

# EAST DORSET

## Citizens Advice Bureaux

2009/10



*The Citizens Advice Service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. The service aims:*

- ✓ To provide the advice people need for the problems they face.
- ✓ To improve the policies and practices that affect people's lives.

## Board of Directors

### ELECTED MEMBERS

**Alan Honnor**  
Chairman

**Maureen Godfrey**  
Vice Chairman

**John Rynne**  
Company Secretary

**Graham Hall**  
Treasurer

**Diann March**

### CO-OPTED MEMBERS

**Fiona Wilkinson**  
Advice Manager

### REPRESENTATIVE MEMBERS

**Barbara Manuel**  
East Dorset District Council

**David Morgan**  
East Dorset District Council

**Jean Hazel**  
Verwood Town Council

**Robin Cook**  
Wimborne Town Council

**Della Edwards**  
Ferndown Town Council

**Albert Whittle**  
Wimborne & Ferndown  
Lions Club

### STAFF MEMBERS

**Hilary Forrest**  
District Manager

**Pat Temple**  
Deputy Advice Manager

**Brian Kinge**  
Staff Representative (W)

**Christine Fisher**  
Staff Representative (F)

AUDITOR  
**Princecroft Willis**

## Chairman's Report

### Organisation

A relatively short time ago in 2008 we celebrated 25 years service by our Bureau Manager, Hilary Forrest, but now in 2010 the time has come for her to take well deserved retirement. She will be greatly missed by us all and her departure necessitated a complete review of staffing responsibilities within the Bureau.

Fiona Wilkinson, who has herself been with EDCAB for almost 20 years and has also undertaken training roles for Citizens Advice, has been appointed Advice Manager, and Pat Temple, who has been with the Bureau for 11 years has been appointed Deputy Advice Manager in addition to her responsibility for the day-to-day running of our Ferndown Office.

Following these two appointments and the fact that a large part of finance and administration was in the capable hands of Lucy Campbell, the Trustees felt that the appointment of a full-time replacement for Hilary was not justified.

We were aware that North Dorset CAB was also seeking to appoint a Manager and, following meetings between representatives of our respective Boards, it was agreed that we should consider the possibility of making a full time appointment to manage both Bureaux. Typical of Hilary, she volunteered to delay her retirement in order to trial the role to ascertain whether this was a workable solution.

As a result of this trial, both Bureaux agreed to appoint a shared District Manager and Tony Molloy was appointed and is due to commence on 5 July.

### Funding

We were fortunate this year that, in addition to their usual grant, the EDDC very generously agreed to work with Citizens Advice in their matching grant scheme and, as a result, we will receive a much needed increase to our funding over a three year period.

### Friends

The hard work of the members of our 'Friends' continues under the able chairmanship of Diann March, and in the past financial year they raised a magnificent contribution to our funds of £11,545.

### Farewell

As indicated above, our long serving Bureau Manager, Hilary Forrest, has decided to take a well deserved – albeit delayed – retirement after 27 years with the EDCAB. It has been my good fortune to have worked with Hilary over the past 12 years when I have been made aware of the wide range of her knowledge and experience, which she has always willingly been prepared to share with others.

The fact that so many volunteers and staff have remained with the Bureau for long periods – as indicated by the number of long service certificates I hand out – is indicative of her successful management style, and the kindly and sympathetic approach she showed in all her dealings with both staff and clients created the pleasant and friendly atmosphere which is so apparent throughout the EDCAB.

We also have had to say goodbye to another long service member of 'the team' with the departure of Pat Anderson after 24 years' voluntary service with the Bureau. Just consider that between them Hilary and Pat represent over 50 years of dedicated service to the CAB. A considerable loss of knowledge and experience.

### Citizens Advice Audit

Congratulations all round to Staff, Volunteers and Fellow Trustees without whose hard work and co-operation it would not have been possible for our Bureau to achieve the very high 94% in the Citizens Advice Quality of Advice Audit last year.

### In Conclusion

On behalf of my Fellow Trustees and myself I would like to record our grateful thanks and appreciation to all those Councils and Organisations who continue to support us, particularly at this time when our services are being increasingly called upon due to the present economic climate.

*Alan Honnor*



## Long Service!

A special tribute to Pat Anderson who has been part of the CAB as Adviser, regular Supervisor and Friends' Committee member for 24 years.

Between us we have notched up over 50 years with EDCAB!



## District Manager's Report

### Recession

The recession is still with us and across Dorset there has been a 14% increase in client contacts. Recently however there has been a drop in the demand for debt and welfare benefits advice, possibly as a result of other agencies moving into the field.

### Quality standards

The Audit results in July were highly satisfactory, with an exceptional score for Quality of Advice – the second highest in the country! Congratulations are in order to all staff, volunteers, and Trustees who all contribute to make EDCAB the successful enterprise it has become.

### Staff and Volunteers

Numbers of volunteers have fluctuated during the year and we are currently building up a new team. We welcomed Mandi Douglas to Heatherlands in February when Christine Orange moved on to Parkinsons UK, where we wish her well. Gillian Dawson, our volunteer employment specialist of many years, is now working 3 days a week with the Employment project based in Dorchester, but she is still our Social Policy Co-ordinator one day a week.

