

Energy project supports CAB lifeline for local people

Citizens Advice Flintshire given grant by Western Link project to redesign website.

29 Dec 2015

- Citizens Advice Flintshire given grant to redesign website
- More than 7,500 people across the area rely on services provided
- Redesign will encourage use by young people and will see 'webchat' service launched

Christmas came early to Citizens Advice Flintshire when they were granted funds to help redesign their website.

The major redesign is being carried out with funding provided by the Western Link partners National Grid and ScottishPower Transmission, the project's construction partners Siemens and Prysmian, The Williams Family Foundation and Flintshire County Council.

The need for a redesign was identified through research gathering feedback from a variety of groups across Flintshire. This indicated that people in full-time and often low paid employment would use the service if they could use email or a 'webchat' service, and that these options would be particularly attractive to young people.

Julie Griffiths, Operations Manager said: "We are open to the public during office hours for face-to-face advice, which means that many people who work, or who are unable to leave their homes due to a disability or childcare issues, are unable to get advice from us. Providing an email and webchat service would enable us to reach

many more people at a time that is more convenient for them. The new website will help us to keep people up to date on important matters that affect them and will bring our service delivery right up to date to meet modern standards.”

Amy Sheppard The Williams Family Foundation said “We are really happy to be able to help Citizen’s Advice Flintshire with this important project. Making their website more interactive will mean it will be much more accessible and user friendly and bring the services right up to date.”

Mark Williams, Western Link’s Senior Project Manager in the area, said: “We’re delighted to have been able to provide funds so that Citizens Advice Flintshire can extend the vital work they do to more people.

“We appreciate that people often need urgent advice on fuel poverty and energy efficiency, particularly at this time of year, as well as guidance on other topics that affect their quality of life and well-being.”

The £1 billion Western Link project is a joint venture between National Grid and ScottishPower Transmission. When complete, it will bring renewable energy from Scotland to homes and businesses in England and Wales and help the UK meet its carbon reduction targets.

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Find out more about the energy challenge and how National Grid is helping find solutions to some of the challenges we face at <https://www.nationalgrid.com/group/news>

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