appointments. This includes debt advice which we would normally only offer face to face, the phone channel has worked well with this area of advice too.

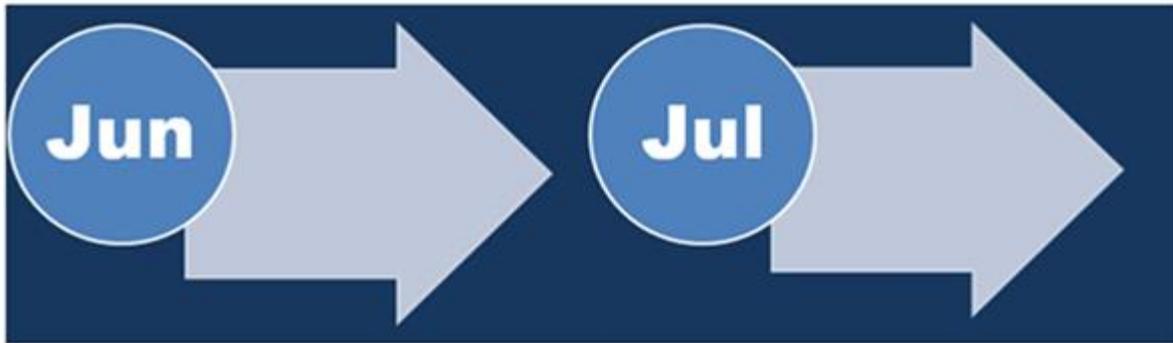
Since the start of lockdown we have opened our email advice, this has been well used and we have an efficient system in place that ensures the client receives advice without delay. The link to our email advice service is on our website, we also have a new website which is user friendly and has relevant COVID19 information as well as all of our usual areas of advice we offer.

You can also refer clients to us using our third party referral form on our website.

We are now offering our free solicitor clinics again, this is delivered over the phone or by using Microsoft teams. We have clinics offering the following **family Law, Wills and Probate, Employment, Immigration and Housing**. If appropriate these are offered when a client contacts us by phone or email.

I am sure that it will come to no huge surprise to you that a large number of the clients that we have spoken to on the phones or that have had appointments have been COVID related.

Please see the timeline below indicating our plans for the near future, of course this is subject to change if government guidance changes. Also to inform you that a big change to the service will be that we won't be re-introducing the drop in service at Acorn House, we just wouldn't be able to follow government guidelines with social distancing it would prove impossible.



-1st June : Phone Service extends – 10:00 – 15:00

-Upgrade to Microsoft Office 365

- 6th July : Phone Service extends - 10:00 – 17:00

- Experiment with face to face appointment options

- Selected volunteers added to phone rota



-First face to face appointments at AH permitted

-Develop Skype / Video Call appointments rota

- Introduction of late afternoon and evening appointments

- Review of face to face appointments system