### Joint working

The most momentous development this year has been the re-organisation of the bureau in preparation for my retirement. With Fiona Wilkinson in charge of Advice, I have been able to focus on external and strategic matters

both for East Dorset and for North Dorset CABx as a shared District Manager.

This change has been a challenge for everyone, and as ever I am impressed with the response of staff and volunteers alike, and grateful for their co-operation. I have had to learn what not to do! However we have been working through the changes and I am grateful to all the staff especially Fiona, Pat and Lucy for their resilience and positive attitude; and of course to the volunteers who have carried on cheerfully with the good will and dedication which is their hallmark!

The advantages of the new structure lie not only in the separation of strategic from operational matters, but also in the mutual exchange of expertise and resources which has benefitted both Bureaux. Examples to date have been: shared supervision, shared advisers, shared admin help and IT expertise, shared cost of IT training, and loan of phone equipment.

### Projects

The CARDS project funded by the Lottery is invaluable in offering home visits to elderly and disabled clients, and work is in hand to find continuation funding after January 2011. We were delighted that the Valentine Trust agreed to continue to fund the Heatherlands project. Debt casework continues courtesy of Wessex Water and East Dorset Housing Association.

We were also fortunate in obtaining extra government funding for the Additional Hours Project which

has enabled EDCAB to offer a Gateway service for 3 hours on Friday mornings in Ferndown and 2 hours on Wednesday mornings in Wimborne, increasing client numbers by 977 since February 2009. This project will be continue until November 2010.

### The Future

This will be my last report to you all as my successor has now been appointed and I will be leaving at the end of July after a handover period. After 27 years it is time for a change on both sides but I leave part of myself as it has been my life for so long and has felt like a family. I owe you all a tremendous debt of gratitude for your support to me, and your commitment to serving the citizens of East Dorset. I am sure you will be in good hands, so keep up the good work!

Thank you - and Goodbye!

*Hilary Forrest*

*Kind,  
informative,  
understanding  
staff*

# Treasurer's Report

We started financial year 2009-10 budgeting for a deficit of £25,000 which has remarkably turned into a surplus of £15,000. This has been achieved by a combination of continuing tight cost control; expenditure only increased by under£4,000 (2.2%); and success in obtaining grants and donations. East Dorset District Council is particularly to be thanked for supporting the supervision project with Citizens Advice and Dorset County Council for their additional support. Other local councils and organisations have maintained or increased their levels of support.

Not only have the Friends increased their support by 36% (£3,000) but we have also received two legacies totalling £8,700. Legacies are an increasingly important source of income for charities in general, particularly when donations are difficult due to income from investments being down, so it is welcome news to find our supporters are thinking of us when they review their wills. As we receive such a high proportion of our income from central and local government (75%) this alternative source of income could help to protect the Bureaux in future years when government funding will be under pressure.

The surplus achieved is a welcome addition to our reserves which, though they are still a little below the intended level, will still enable us to support services that lose their funding for a period while alternative sources of funding are found.

With a change of Manager and future funding likely to come under increasing pressure the potential for new opportunities and increased efficiency through the new co-operative developments with North Dorset CAB and DORCAP are particularly welcome.

*Graham Hall*  
Treasurer

## FINANCIAL STATEMENT

2008/9 (£)	Income	2009/10 (£)
	<b>Grants and Donations</b>	
65,300	East Dorset District Council	66,950
46,974	The Big Lottery Fund	20,049
2,455	Citizens Advice Additional Hours Project	15,283
7,562	Dorset County Council	12,500
8,552	Friends of East Dorset CAB	11,706
	<b>Legacies</b>	8,726
	Capacity Builders Modernisation Grant	7,667
8,470	Wessex Water	7,000
5,000	Primary Health Care Trusts	6,000
	Citizens Advice Supervision Project	6,000
	East Dorset District Council for Supervision Project	6,000
2,250	East Dorset Housing Association for Money Advice	2,500
	East Dorset Housing Association for Heathlands Project	2,500
2,535	Client and general public donations	1,821
1,050	Rotary and Inner Wheel	1,250
	Valentine Trust for Heatherlands Project	1,250
1,928	East Dorset Community Partnership	1,072
1,000	Wimborne and Ferndown Lions club	1,000
2,838	Training and room hire fees	524
1,000	Citizens Advice Financial Capability Projects	
598	East Dorset District Council IT Systems	
	<b>Town Councils</b>	
6,000	Ferndown	6,150
4,000	Wimborne	4,000
1,500	Verwood	2,000
	<b>Parish Councils</b>	
1,142	Colehill	1,000
400	Corfe Mullen	400
400	St.Leonards & St.Ives	400
300	West Parley	300
200	Holt	300
100	Cranborne	150
250	Sixpenny Handley with Pentridge	100
150	West Moors	100
	Knowlton	100
100	Sturminster Marshall	
50	Pamphill	
172,104		194,798
9,286	Bank Interest	1,481
146	Other Income	718
<b>181,536</b>	<b>Total</b>	<b>196,997</b>
	<b>Expenditure</b>	
133,218	Salaries, Pensions, National Insurance and Other Staff Costs	138,701
14,995	Premises	13,741
7,222	Travelling Expenses and Car Parking	6,383
6,606	Telephone	7,430
4,660	Citizens Advice and Leaflets	4,747
3,415	Postage, Printing and Stationery	2,864
2,433	Fundraising costs	160
2,172	Computer equipment	2,843
1,992	Training and conferences	1,175
598	Miscellaneous	554
	Professional & other fees and AGM expenses	1,222
575	Audit Fee	935
10	Equipment, Repairs and Renewals	1,011
<b>177,896</b>	<b>Total</b>	<b>181,766</b>
	<b>SURPLUS OF INCOME OVER EXPENDITURE</b>	
9,774	Increase in General Reserves	20,095
-6,135	Decrease in Restricted Reserves	-4,864
<b>3,640</b>	<b>Total</b>	<b>15,231</b>
<b>31-Mar-09</b>	<b>BALANCE SHEET</b>	<b>31-Mar-10</b>
	<b>Current Assets</b>	
196,000	COIF deposit fund account	160,000
10,294	Cash at bank	8,571
1,396	Debtors and prepayments	2,575
-68,688	Creditors - amounts falling due within one year	-16,913
<b>139,002</b>	<b>Net Assets</b>	<b>154,233</b>
	<b>Represented by:</b>	
74,367	General Reserve	101,421
32,756	Legal Liabilities Reserve	23,085
12,000	Staff sickness Reserve	12,000
9,287	Premises Reserve	12,000
6,000	IT Replacement Reserve	6,000
0	Modernisation Project Fund	77
4,918	Wessex Water Project Fund	0
-326	Dorset Rural Outreach Project Fund	-350
<b>139,002</b>	<b>Total</b>	<b>154,233</b>

