

East Dorset  
Citizens Advice Bureaux



# Annual Report 2012/13

We're here to help.

Whoever you are.

Whatever the problem.



## Board of Directors

### ELECTED MEMBERS

**Alan Honnor**

Chairman

**Maureen Godfrey**

Vice Chairman

**John Rynne**

Company Secretary

**Graham Hall**

Treasurer

**Diann March**

Chairman of Friends

**Barbara Manuel**

East Dorset District Council

**David Morgan**

East Dorset District Council

**Sandra Grove**

Verwood Town Council

**Robin Cook**

Wimborne Town Council

**Alan Breakwell**

Elected July 2012

### CO-OPTED

**John Muggleton**

Ferndown Town Council

### STAFF ADVISERS

#### TO THE BOARD

**Tony Molloy**

District Manager

**Pat Temple**

Advice Manager

### VOLUNTEER ADVISERS

#### TO THE BOARD

**Sophie Brown**

Staff Representative (W)

**Beryl Sinclair**

Staff Representative (F)

### INDEPENDENT

#### EXAMINER

**Princecroft Willis**



### Wimborne Citizens Advice Bureau

Hanham Road, BH21 1AS

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.

### Ferndown Citizens Advice Bureau

1A Princes Court, Princes Road, BH22 9JG





## chairman's report

### ***Farewell...***

**Having been Chairman - and on occasions President - over the past 15 years and having reached the age of 86 - retirement is not beckoning me but waving its arms frantically I have therefore, decided to step down as Chairman and retire from the Trustee Board at the AGM in July.**

I have thoroughly enjoyed my long association with the East Dorset CAB during which time I have worked with two Managers - Hilary and Tony - two different management styles - but I am happy to say I was able to work well with them both and I think we achieved most of what we set out to do.

The 'Sword of Damocles' which always hangs over the Bureau - is MONEY - but I am very pleased and grateful for the financial contributions we have received over the years from local authorities, organisations such as 'The Lions' and 'Rotary', a Lottery Grant and of course 'Our Friends'. Careful control of our finances within the bureau, has enabled us to maintain the high level of service which our clients have come to expect. None of which would have been possible without the continued support and co-operation the bureau receives from all staff, volunteers and trustees.

I am very pleased that the Trustee Board has proposed Maureen Godfrey as my successor as she has worked with me as Vice Chairman for several years and I know she will do a great job guiding the bureau in the future.

I feel that there will be many changes over the next few years in the way bureaux operate, but I am sure that East Dorset CAB will meet all future challenges and I express my best wishes to all of you for the future.

*Alan T Honnor*



## district manager's report

**It may be the extensive changes to the welfare benefits system that are underway, or it may be the general climate of anxiety that has followed the global financial crisis, but whatever the reason, we have seen an increase in the complexity of the issues that clients seeking our help this year have brought.**

The 'presenting' issues relate to welfare benefits, debt and other money matters, housing, employment and relationships in the main. But in the majority of cases the presenting issue for an individual client is only a part of the story to be uncovered – unemployment may be putting their home under threat, debt may be putting a relationship at risk. This can create an almost unbearable pressure on people. It's great to know that we, in the majority of cases, are able to show the client a way forward and to give them hope for the future.

My office in the Bureau is adjacent to the reception area and many are the occasions when I've seen a worried and nervous face appear to tentatively ask for help with this or that. It's enormously gratifying to see that same face disappear some time later with a smile or even a laugh, armed either with a helpful piece of information, or an appointment for a future visit to see an adviser.

Of course we are not always able to help, and we know that there are lots of people who want to access our service that can't get through to us due to busy phones, or limited opening hours.

In an effort to improve access the several Bureaux in Dorset have been working collaboratively since October 2012 on 'Dorset AdviceLine'. A single telephone number for access to any Bureau in the County, the system is designed to make the best use of our resources. In it's first six months of operation the service dealt with 4,884 enquiries. It's far from being a perfect system, but we are working hard to ensure that it gets better.

All of this creates it's own pressure on the magnificent team of paid staff and volunteers that we have at East Dorset CAB. Through all the many demands that are put on them, either by clients (or their managers!) they remain stubbornly optimistic and committed to helping everyone who comes to us. And in the case of our volunteers for nothing more than a cup of tea and an occasional biscuit.

