

## **LOCAL POLICY ACTION: September 2017**

### **Mobile Phone Repairs: consumer empowerment project.**

We have been awarded national project funding to establish a toolkit for use in assessing the standards of service provided by mobile phone repair outlets. Potentially this will lead to the development of a recognised service standard and a Consumer Rights Statement. Max & Emma are undertaking the work which will include some local sampling. They may need more 'samplers' than just the CRAG team, so watch this space please.....!

### **Chesham Kiosk.**

The information assistants are encouraging and assisting clients to use this facility. Advisers are reminded that they can encourage their clients to make applications on the computer in the waiting area, with some guidance available from the information assistants. Recent users include a homeless gentleman making a UC claim & a Paradigm resident checking his rent account.

### **Information required on local private car parking fines.**

In our last update we highlighted this issue (onerous restrictions, fines vigorously pursued, lack of full information on fines, appeals difficult etc). It appears to now have national attention & some local car parks, eg Nat West in Amersham, have improved the visibility of their notices. (A Private Members bill has been tabled and it is hoped that there will be a change in the law by October 18). However we would like to continue to monitor the issue, with the object of taking local action if necessary and therefore we would be grateful if advisers could continue to:-

- **Always record the appropriate AIC (under travel)**
- **Raise a BEF when action appears unreasonable &/or causes difficulties.**
- **Provide as much detail as possible in the enquiry note. Copy any letters.**

### **Care workers; Pay & Conditions.**

The local care company which was causing particular employment concerns (Simply Together) has gone into liquidation; leaving some staff in an even more difficult situation. Any new client experiencing problems should be referred to our Employment Specialist Team please.

## **NATIONAL CAMPAIGN ACTION.**

The action initiated from local offices highlighting problems through BEFs and the use of appropriate AIC codes continues to make a difference to our society. Recent successes include:

### **Current calls for evidence are:**

- Benefit stopped but client has not had a letter to notify
- 
- Problems arranging and paying for care for a person aged 65 or over
- 
- Problems with car finance
- 
- Debt and affordable credit
- 
- Clients with prepayment meters unable to top up
- 
- Attendance Allowance special rules
- 
- Effects of banks closing
- 
- NHS prescription charges

**If you encounter one of the above issues, please ensure you raise a BEF using a similar phrase to the above in the BEF description.** The central data search can then pick out your report & direct it to the relevant research team. With CASE the researchers do now have access to the profile of the client so please make sure that it is up to date.

The current list of calls for evidence is always displayed on office notice boards. Please update yourself from time to time.