

Advice Centre Update

Introduction

A busy period again for The Advice Centre again. The past month has presented some challenges with some tough cases to deal which involved a team effort to solve. The selection of cases still remains essentially the same with academic appeals, Housing and money remaining popular.

Case work from 23rd October'14 til 4th Dec 2014

Academic Appeals: 5

Withdrawals 2

Representations 3

Housing: 10

Repairs 3

Deposit Reclaim 5

Tenancy Checking- 2

Money: 2

Funding 1

Student Loans 1

Referral: 3

Legal Help 1

Emotional support 2

Legal: 2

Fraud 1

TFL 1

Total: 25

Community and Welfare Board
4 December 2014

Future projects/campaigns

Talktodas

The talk to DAS campaign is ongoing and some articles and tweets are being sent out. It is hoped an event will happen in the New Year with the disability advisory service.

Help sheets

Over the coming months we will be developing helpful leaflets to help with common problems such as academic appeals and housing. We are currently drafting these at the moment and it is hoped it will make it easier for students to access the information they need.

Website

We are currently making changes to the advice part of the website and we are also updating the Imperial app helpfinder function to ensure that all information is up to date.