And I must finish by making my heartfelt thanks to all our many supporters. Whether you are a volunteer in our advice team or work in our reception and admin team; or provide funding to keep us going through a grant or donation; or serve as a trustee and keep us in good order; or work with us as a partner organisation to help clients; or simply keep us in your thoughts, you make us what we are. Thank you.

*Tony Molloy*



## treasurer's report

This has been an unusual year financially with a £33,000 increase in expenditure due to a one off grant. At the end of the year we retained a balance of £12,000 to meet specific contract commitments leaving a £10,000 increase in the general reserves. The grant was used to bolster existing services, particularly outreach, money advice and home visiting.

There is no indication that there will be any reduction in the need for our services in the foreseeable future and our income is currently expected to be over £60,000 less in 2013-14. The Trustees have decided to reinvest the £10,000 surplus we have just made plus up to an additional £20,000 of our reserves to maintain our service level at or close to the existing level. Our reserves have been generated over a number of years by tight cost control but they were established for situations like these when demand is increasing but Government and Local Authority funding is under exceptional pressure.

We greatly appreciate the continuing support from the County, District and Town Councils that gives us some stability during these difficult times but clearly this rapid reduction in our reserves can only happen for a limited period so we will have to make every effort to increase our funding either directly or through Citizens Advice in Dorset (CAiD) if we are to avoid reducing our services at the very time when local residents need them most.

*Graham Hall - Treasurer*

2011/12 (£)	INCOME	20012/13 (£)
<b>GRANTS AND DONATIONS</b>		
67,600	East Dorset District Council	90,900
18,451	Macmillan	18,000
9,576	Friends of East Dorset CAB	6,624
9,230	Citizens Advice Supervision Project	0
9,000	East Dorset District Council Supervision Project	0
7,825	Dorset County Council	7,825
6,000	Primary Health Care Trust	6,000
5,041	Valentine Trust for Heatherlands Project	1,800
4,000	Wessex Water	4,000
2,396	Dorcap Home Visiting	0
1,554	Additional Hours Project	0
1,321	Client and General Public Donations	1,336
1,000	Wimborne and Ferndown Lions club	1,000
731	North Dorset CAB	731
0	Dorchester CAB	2,577
0	North Dorset District Council	797
700	Rotary and Inner Wheel	0
175	Training and Room Hire Fees	425
70	Citizens Advice	3,508
0	The Big Lottery Fund	40,000
0	Taylor Energy Services	4,050
0	East Dorset Housing Association	5,594

<b>Town Councils</b>		
7,500	Ferndown	7,500
6,000	Wimborne	6,000
2,000	Verwood	2,000

<b>Parish Councils</b>		
1,000	Colehill	1,000
800	Corfe Mullen	0
350	St.Leonards & St.Ives	440
250	Holt	250
150	Cranborne	150
100	Alderholt	100
100	Knowlton	100
100	Sixpenny Handley with Pentridge	150
100	Sturminster Marshall	100
100	West Moors	150
0	West Parley	250
<b>163,220</b>		<b>213,357</b>
1,368	Bank Interest	4,100
1,988	Other Income	0
<b>166,576</b>	<b>Total</b>	<b>217,457</b>

<b>EXPENDITURE</b>		
112,630	Salaries, Pensions, National Insurance	136,414
4,506	Staff Costs	3,072
14,000	Office Costs	19,897
17,677	Premises Costs	25,966
6,590	Other General Expenditure	7,736
2,636	Fundraising Costs	593
2,692	Governance Costs	-279
<b>160,731</b>	<b>Total</b>	<b>193,399</b>
<b>5,845</b>	<b>Surplus of Income over Expenditure</b>	<b>24,058</b>

<b>BALANCE SHEET</b>		
31-Mar-12		31-Mar-13
<b>Current Assets</b>		
205,000	Interest Bearing Accounts	175,000
30,699	Current Account and Cash	22,673
3,658	Debtors and Prepayments	7,368
-64,793	Creditors - amounts falling due within one year	-6,417
<b>174,565</b>	<b>Net Assets</b>	<b>198,624</b>

<b>Represented by:</b>		
	Restricted Funds	12,410
129,565	General Reserve	139,910
15,000	Legal Liabilities Reserve	16,304
12,000	Staff Sickness Reserve	12,000
12,000	Premises Reserve	12,000
6,000	IT Replacement Reserve	6,000
<b>174,565</b>	<b>Total Reserves</b>	<b>186,214</b>
<b>174,565</b>		<b>198,624</b>



## advice manager

**2012/13 was another very busy year in the bureau with the introduction of Dorset Adviceline and many changes in the Welfare Benefits systems.**

On the plus side clients of the bureau benefitted from an award of funding from Citizens Advice which allowed us to extend our home visiting service and open up two new outreach locations in Leigh Park and Three Legged Cross. The funding only lasted for a year and unfortunately hasn't been replaced but we are trying to continue those parts of the projects which are most used.