# Advice Manager

Advice Manager is a new role at East Dorset CAB, brought about by Hilary's impending retirement. Hilary's job has been split into two and, since 1st November 2009, my job as Advice Manager has been to manage all the advice and the advisers, as well as being a Session Supervisor on two days per week. (theoretically, a 30 hour week). A challenging post!

We are proud of the high quality advice East Dorset CAB provides to its clients (our score of 94% from a Quality of Advice Audit is testimony to this). Advisers, Assessors and Receptionists are fully supported by an excellent team of Session Supervisors ("Minders") to ensure clients get the right information to set them on their way. Skilled administrative staff support us well, so the work we do for our clients really is a great team effort.

At EDCAB, we are introducing a new approach to meeting clients needs - "Gateway Assessment" - to try to help more people more effectively. Pat Temple, now my Deputy, has been an invaluable source of wisdom and encouragement as we endeavour to introduce this system. The aim is to have a positive impact on both clients and potential clients without alienating our very experienced, dedicated, wonderful team of advisers and supervisors. Our Training Supervisor, Gilly, has also had enough challenges of her own as she gets to grips with the new training wrought by these changes.

Thank you to everyone.

*Fiona Wilkinson*



# Training

The year started with an ongoing group of trainees from East Dorset and Christchurch, however it was decided to discontinue joint training at the end of the pilot.

In the Autumn we had a fast track Law graduate who completed her training in less than 3 months and started on the Rota before Christmas. Unfortunately she has now found a job and left us. Another group started adviser training in January this year. The last member of the group should be on the Rota in the next few weeks.

We have known for many months that big changes were coming nationally to all in-bureau training. Bureaux have changed hugely over the last few years and a lot of new roles have been created which did not exist before. New training for these roles was piloted in a wide range of different bureaux and once it was seen to work successfully, it has been adopted throughout the country since April 2010.

There is now a common training element for all bureaux roles. Once completed, trainees can then branch off in different directions e.g. receptionists, information assistants, gateway assessors, advisers. This also means that volunteers can change roles within bureau more easily.

In April we took on 4 new volunteers and have started training them as Gateway assessors. The gateway approach is becoming mandatory this year, so this appeared the best place to start. Our 4 volunteers know that they are 'guinea pigs' as we do not yet have a fully functioning gateway system in place. But with their help and the continuing help and support of all our loyal staff, it should be in place over the next few months.

Watch this space!

*Gilly Crompton*

Training Supervisor

# Office Manager

Reflecting on the year, the overriding impression is that it has been one of challenges and changes. With the invaluable help of the admin volunteers: IT support consultant, bookkeeper, typists and receptionists we have accomplished a great deal. It has been such a help to have Julie House covering Thursdays and Fridays, so that each day there is a paid admin person on hand. I'm not sure now how we managed without her!

Each time I think I have conquered Quickbooks another anomaly pops up for us to deal with. We cope with the complexities of project accounting, including budgeting by project and category, cross charging and end of year procedures. Each year we feel a little more confident with using the programme and we have just completed last year's figures in record time.

Alan Hart has solved many problems varying from on-line application packs for the new Manager to difficulties over changing our telephone supplier. The latter has taken more than 6 months to resolve, and I'm not sure we are there yet, but progress has definitely been made and we hope to see the cost savings shortly. We are privileged to have his expertise, and have even lent him out to North Dorset CAB in a consultancy capacity.

*Lucy Campbell*



## Message

### from Client from CAB website...

**Message:**

What's the earliest you could take me from Ferndown to Blandford this am please.

