

BUSINESS PLAN

Vision Statement

To reach out and help people with money problems in the local community. The need for the service was identified by the local partnership of Churches Together and is endorsed by them and accredited by CMA.

Mission Statement

To provide a free, unconditional, confidential, face to face, money advice service for the Huntingdon Area, in affiliation with the national money advice charity, Community Money Advice

The Service

A team of volunteers will provide a service open to clients, offering the following services:

1. Appointment service for clients
2. A relaxed, private consultation environment
3. Impartial debt advice based on the requirements of the Common Financial Statement and Trigger Figures. The advice based on the individual needs of each client and to include: Debt Management Plans (formal and informal), insolvency solutions, budgeting education and other approaches as appropriate.
4. Act on behalf of the client to negotiate with creditors, courts, insolvency administrators and other third parties to create a sustainable debt solution plan individually tailored for each client.
5. To be available to clients for as many consultations as required, to achieve a sustainable debt solution plan.
6. To work with the client with regard to budget management to create a sustainable long-term money management regime for the client.

Regulation and Quality

The service will be run in accordance within the regulatory and operational requirements of Community Money Advice Ltd, and by extension, the standards defined by the Financial Conduct Authority (FCA), Financial Ombudsman Service (FOS) and the Money Advice Service (MAS). The service's debt advice process is detailed in the CMA leaflet, 'CMA CONC Advisers Guide', appended to this plan in .pdf format and made available to all advisers as a hard copy leaflet.

We have carefully considered the potential risks involved in running a free debt advice service, such as the ability to offer continuing advice, the quality of advice and the service quality from the team. We are confident that these have been mitigated by our Corporate Risk Assessment, Compliance procedures, our training programme and the support routes available to us.

The process of interaction with the client is shown in two other documents, being the Debt Advice Process, and the Complaints Procedure.



Team Experience and Development

All advisers will be trained, as a minimum, to Generalist standard, through CMA's training programme.

There will be further ongoing training for the team through CMA courses, as well as through the Money Advice Trust's Wiseradviser courses, and all of the team will be aware of the necessary process and procedure for dealing with clients.

Regular team meetings will be part of future activity, which will include training and continuing personal development, in order to enhance skills in dealing with people. Feedback from such meetings will be sought in due course.

Record-Keeping and Reporting

There will be both paper-based, and electronic collection of data. The centre will use the Catalyst system, which is available as a member of the CMA network. This system will also provide a reporting facility, which will assist the centre, but will also enable information to be fed back to the FCA. The record-keeping will also enable the monitoring and review of client cases.

Sustainability and Business Development

Sustainability is dependent on the maintenance of the management and advice team, and as such staffing is subject to succession planning monitoring and review on a rolling basis.

Regarding business development, the service will be developed in a sustainable manner according to opportunities for team growth, and with a view to maximising the service's client base within the team's capacity to provide a full and uncompromised service to all clients as defined in 'The Service' (above).

Review

This business plan will be reviewed on a two yearly basis by the service's management and trustees.

Approved by the Trustees 12th June 2018