There were several retirements in the year of long standing members of staff.

Nora Hall our lead money adviser retired in March after many years with the bureau, both as a general adviser and later as a money specialist. She found it difficult to say no to any request for help and was therefore on duty at home almost as much as she was in the bureau.

She was replaced by Karen Hancock in the summer and Karen is now an established member of the bureau who is very competent and knowledgeable in this demanding area of advice.

Our office manager, Lucy Campbell, retired in January and it was with great sadness that we said goodbye to her. It was a great concern that the office would fall apart in her absence but she has been very ably replaced by Juli Brown and all systems continue to operate.

Sue Lynch also retired after 23 years as a volunteer adviser, GP surgery adviser, outreach and home visitor. She will be much missed by her colleagues and clients for her dedication and doggedness on behalf of her clients and her humour in the bureau.

Other volunteers have also left during the year and each one is missed for their individual input but we have recruited some very enthusiastic replacements and are optimistic that the bureau will continue to offer the very high level of service that it is noted for.

*Pat Temple*

## office manager



**This year has seen a significant change within the admin team at EDCAB as the previous office manager retired after 10 years service. Lucy has left her mark on the team and on the processes and is a hard act to follow - but I am trying.**

In the short time that I have been with EDCAB my priorities have been to learn my job and also those of the people within my team. I believe that it is important in a small organisation that tasks can be covered effectively when a member of the team is away.

I identified a number of volunteering opportunities within the reception admin team and am very pleased to report that 4 new volunteers started in March and April; at the time of writing they are all settling in well and are proving to be an asset to the team. The longer term aim is to take as much non advice giving work off the advisors so that they are able to focus on giving the much needed help and support to the clients and to get to grips with the new computer system rumoured to be implemented later on in the year.

The admin team covering both the Wimborne and Ferndown Bureaux now totals 15 and I would like to thank them all for all their hard work and commitment to EDCAB and for way they have supported me in my new role - thank you!

Personally, I have also received help and support from various individuals at East Dorset District Council and I would like to thank them for that; it has been appreciated

*Juli Brown*



## social policy



The twin aim of the CAB service is to improve the policies and practices which affect people's lives.

### How do we do that?

**CASE EXAMPLES:** written by advisers to highlight injustices, like adviser Sue T's reports on lone parents' tax credit appeals. These are forwarded to Citizens Advice central office, who keep a watch for trends and potential to put things right, or gather more evidence nationally.

**SURVEYS:** Food banks and their increasing use cause great concern. East Dorset CAB participated in the Citizens Advice survey of clients who used them and why. We also responded to a Citizens Advice survey on clients who used the much-dreaded payday loans.

**MEETINGS:** Throughout the year District Manager Tony Molloy attends regular meetings with East Dorset District Council and housing associations where policy issues are addressed.

**CONSULTATIONS:** We responded to the local Primary Care Trust planning for potential health impact of the welfare reform bill; and to government on the use of questionnaires in discrimination cases at employment tribunals.

**CAMPAIGNING:** We are an active member of the Dorset CAB Social Policy Campaign group, which tried to tackle the issue of school uniform grants for the poorest families. The difficulty seems to be that the Dorset schools have been 'devolved' the money to spend on school uniform grants, but it is not ring-fenced so schools can spend the money on other things. Then when parents need to access the grants - in the summer holidays - the schools are closed. **What a nonsense!**

*Gillian Dawson*

## macmillan project



The Dorset Macmillan CAB service helps people with cancer and their families. I am nearing the end of my second year as a Macmillan Welfare Adviser and am part of a team of 4 advisers who are based in different Bureaux within Dorset. I cover a wide geographical area including East and North Dorset, Purbeck and Christchurch. Referrals come mainly through health professionals via our Project Co-ordinator at Dorchester CAB.