**Reply:**

We are a Citizens Advice Bureau (CAB) but NOT a taxi service, so are not able to help with your enquiry this time!

# Employment Advice

Five of our clients gained £11,444 in total through employment tribunals, ranging from £300 to £3700 individual amounts. Three successfully negotiated through ACAS without needing a tribunal, two had monetary awards at tribunal. A further one withdrew. Many clients used our support and expertise to take tribunal cases, but did not report the outcome. The overall tally will therefore be much higher.

Even more useful for clients with employment troubles is our help with disciplinary hearings and negotiations, usually avoiding tribunals altogether. In the words of one client whose internal disciplinary hearing we attended: "I would have been in a real pickle without you"! For one client we negotiated 3 months salary in exchange for the client leaving without recourse to a tribunal.

Recession affects our clients. Some people have the horrendous choice between redundancy or lower pay. Women returning to work after maternity leave are no longer offered part-time work. It is discriminatory when the effect of fewer available jobs falls on women returning from maternity leave.

Advisers deal with complex cases involving unfair dismissals, redundancies, lack of pay, discrimination, transfer of undertakings rules, notice pay, holiday pay and maternity pay. Often several issues are intertwined.

I would like to thank all my colleagues in Wimborne and Ferndown for our client case discussions and camaraderie. In particular I would like to take this opportunity to thank Hilary Forrest, who for over 20 years has been my ideal manager and guru.

*Gillian Dawson*

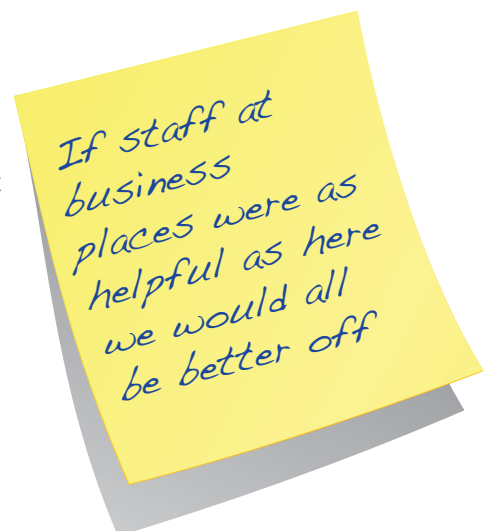
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# Social Policy

"To improve the policies and practices that affect people's lives."

Sometimes an adviser comes into the back office and says "I want to scream". When that happens we know that there is something outside the client's or our control which prevents them being able to resolve their problem. That is why all Citizens Advice Bureaux work to improve the policies and practices that affect people's lives. Much work is behind the scenes, with Citizens Advice head office, other local CABs, community and statutory organizations. Examples this year:-

- Unpaid Employment Tribunal awards. I reported last year that we were working with our local MPs and through them government ministers on the issue of employers who do not pay the amounts awarded at Tribunals. Finally ... success! From 6 April 2010, there is a new system to enforce unpaid employment tribunal awards.
- Cost of mobile phones for essential contact to government agencies. Although some contacts are free from a land line, many clients only have a mobile, which is very expensive especially when calls take half an hour. The Dorset CABx combined to tackle this with the local Jobcentre Plus and our local MPs.
- East Dorset Housing Association (EDHA) asked us to comment on their evictions policy. We responded using the CAB debt process for making a realistic repayment schedule, which if used is likely to prevent evictions.
- At a community day in Leigh Park, Wimborne we used a large 'snakes and ladders' game to show types of Citizens Advice Bureau help available.



*Gillian Dawson*



# A Day in the Life of a CAB volunteer adviser



Arrive at the Bureau and catch up with other volunteers. Look through the 'chat book' for follow up work for clients and messages left by colleagues, and make a start.

Advice session supervisor (ASS) gives the briefing which highlights new items and social policy issues, and allocates appointments to advisers.



My client arrives, it is his first contact with the Bureau and he is looking very anxious, I introduce myself with a smile. He has been made redundant, believes it was unfair, and wants to know if he can appeal. We check his redundancy pay and the unemployment benefits available for him and his family. We use the CAB information system - Advisernet - to find the answers and options.



Client leaves and I start to write up the case - cup of coffee made by the ASS with whom I have discussed the enquiry. The case notes have to be detailed and accurate to be acceptable for the Advice Audit.



ASS asks if I can help a 'drop in' (no appointment) a 19 year old who has had a row with his mum's partner and is sleeping on a friends floor. Some emergency advice and an appointment squeezed in for 2 days ahead.

Two cases to write up and the phone messages are starting to pile up. Another cup of coffee, the last one grew cold, two records completed in time for ...



...another appointment with a debt client I saw 2 weeks ago. She brings in her completed budget which needs checking. Client will 'self-help' so I show her where to find the necessary letters to her creditors on the EDCAB web site and explain how to use them.



Time for some lunch whilst I write up last case. I can only type with one hand so am able to multi-task using the other hand to manage the sandwich. I go for a quick walk round the town to get some fresh air.

