

Berinsfield garden village

Form instructions	Oxfordshire South & Vale Citizens Advice
Name of organisation	

Target	Outcome Please share the outcome(s) you are looking to achieve	Individual Targets Please share the detail of the target that will help you achieve this particular outcome	2022/2023	2023/2024	2024/2025	2025/2026	2026/2027	Please share how you will <u>measure these targets</u>
			Target	Target	Target	Target	Target	
1	Increase capacity in the community by recruiting and training Volunteer Advisers from the community	Volunteers recruited and trained to Adviser Level 1 Standard	0	2	2	2	2	Training records and evaluation
2	Upskill volunteers and staff working with other 3rd sector organisations based at the Berin Centre and surrounding areas on the frontline to support vulnerable people in the community	Other volunteers and staff from the Berin Centre and third sector organisations trained in 'Advice First Aid'	0	5	5	5	5	Training records and evaluation
3	Increased usage of Citizens Advice services by the residents of Berinsfield to enable them to tackle their problems	Total number of clients living in the Berinsfield Ward using Citizens Advice services, including complex client case work, across any service channel (between 10-15% of adult population)	0	180	220	260	300	Collect client data through 'CaseBook'
4	Provide 'place based' Free confidential advice for the residents of Berinsfield at the Berin Centre	Bi weekly drop ins at the Berin Centre for residents to access advice provided by 2 trained Citizens Advice Advisers (each session lasts 4 hours of face to face followed by case write ups and follow up)	0	23 drop in sessions (min)	24 drop in sessions (min)	25 drop in sessions (min)	26 drop in sessions (min)	No. of drop in sessions and number of attendees
5	Increased number of Berinsfield residents accessing advice through 'Adviceline'	Raise awareness and usage of Adviceline	0	50% of all clients	50% of all clients	50% of all clients	50% of all clients	Collect client data through 'CaseBook'
6	Increase income gain to the residents of Berinsfield	Increase income gain to those we support in Berinsfield (e.g., Benefit or Tax Credit gain, access to charitable funds, social welfare or Debt written off, refer residents to grants and support for energy saving home improvements).	0	40,000	45,000	50,000	55,000	Collect client financial outcome data through 'Casebook'
7	Increased awareness of changes to benefit system and other themes arising from cost of living crisis	Themed workshops based on feedback from Berinsfield residents on issues affecting them	0	3	4	4	4	No. of workshops held and evaluation.
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Please add extra rows as required