We do some telephone advice and bureau appointments but the majority of clients are visited in their own homes. Over the last year I have visited around 100 cancer patients and their families. Often they are still undergoing treatment and struggling with illness and fatigue, along with all the emotional upheaval that a cancer diagnosis brings. We believe that this home visiting element is absolutely vital to our service. Seeing clients in their own homes also means that any necessary paperwork is to hand, and partners and family members are often despatched to search the cupboards in order to procure this.

A large part of our work is around benefits, assessing entitlement, and completing applications. A high proportion of clients are unfamiliar with the complex benefit system. It is an added burden for them at an already difficult time, and we aim to support, assist and encourage clients to apply for financial assistance where eligible. We also assist with grant applications, housing and employment problems, help with health costs and any other associated issues.

We have had another successful year and our service is always in demand.

*Mandi Douglas*

## training

Employment law, localisation of housing matters and Welfare Reform have kept us all on our toes, so, as ever, ongoing training has been part of day to day life here at East Dorset CAB this year.

To help us keep abreast of these and the many other changes, we use Citizens Advice electronic materials (bite size and e-learning packages). This computer-based training is sometimes supplemented by face to face training courses, wherever possible. Many of the more useful courses, though, are further afield (mostly in London), so it was really helpful when a local Dorset course was arranged for advisers representing at Welfare benefits tribunals.

Speakers at our staff meeting / training sessions have also been many and varied, dealing with issues from debt and immigration to domestic violence; this all helps to keep our assessors and advisers aware of how we can best support our clients in these challenging times.

We continue to train new assessors and are now also training four people as advisers. Training for both the adviser and gateway assessor roles is structured around nationally recognised Citizens Advice competences and all are progressing well.

Thank you to all who have helped in the training in some way this year - supervisors, mentors, managers, benefits and debt specialists alike. Your support is much appreciated.

*F Wilkinson*



## money adviser

**I joined East Dorset CAB in August 2012 having previously worked on various money advice projects over a number of years with another local Bureau. I feel very much at home here and have been impressed with the standard of service that we are able to offer our clients with money worries.**

We continue to see people who are struggling to manage debt in the current economic climate. We have assisted with budgeting, negotiating with creditors, challenging debts, preventing homelessness, insolvency solutions such as bankruptcy, Individual Voluntary Arrangements and Debt Relief Orders and many other related issues that our clients come to us with.

We are expecting an increase in the number of people requiring debt advice due to the benefits changes that have come into effect from April 2013 and that will be coming into effect over the next twelve months. We are already seeing clients who have been adversely affected by the "bedroom tax" and change to council tax benefit.

Clients often testify that it is difficult for them to take the first step in addressing their debt problems but once they have spoken to an adviser they feel that a weight has been lifted from them and they are able to sleep better at night.

During the last year it has been beneficial to link up with other debt advisers from the free debt advice sector at the quarterly Dorset Money Advice Forum. Here we are able to share ideas on best practice and listen to talks from speakers from relevant organisations such as Experian Credit Agency.

We will continue to develop good relationships with local agencies such as East Dorset District Council, Synergy, Wessex Water and Sembcorp over the next year as this can only be of benefit in assisting our clients in preventing homelessness and greater indebtedness.

Finally, I would like to thank my colleagues, particularly those involved in specialist debt advice, for warmly welcoming me onto the team and for their dedication in assisting our clients in such a professional way.

*Karen Hancock*



## outreach

**The past year has been very busy for me as I have been out about across the region in different locations. Apart from Heatherlands on Tuesday mornings I have been at Verwood Library and a GP practice in 3 Legged Cross on alternate Thursdays and Leigh Park Community Centre in Wimborne on Wednesday mornings.**

**Heatherlands** is doing very well. I have an ongoing client with flooding problems who feels that Wessex Water is fobbing him off, and a client with Alzheimer's who comes to see me but rarely remembers why. The local community support officer drops in for advice from time to time.

**Verwood Library** is well attended with a wide variety of issues from the man with 2 identities to the woman whose car was damaged by a poorly marked pothole. I have been made very welcome and I enjoy the busyness of the library's daily life.

**The Leigh Park project** is popular; this is arranged in conjunction with the children's centre and runs at the same time as a Sure Start session. It is a busy place and there are always people coming and going especially since the Buggy Fit and food bank sessions started. Back in February I ran a Workshop dealing with the Welfare Reforms due to start in April and June. I will be running another day on the same theme and later in the year I will do a Workshop focussing specifically on universal credit.