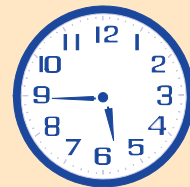


Back at the desk and several phone messages need attention: a consumer issue; an aunt who has died without making a will; a daughter caring for her disabled parents who live 10 miles away; make an appointment in 2 weeks time - the first available - for a client who has an eviction notice; ask our employment specialist to discuss a client's appeal to an Employment Tribunal.

The telephones are switched to the out of hours answerphone and another round of tea is made. Start writing up the telephone cases and remember that at 9.30 this morning I had left a message for a client promising I would call back during the afternoon about a boundary dispute. Eventually it is all done and at...



....I say Good bye and climb wearily into my car. I do hope my husband has remembered to put the jacket potatoes in the oven!



*Margaret Stevens*

## DORCAP (Dorset Citizens Advice Partnership)

Joint working has continued across Dorset with DORCAP (to be renamed Citizens Advice in Dorset, CAID) and EDCAB has benefitted through extra funding from Dorset County Council, and through access to the Employment Project.

In the autumn Macmillan Cancer Care will fund a new project to offer advice in their homes to cancer sufferers across Dorset, and EDCAB will host one of 4 part-time posts. We are grateful to Charlie Monkcom for taking the lead on so many developments which would otherwise not have been possible.

# WELFARE BENEFITS APPEALS

The last year has been dominated by appeals against the new Employment and Support Allowance (ESA) which has replaced Incapacity Benefit for all new claimants.

This benefit is designed to encourage many people who, in the past would have stayed on long-term Incapacity Benefit, to return to work with the aid of work-focussed interviews, training and financial support provided by the Pathways to Work schemes run by Jobcentre Plus.

The aims are laudable but the process is not working as it should. ESA has a thirteen week Assessment Phase, during which nearly all claimants must undergo a medical examination to see whether they will actually reach the Main Phase when the support will be provided. Two thirds of claimants are failing to pass these tests and are being told simply to 'sign on' for Jobseekers' Allowance even though it would appear that many have serious medical problems which makes full-time employment virtually impossible. A large number are turning to the CAB for advice (22,618 nationally between October and December last year) and this has been reflected in the number of enquiries to our own bureaux.

So far, we have helped with advice and preparation of submissions, but the long waiting times for appeals has meant that we have few results to show so far. Clients usually want us to actually represent them so we are expecting a busy summer at the offices of the Tribunal Service in Bournemouth.

*John Moore*

## Money Adviser

This year has been another interesting one. Maggie Pope has retired and Roger Purkiss has joined the team of Eddie Hawkins, Rachel Green, Beryl Sinclair and myself. We hope to have another member joining the team shortly.

Eddie Hawkins and I are both qualified Intermediaries for Debt Relief Orders, and to date none have been revoked. I personally have seen 129 new clients with new debts of £6,046,529. This shows the level of assistance that is required in this area. The ages and circumstances of money advice clients cover the whole spectrum from young people to pensioners.

We are now offering more self help options in which the Bureau will assist in dealing with any priority debts, assist with budgets and advice on finances. Working with clients on a self help basis assists clients in coping with their problems, improves efficiency and allows the team to assist more clients. Clients are aware that we are always there to support and advise but it does leave clients in control. All clients' options and creditors' options are discussed and explained to clients and we are able to assist in contacting creditors when it is necessary.

We are still dealing with possession hearings but have been working closely with East Dorset Housing Association developing a very good working relationship which can only benefit the clients. This has led to there being far fewer possession orders.

We have been able to provide this service due to the financial support we have received from Wessex Water, East Dorset Housing Association and the Rotary Club of Ferndown for which we thank them very much.

*Nora Hall*

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## Gateway Assessment System

The Gateway Assessment System has been widely and successfully introduced during the year. Each Assessor must first explore the client's problem thoroughly by obtaining all relevant information. The complexity of the issue, the client's capability to help themselves, the need for emergency action must all be considered before deciding on the next step.

The Assessor is not there to give advice but to give the information the client requires or to direct them to another service provider e.g. Consumer Direct, Shelter or possibly a Legal Service.

Assisted information can be given via leaflets or web-sites. If the client has internet access and feels able to use it, the adviser can encourage them to look at Adviceguide. When on the phone it often proves useful to go through the site with the client in order to point them in the right direction. A particularly helpful site is Dealing with Debt, clients are advised to look at the site before coming in for their appointments.

If the issues are complex and the client needs more support an appointment with a Specialist or Generalist Adviser can be made or the call can be passed to an adviser for further investigation.

The Gateway System deals more quickly with the clients' problems by providing initial information. Otherwise the client may have to wait several days for an appointment. The system encourages clients to help themselves. However they are told that they can return to the CAB if they need further assistance.

*Dorothy Dodman*



# FRIENDS OF EDCAB

Once again we have achieved well over and above our target of £5,000 but we must not be complacent as the final figures also show the sum of £3500 generously given by The Salisbury Charitable Trust, £1500 of which the Bureau was able to use specifically to extend the Heatherlands project for a further three months.

Roger and Mary Angus once again invited the Friends to serve teas when they opened their garden under the National Garden Scheme and we are most grateful to them for allowing us to fundraise under this umbrella and our Patron, Lord Cranborne, also kindly donated a percentage of his proceeds when he opened his gardens at Cranborne Manor under the same scheme.

