

# Citizens Advice Hertfordshire

April 2016



## New Energy Champions for Herts

**Citizens Advice Hertfordshire welcomes new Energy Champions, with the appointment of Jayne Boxall and Michelle Ryan, who are job-sharing the role, based at Citizens Advice North Hertfordshire.**

There are forty Energy Champions across England and Wales, funded by the energy regulator Ofgem, with Champions acting as energy advice experts for Citizens Advice.

Jayne and Michelle help train Citizens Advice advisers and volunteers to deliver the Energy Best Deal Extra (EBDx) programme, focused on face-to-face appointments with clients to cut energy bills through switching suppliers and energy efficiency measures.

Energy Champions work with regional authorities and stakeholders to promote the range of energy advice provided by Citizens Advice, and also monitor delivery of EBDx.

Jayne and Michelle work with Citizens Advice Hertfordshire organisations to provide best practice and new ideas for programme delivery. Reaching groups such as the elderly, disabled or chronically sick and those in rural areas is a priority for the Champions.

Jayne said: "Overall it is a varied and interesting role where no two days are the same and we have the satisfaction of making a real difference for consumers who may be in fuel poverty and struggling with their household bills".



**Jayne Boxall and Michelle Ryan**

# Hertfordshire gets scam aware

Citizens Advice organisations across Hertfordshire are helping both young adults and senior citizens to reduce the risk of being a victim of scams. Both Citizens Advice North Hertfordshire and Stevenage hold regular 'scam awareness' sessions in the community and at information stands in local town centres.

Citizens Advice St Albans together with Hertfordshire Trading Standards are also working on a one-year project partnership funded by the Police and Crime Commissioner's Community Fund.

The Scam Awareness and Safety Online project targets both the over 60s and under 25s - demographic groups particularly vulnerable to scams - and delivers awareness-raising interactive workshops to small groups.

Workshop sessions have already taken place in locations such as the University of Hertfordshire, Oaklands College in Welwyn Garden City, Hertfordshire Independent Living Service and various Community Hubs.



**Picture Left to Right:**

Anne Stojanovic, Project Worker; June Chapman, CEO, Citizens Advice St Albans; David Lloyd, Hertfordshire Police and Crime Commissioner

## Students study scams

Citizens Advice St Albans (CASTAD) worked with the University of Hertfordshire to offer money management advice as part of the University's 'Money Weeks' held in October and February at each campus across the county.



CASTAD managed a stall alongside the Students' Union and Student Finance Service, and in addition to providing general advice and information, students were also shown examples of 'phishing' emails purporting to be from well-known companies, parcel delivery scams, immigration scams and copycat websites. They were also given information about identity fraud and how to protect themselves.

CASTAD provided material for the Student Union website, social media channels and intranet, focusing on scams which affect students. The Union is now also able to refer students who have been affected by scams to Citizens Advice.