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| <b>Name of project/group</b>  |
| Collaboration between the Citizens Advice Bureau (CAB) and the Methodist Church in Horncastle   |
| <b>Type of project</b>  |
| Social Action   |
| <b>Location</b>   |
| Horncastle, Lincolnshire, East Midlands   |
| <b>What was involved</b>  |
| <p>Horncastle is a market town of some 6,000 residents in the East Lindsey District of Lincolnshire. The idea for the CAB service originated in a bible study group which had encouraged opportunities for outreach to be sought. The CAB in the town had closed. The church approached the CAB and they were willing to set up a 'micro-office' (based on the model of the first one in the country in Coventry).</p> <p>No building work was required to accommodate the CAB, but an initial grant of £5000 (from two charitable trusts) was received and used to buy furniture, a computer, telephone etc., and the church decorated the room.</p> <p>East Lindsey CAB provided shelving, leaflet holders and the leaflets. A church member donated a computer and the congregation provided and still pays for the Broad Band connection. The Church decided not to charge or ask for any rent and continues to bears the cost of heating and lighting.</p> |
| <b>Achievements</b>   |
| <p>The Citizen Advice Bureau has now been running a service at the Church since November 2009. Originally, two drop-in sessions a week were offered but now just one. An appointments only service is also offered where the CAB provides a trained Advisor.</p> <p>The centre sees about 8 clients per week offering 10 hours/week for information only on a drop in basis and 8 hours available for booked appointment with a trained CAB Adviser. The service is promoted through newspaper adverts, leaflet drop, word of mouth, signage when open and a sign on the lamp-post pointing to it.</p> <p>Five volunteers staff the drop-in service (three from the local church and two from a Christian fellowship in the town). Also, three volunteers from the church are trained to provide hospitality to the clients and to the volunteers who man the service.</p>  |
| <b>Future plans</b>   |
| <p>The church considers that it will need funds to defray additional running costs and to recruit and train additional volunteers to man the service. How this will be funded is currently uncertain.</p> <p>A wider objective of the church is to have solar panels installed as part of a community energy saving initiative.</p>   |
| <b>Lessons Learnt</b>   |
| <ul style="list-style-type: none"> <li>- There is no evidence that clients are put off by the service being on church premises and the church itself is very supportive of the arrangement. CAB policy statements have</li> </ul>   |

caused no issues for the church.

- It was considered that it would have been helpful to have thought about seeking funds to cover the running costs.

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**Project contact**

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<http://www.eastlindseycab.org.uk/>

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