Apart from these outreaches I also represent clients at benefit appeals Tribunals ranging from Employment Support Allowance and Disability Living Allowance to overpayment of Income Support and Child Tax Credits where clients have faced fraud investigations. My success rate is very high; higher than Department of Work and Pension statistics would reflect. The numbers of clients appealing against DWP decisions is increasing all the time.

I did a stint as home visitor as well which mainly involved helping older people with their Attendance Allowance claims.

As the new year begins I find myself taking over the GP Outreach Project in Verwood and Cranborne from Sue Lynch; I hope I can do it justice.

*Sophie Brown*





## outreach

### The GP Outreach Project in Verwood and Cranborne

I am writing this on March 22nd, my very last day as the G.P. surgery Outreach Adviser. After so many years, it is with mixed feelings that I leave the patients in the very capable hands of Sophie Brown. Business continues to be brisk! There have been lots of enquiries re Employment Support Allowance, with the refusal of seriously ill and disabled claimants being put in the Work Related Group and finding the whole process very difficult to deal with. The recent changes to Housing Benefit has already prompted a couple of enquiries, and will I am sure, cause many more. Support from all the G.P.'s continues and I know Sophie will enjoy working with them. Me – I'm off to dig my garden!

*Sue Lynch*



## employment

East Dorset Citizens Advice Bureau gives advice which ranges from basic information to detailed preparation of casework to go to employment tribunal. This year both Graham P and Sophie have been involved at the heavy end; I am delighted to report that Graham's cases were successfully settled out of court, and Sophie's is still in action at the end of March 2013.

My concerns about the introduction of fees to take a case to an employment tribunal, which are due to take effect during the coming year, remain. The government's intention is to reduce the cost of tribunals. However they remain the only option to employees for redress. Citizens Advice has argued for many years for a quicker, cheaper method of settling disputes which would not require the expense of an individual tribunal for every case. It is facile to argue that the fee will deter those employees who do not have a strong case from taking one, because it does not address the very real issue of also deterring those employees who do have a case. The government needs to understand that good and bad attitudes can be found amongst both employers and employees.

Our advice frequently helps clients decide not to pursue a case: that is valuable to them, to their former employers and to the public purse. These clients are just as likely to shake our hand and tell us we are "wonderful" as those who do have a case.

*Gillian Dawson*



## friends of east dorset CAB

The Friends have once again had another successful fundraising year. We received a further generous donation of £1,500 from Gascoyne Holdings Limited (previously known to us as Salisbury Charitable Trusts) which will go towards maintaining our outreach services at Verwood, Ferndown and Wimborne Minster and we thank our Patron Lord Cranborne for his continued support.

We served teas again when Mary and Roger Angus opened their garden for four Sundays under the National Garden Scheme and at Wimborne St Giles on August Bank Holiday Monday. Thanks

must go to our volunteers who not only bake the cakes but also give up their leisure time to serve the teas and wash and dry up. Those who help on these occasions always enjoy themselves and meet some very interesting people.

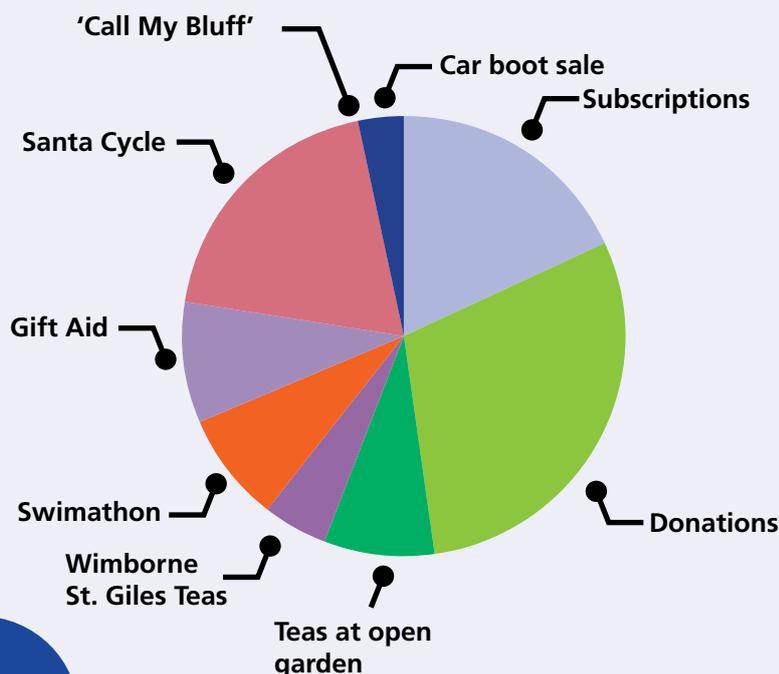
Further monies were raised by volunteers participating in the Rotary's Swimathon and Santa Fun Run and we were chosen by the Broadstone Players as one of their chosen charities for one of their performances. Graham P held a car boot sale and a very successful Live Jive was held at Corfe Mullen Village Hall and we are grateful to Mr Brian Gant who kindly sponsored the hire of the hall.