Our thanks go to Gillian Dawson and Pat Temple who continue to organise teams to enter the annual Rotary Swimathon. This year saw the first Rotary Club of Wimborne Santa Fun Run and thanks go to those who entered this event and who have also said they will do it again this year. Some people are definitely gluttons for punishment!

We also served teas at Wimborne St Giles and had another successful Jazz Concert in Cranborne although this year we are changing tack and trying Rock & Roll.

The Friends Committee continue to try and come up with new fundraising ideas that no-one has thought of. Should anyone have any fresh ideas we would welcome them. The Friends strive to continue to raise much needed funds to help the Bureau continue their good work and, without the help of our stalwart volunteers manning each event, this would not be possible, whether by baking a cake or giving up one Sunday afternoon to serve teas.

My thanks to the members who make up the Friends Committee, especially Joan our Treasurer who is forever seeking various ways to maximise our proceeds, and everyone who has helped in whatever way in the past year. Without you, the Friends could not reach their target each year.

*Cllr Mrs Diann March*

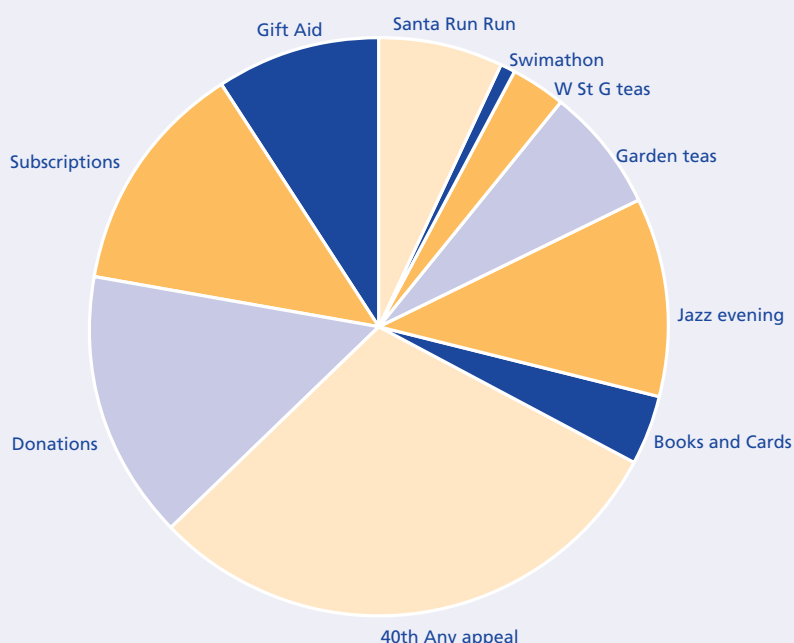
## Chairman

Friends of East Dorset CAB

# Members

Chairman	<b>Diann March</b>
Vice Chairman	<b>John Rynne</b>
Treasurer	<b>Joan Taylor</b>
Minutes Secretary	<b>David Morgan</b>
Membership Secretary	<b>Joan Taylor</b>
CAB Manager	<b>Hilary Forrest</b>
Press Secretary	<b>Tess Moberly</b>
Bookstall	<b>Pat Anderson</b>
Committee Member	<b>Christine Pacey</b>
Committee Member	<b>Rachel Green</b>
Ex-Committee	
Barclays Liaison	<b>Derek Gorman</b>

**Friends of East Dorset CAB – How the funds were raised. 2009/10 Total £11,545.53**



# GP Outreach Service for Lake Road / Cranborne Surgeries – April 2010

I have been the surgeries' CAB adviser now for 10 years and the demand is still as steady as ever. Over the last year, I have seen 106 clients and discussed 204 issues. Many clients present with multiple enquiries or more issues emerge during the interview – further supporting CAB's policy of lateral thinking within good interviewing skills.

Broadly similar issues continue to dominate – benefits, separation and employment. Employment and Support Allowance appeals have cropped up regularly. I have dealt with three – all of which had the decision changed – one with the infamous 'nil point' score. That client received a phone call the morning of the hearing, telling her she had no need to attend – the Department of Work and Pension's decision had been overturned on the paper evidence alone!

I continue to receive the same high level of support from the GPs which helps both clients and me enormously. It does go a long way towards offering clients a holistic approach to their problems – hopefully the GPs also feel it helps their patients in the same way. Even in financial terms, CAB service within a GP's practice very likely pays for itself by improving client's lifestyles and reducing visits to the surgeries. Maybe one day a CAB adviser will be included in every practice's costings, just as a physiotherapist or chiropodist might be. I certainly continue to find this role very enjoyable and satisfying in the Lake Road and Cranborne surgeries.

