

Operation Manager's message - Danni Colclough

This year has been a challenging year for most, which has brought the service increased demand. Our advisers have had to get used to new systems and remote supervision, which for many has offered its challenges and its rewards. With only 34 volunteers able to continue volunteering from home we knew difficult times were, and are still ahead for us as an organisation.

With an increase in employment and benefit issues as well as seeing an increase in the need for debt advice, we have had to develop new training and offer more remote one to one support for our volunteers and staff, but our teams have most certainly stood strong.

Operationally we have looked at how we can increase resources and are very pleased that we have been able to continue recruiting volunteers, many of these will remain as remote advisers, some even volunteering from out of our area. The opportunity to volunteer remotely has not been something we have offered before but now we have tested this, we see this as a way of improving our service and making volunteering more accessible to those with disabilities and caring needs.

We have found new ways to work with partners and make referrals easier for other organisations and ensured accessibility has become a key objective, offering video calling appointments, online document signing, conference calling, interpreting services and generally being more innovative as an organisation.

Over the coming year we will concentrate on recruiting new volunteers both in centres and remotely to rebuild our work force and continue delivering a high-quality service available to all.



Danni Colclough
Operations Manager