Chris Isaac is proving to be very meticulous in keeping our accounts in order and Rachel continues to produce the Friends Newsletter.

A big thank you to everyone who gave their time so freely throughout this past year, especially those sitting on the Friends committee, as this has enabled the Friends to continue to support this much needed facility in our community.

*Diann March*  
Chairman Friends of East Dorset CAB

### Friends of East Dorset CAB - How the funds were raised. 2012/13



Chairman	<b>Diann March</b>
Vice Chairman	<b>John Rynne</b>
Treasurer	<b>Chris Isaac</b>
Minutes Secretary	<b>David Morgan</b>
CAB District Manager	<b>Tony Molloy</b>
	<b>Pat Anderson</b>
Committee Members	<b>Derek Geldart</b>
	<b>Rachel Green</b>
	<b>Tess Moberly</b>

Ex-Committee	
Treasurer	<b>Joan Taylor</b>

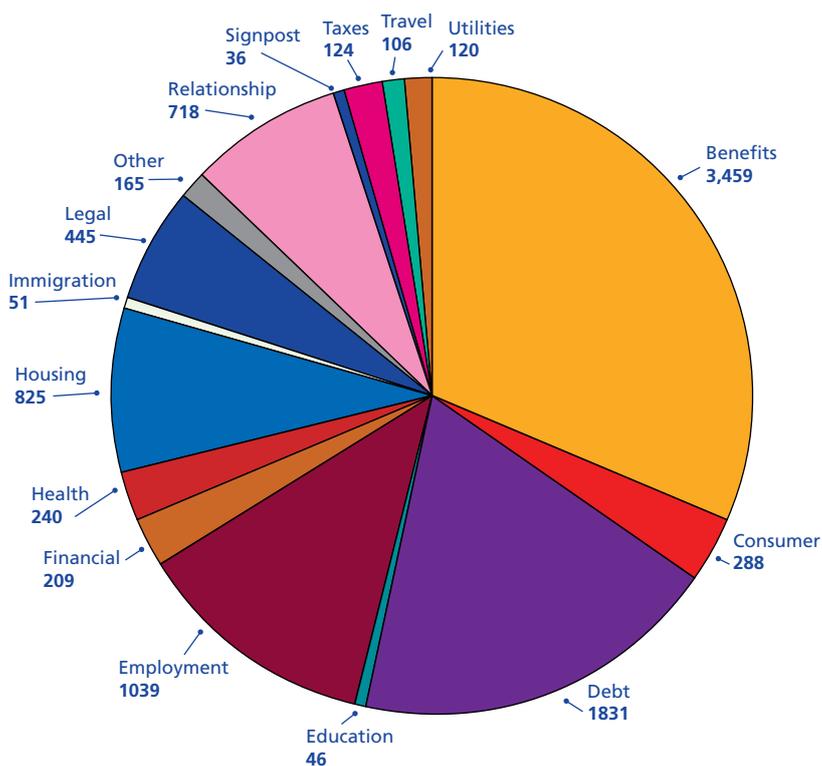


## Bureau Activities in Key Areas of Advice linked to the recession in East Dorset

	Total 2009/10	Total 2010/11	Total 2011/12	Total 2012/13	% change 2011/12-2012/13
Housing Benefit	385	439	436	394	-10%
Job Seekers Allowance	232	178	203	154	-24%
Employment Terms and Conditions	200	191	220	194	-12%
Employment - Pay	270	240	230	181	-21%
Dismissal	267	214	207	189	-9%
Redundancy	204	185	206	100	-51%
Rent Arrears	94	95	88	102	16%
Mortgage Arrears	100	96	84	55	-35%
Relationship Breakdown	390	524	409	451	10%
Domestic Violence	38	35	33	43	30%