*Sue Lynch*

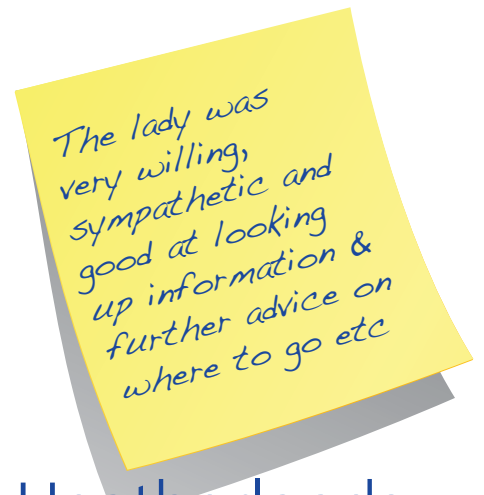
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## CARDS Rural Outreach Service – April 2010

We have now just begun the final year of this project. I would like to say that during 2010 the demand for home visits has reduced slightly. However, matters seem to get ever-more complicated. I think virtually every Employment and Support Allowance claim submitted is being refused, following the medicals. Appeals have therefore increased. Since the basic allowance continues to be paid, once the appeal has been submitted, this must be one factor. We are aware, though, that both the medicals and the decision making process are proved to be flawed – so many decisions are being changed in the client's favour.

Disability Living Allowance appeals have increased also. I have six on-going at present, in different stages of the process. Attendance Allowance continues to be relatively easy to secure – the criteria is definitely applied less stringently than for the middle/high rates of care component of Disability Living Allowance. I also have a handful of clients who are needing very long term help, with multiple issues manifesting themselves over several months. It's good to be able to be there for such clients, as a consistent source of help and advice, often through a very stressful period of their lives. This Rural Outreach Service funded by the Big Lottery continues to be interesting and rewarding. It is hoped that future funding can be secured to allow it to continue for years to come.

*Sue Lynch*



## Heatherlands Outreach

I joined Ferndown Bureau in March after spending two years at Poole CAB. Thank you to Pat, Joan and all at Ferndown for welcoming me.

The newly improved Community Centre is a great location. We have a spacious room situated between the parent and toddler group and the pre-school. It can be very noisy with crying babies and toddler tantrums but that all adds to the fun! I have been at Heatherlands for just six weeks on a Tuesday morning and have been using my time to get to know the area and have met lots of interesting people.

Many thanks go to the caretaker John for his support and his great dedication to the centre. Thanks also to Christine for showing me around, I am sure she will be greatly missed.

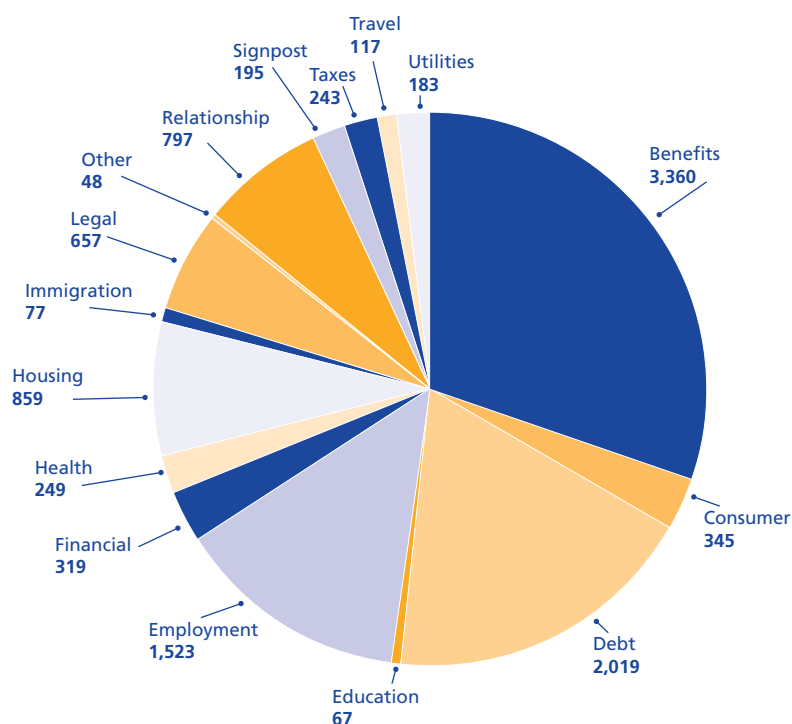
Heatherlands is a drop-in session so I never know how busy it will be. Some mornings are completely full and others very quiet. Although the service is used primarily by parents from the estate, it is good to see clients of all ages attending. The majority of enquiries so far have been about benefits. On quiet mornings I spend my time talking to the staff and parents at the groups there and building relationships. Everyone has been very friendly and they keep me supplied with tea and toast! I even got to meet a snake at the recent Open Day! This is quite an unusual post and I look forward to the challenges ahead.

