



**North Hertfordshire and District Citizens Advice Bureau**  
**Press release**  
25 June 2008

North Hertfordshire & District Citizens Advice Bureau has recently received international recognition for its work.

Sally Salisbury, Bureau Manger and a member of the Trustee Board, have just returned from Washington D.C. where they collected a medal from the International Computerworld Honors Foundation for the innovative use of information technology to benefit society.

The bureau was nominated for the award by Nortel, makers of the new telephone system which the bureau trustees chose to have installed to provide a single telephone adviceline across North Hertfordshire and South Cambridgeshire. The system links together advisors and resources in all three of its offices and switches calls automatically to wherever someone is free to take the call. This has enabled the organisation to work more efficiently and greatly increases the number of people it can help.

Sally Salisbury explained 'For a community based organisation like ours to set up such a high tech system was a challenge. It would not have been possible without financial support from Letchworth Garden City Heritage Foundation and the hard work of our staff and volunteers, especially Maurice Bickerstaff our volunteer IT co-ordinator and Trustee'.

The project was part of an ongoing initiative to increase access to the service, particularly for those living in rural areas for whom travel to the bureau's offices is difficult.

The new advice line number is 08456 889897.