## Total new issues

New Issues	Total	%
Benefits	3,459	35.7
Consumer	288	3.0
Debt	1,831	18.9
Education	46	0.5
Employment	1,039	10.7
Financial	209	2.2
Health	240	2.5
Housing	825	8.5
Immigration	51	0.5
Legal	445	4.6
Other	165	1.7
Relationship	718	7.4
Signpost	36	0.4
Taxes	124	1.3
Travel	106	1.1
Utilities	120	1.2
<b>Total</b>	<b>9,702</b>	<b>100.0</b>



## EDCAB Clients 2011/12 and 2012/13

	Contacts with clients	Contacts with 3rd parties
2011/12	10930	2578
2012/13	10342	2782
<b>Change</b>	<b>-5.4%</b>	<b>7.9%</b>

	Total New Clients	% New	Total Existing Clients	% Existing	Total unique clients
2012/13	1,905	65.9	985	34.1	<b>2,890</b>
2011/12	2,412	69.7	1,047	30.3	<b>3,459</b>

## contact details...

### Dorset Adviceline

**0844 245 1291**

Advice line open 10am-4pm.

Type Talk users call **08444 111 445** (for hearing or speech impaired callers).

Calls are 5p per minute from a BT landline. Other providers and calls from mobiles may be considerably more expensive.

### Wimborne

**Hanham Road,  
BH21 1AS**

MONDAY 10am - 3pm

TUESDAY 10am - 3pm

WEDNESDAY 9.30am - 11.30am

THURSDAY 10am - 3pm

FRIDAY 10am - 1pm

### Ferndown

**1A Princes Court,  
Princes Road,  
BH22 9JG**

MONDAY 10am - 3pm

TUESDAY 10am - 3pm (Debt)

THURSDAY 10am - 3pm

### Outreach (Drop-in)

**Verwood:** At **Verwood Library** on 1st, 3rd & 5th Thursday of every month 10am - 1pm

**Leigh Park, Wimborne:** Every Wednesday 9.30-12.30 at the Children's Centre/Community Centre

**Tricketts Cross:** Every Tuesday 9.30- 12.00 at **The Heatherlands Centre**

## staff and volunteers

### Management and Paid Staff (p/t)

District Manager ( <i>shared with North Dorset</i> ) .....	Tony Molloy
Advice Manager.....	Pat Temple
Advice Session Supervisors .....	Ann Walker
.....	Sylvie Mitchell
Money Adviser ( <i>until 03/12</i> ).....	Nora Hall
Money Adviser ( <i>from 08/12</i> ) .....	Karen Hancock
Training Supervisor .....	Fiona Wilkinson
GP Adviser .....	Sue Lynch
Outreach Adviser .....	Sophie Brown
Macmillan Welfare Benefits Caseworker.....	Mandi Douglas
Home Visiting Caseworker .....	Gill Jones
Office Manager ( <i>until 01/13</i> ).....	Lucy Campbell
Office Manager ( <i>from 01/13</i> ) .....	Juli Brown
Administration Assistant .....	Julie House

### Volunteers

Mary A, Patricia A, Andrea A, Barry B, Christine B, Helen B, Lindsay B, Jan B, Mandy B, Ruth B, David C, Gillian D, Jean D, Christine F, Geraldine F, Alan H, Jane G, Rachel G, Alastair G, Linda G, Angie H, Eddie H, Anna K, Brian K, Ian L, Joy M, John M, Judy M, Graham P, John Pa, Jane P, John P, Denise P, Roger P, Carol P, Brian S, Jean R Jeannette R, Anthony S, Beryl S, Ian S, Mandy S, Valerie S, Joan T, Sue T, Kay T, David T, Shelley T, Lyndsey T, Rose T, Gill W, Barry W, Jill W and Amanda W.

### Resigned/Retired during the year

Pat A, Rocio C L John E, Erica H, Kathryn F, Sue W, Julie C, Lucy C, Brian F, Luke S and Stan W,



Charity Registration No. 1003456  
Company Limited by Guarantee  
No. 2618707  
Designed by East Dorset  
District Council - June 2013

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**