*Mandi Douglas*

## Bureau Activities in Key Areas of Advice linked to the recession in East Dorset

2007/8 2008/9 2009/10

	Total 2007/8	Total 2008/9	Total 2009/10	% change 2008/9-2009/10
Housing Benefit	334	362	<b>385</b>	6%
Job Seekers Allowance	75	177	<b>232</b>	24%
Employment Terms and conditions	159	189	<b>200</b>	6%
Employment - Pay	280	241	<b>270</b>	11%
Dismissal	184	228	<b>267</b>	15%
Redundancy	140	288	<b>204</b>	-41%
Rent arrears	86	81	<b>94</b>	14%
Mortgage arrears	90	110	<b>100</b>	-10%
Relationship breakdown	382	430	<b>390</b>	-10%
Domestic violence	33	48	<b>38</b>	-26%



### Total new issues

		%
Benefits	3,360	30.4
Consumer	345	3.1
Debt	2,019	18.3
Education	67	0.6
Employment	1,523	13.8
Financial	319	2.9
Health	249	2.3
Housing	859	7.8
Immigration	77	0.7
Legal	657	5.9
Other	48	0.4
Relationship	797	7.2
Signpost	195	1.8
Taxes	243	2.2
Travel	117	1.1
Utilities	183	1.7
<b>Total</b>	<b>11,058</b>	<b>100.0</b>

	Contacts with clients	Contacts with 3rd parties
2008/09	10,044	3001
<b>2009/10</b>	<b>11164</b>	<b>3021</b>
Change	10%	0.6%

### EDCAB CLIENTS 2008/09 and 2009/10

	Total New Clients	% New	Existing Clients	% Existing	Total Unique Clients
2008/09	2,670	79	716	21	3,386
<b>2009/10</b>	<b>2,944</b>	<b>78</b>	<b>848</b>	<b>22</b>	<b>3,792</b>

# CONTACT US...

## WIMBORNE

Hanham Road, BH21 1AS

MONDAY 10am - 3pm

TUESDAY 10am - 3pm

WEDNESDAY 9.30am - 11.30am

THURSDAY 10am - 3pm

FRIDAY 10am - 1pm

**(01202) 884738**

Monday, Tuesday, Thursday and Friday between 10am and 3.45 pm.  
Wednesday 9.30am - 11.30am

## FERNDOWN

1A Princes Court, Princes Road,  
BH22 9JG

MONDAY 10am - 3pm

TUESDAY 10am - 3pm (Debt)

THURSDAY 10am - 3pm

FRIDAY 9am - 12 noon

**(01202) 893838**

Monday, Tuesday and Thursday between 10am and 3.45pm. Friday 9am - 12 noon.

## VERWOOD

Library

TUESDAY 10am - 12 noon

**(01202) 822972**

**Out of Hours Service:**

**08444 77 20 22**

[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

[www.eastdorsetcab.org.uk](http://www.eastdorsetcab.org.uk)



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## MANAGEMENT & PAID STAFF

District Manager (Shared with North Dorset) ..... Hilary Forrest  
Advice Manager..... Fiona Wilkinson (P/T)  
Deputy Advice Manager..... Pat Temple (P/T)  
Advice Session Supervisors..... Roz Watts (P/T)  
Ann Walker (P/T)  
Assistant Manager - Social Policy & Employment Gillian Dawson (Vol)  
Money Adviser..... Nora Hall (P/T)  
Bureau Tutor..... Gilly Crompton (P/T)  
GP/ Rural Outreach ..... Sue Lynch (P/T)  
Heatherlands Outreach Adviser until 2/10 ..... Christine Orange (P/T)  
Heatherlands Outreach Adviser from 3/10..... Mandi Douglas (P/T)  
Office Manager..... Lucy Campbell (P/T)  
Administration Assistant ..... Julie House (P/T)

### VOLUNTEERS

#### Advisers

Patricia Attiwell(TA)  
Pat Anderson (SM)  
Sophie Brown (TA)  
Ruth Bush  
Dorothy Dodman (G)  
Jean Durant (M)  
Kathryn Finn (SM)  
Christine Fisher (SM)  
Anita Ford (M)  
Jane Green (SM)  
Eddie Hawkins (Debt Specialist)  
Chris Isaac (M)  
Tina Jackson  
Jenny James (M)  
Karen Kelly (TA)  
Anna King  
Brian Kinge (SM)  
Helen Leavens (M)  
Juliet Lewis (TA)  
Michael Lunt (TA)  
John Moore (M)  
Judy Moore  
John Newman  
Katherine (NDCAB)  
Graham Paine  
John Parsonage  
Roger Purkiss (Debt Specialist)  
Margaret Stevens (SM)  
Amanda Szeto (TA)  
Joan Taylor (SM)  
Sue Taylor (Tax Credits)  
David Thompson (M)  
Shelley Tilley (TA)  
Julie Tooms (TA)  
Rose Turner  
Ann Walker (SM)

#### Resigned during the year

Rob Barsby  
Krysia Cowan  
Sheila Gooden  
John Laidlaw  
Christine Orange  
Maggie Pope (Debt Specialist)

#### Employment Consultant

David Cummins

#### In Training

Paula Van Breda

#### Social Policy Project Worker

Ian Lee

#### IT Consultant

Alan Hart

#### Advice Assistants

Derek Geldart  
Rachel Green  
Beryl Sinclair  
Sue Taylor

#### Administration/Reception in Ferndown

Mary Angus  
Joy Minett  
Beryl Sinclair  
Gill Waine

#### Administration/Reception in Wimborne

Audrey Beall  
Jan Burford  
Linda Gurman  
Erica Hawkins  
Denise Penny  
Lucy Portsmouth (part year)  
Judith Ranger  
Jean Richards

Key: (M) = Minder (SM) = Session Minder  
(TA) = Trainee Adviser (G) = Gateway Adviser