

East Dorset Citizens Advice Bureaux



ANNUAL REPORT 2014/15

**We're here to help.
Whoever you are.
Whatever the problem.**





Contact us...



BOARD OF DIRECTORS

ELECTED MEMBERS

- Maureen Godfrey**, Chairman
(November 2014 - September 2015)
- Alan Breakwell**, 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

CO-OPTED

- John Muggleton**, Ferndown Town Council
- Derick Smith**, Lions Club of Wimborne & Ferndown

STAFF ADVISERS TO THE BOARD

- Dorne Hardyman**, Bureau Manager
- Pat Temple**, Advice Manager

VOLUNTEER ADVISERS TO THE BOARD

- Barry Watts**, Staff Representative (W)
- Beryl Sinclair**, Staff Representative (F)

INDEPENDENT EXAMINER

Princecroft Willis

For **new enquiries** please phone the **DORSET ADVICELINE 0344 245 1291** or from mobiles **0300 3300650** between 9.30am and 4.00pm Monday - Friday call in at one of the following places for an initial assessment...

Wimborne CAB

Hanham Road, Wimborne, BH21 1AS

MONDAY	10.00am - 3.00pm
TUESDAY	10.00am - 3.00pm
WEDNESDAY	Appointments only
THURSDAY	10.00am - 3.00pm
FRIDAY	10.00am - 1.00pm

Ferndown CAB

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

MONDAY	10.00am - 3.00pm
TUESDAY	10.00am - 3.00pm
THURSDAY	10.00am - 3.00pm

Citizens Advice Bureau Outreach

HEATHERLANDS

The Heatherlands Centre, Barns Road, Ferndown, Dorset BH22 8XH
2nd and 4th Tuesday of each month
9.30am - 12.00pm

WIMBORNE

Leigh Park, Children's / Community Centre
1st, 3rd and 5th Wednesday of each month
9.30am - 12.30pm

CORFE MULLEN

Corfe Mullen Children's Centre and Library, 54 Wareham Road, Corfe Mullen, Wimborne, BH21 3LE
2nd and 4th Wednesday of each month
10.00am - 12.00pm

VERWOOD

Verwood Library, 1 Manor Road, Verwood, BH31 6DS
1st, 3rd and 5th Thursday of each month
10.00am - 12.30pm

Email us at: advice@eastdorsetcab.org.uk

Information and advice is also available at;
www.adviceguide.org.uk or
www.eastdorsetcab.org.uk



Vice Chairman's Report

Alan Breakwell



It gives me great pleasure to introduce and commend the Annual Report. It follows the pattern of previous years giving an insight into the activities of the Bureau and the finances that support that work.

It is with sadness that the **Chairman Maureen Godfrey** was unable to complete her term as Chairman as she passed away on the 6th September 2015. Maureen had joined the Trustees Board in 1999 and became Chairman in 2013 a role to which she was ideally suited. Over the 16 years she had been an avid supporter of the Bureau. She was also on the Citizens Advice in Dorset (CAID) Executive Committee representing the East Dorset Bureau. In my short time as a Trustee I was aware of her enthusiasm and pride in becoming the Chairman and the desire to move the organisation forward in difficult financial times. She will be sadly missed by not only those in the bureau but all who came into contact with her.

It has been a year of change for the Bureau. At the end of the previous year the Manager who was jointly appointed with the North Dorset Bureau left to pursue other challenges. The decision was taken after discussions with North Dorset not to seek a joint appointment but to recruit a part time Manager. **Dorne Hardyman** was appointed taking up her post in August. There was also a change in Office Manager later in the year and the challenges that brought at budget time.

The Trustees had agreed a revised way of operating the bureau to reduce costs whilst maintaining the high level of service. This was the main task for the new Manager to implement. There were difficult times at the start of the year with no Manager in place and working practices changing. However the changes to the staffing structure were completed early in 2015. It is still early days but good progress is being made.

A significant amount of the Bureau's income comes from the Local Authority, Parish and Town Councils as well as other organisations and a big thank you to them for their continuing support. The Friends of EDCAB continue to work tirelessly in raising funds for the continuation of this essential front line service.

The Trustees express their thanks to the Staff and Volunteers for the continuing high quality and volume of advice given to the community through what has been one of the Bureau's most difficult years. I would personally like to thank my fellow Trustees for their support and we all look forward together to the future challenges.

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.

Authorised and regulated by the Financial Conduct Authority. FRN 61759

Bureau Manager Report

Dorne Hardyman

The past year in the bureau has been one of strength within our advisor sector and one of change within the administration part of the bureau. Over Wimborne and Ferndown we have seen over 3500 clients with over 13,000 issues.

My first year within the Citizens Advice Bureau has been demanding but hugely rewarding. I joined the bureau on the 1st August 2014 coming from a managerial and financial background and I have been continually surprised and astounded by the variety and quality of advice that the East Dorset Citizens Advice Bureau gives.

It has been a very challenging time from a financial point of view as one of my first roles has been to reduce staffing levels of some of our core staff to ensure we achieve our budgets. One of the implementations is remote supervision, only one supervisor covering the two bureaux. The impact of this has been more reliance on our volunteer supervisors and more experienced staff. The change in supervision levels has led to some challenging moments however the advisors have, as always worked through the difficult times and supported each other.

On a positive note we have recruited six new volunteers and progressed two of our gateway advisors to generalist advisors. I have also recruited a new Bureau Administrator, Amanda Willis. Amanda was a gateway volunteer so has a wealth of knowledge of the bureau. Amanda has been an invaluable support and is fundamental in the smooth running of both bureaux.

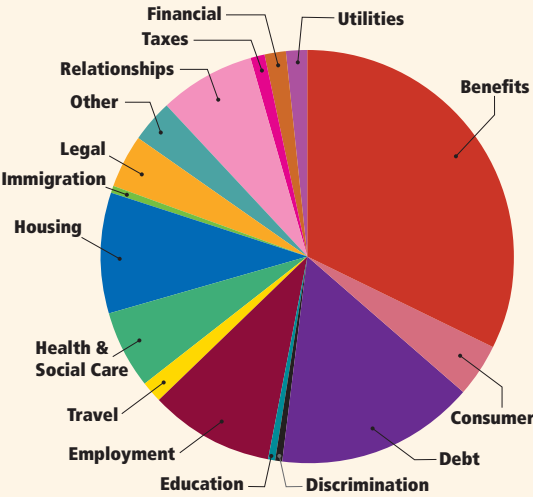
I would like to say a huge thank you to all the supporters of East Dorset CAB. Especially the District and all Parish and Town Councils who have been generous in the funds they have given. The Friends of EDCAB have once again been relentless in their fundraising efforts. I have been astonished by the army of cake makers and sandwich makers that have raised so much for EDCAB.

On a personal note I have found working in the bureau very rewarding. The support I have been given from my colleagues in helping me understand the role and impact of the CAB has been invaluable. A special mention to Pat Temple, Advice Manager, who kept the bureau running very smoothly during the period of no bureau manager and who has very patiently supported me in my learning of the working of a Citizens Advice Bureau.

I look forward to the growth and continued service that the East Dorset Citizens Advice provides over the following year.



Bureau activities in key areas of advice 2014/15



	Total	%
Benefits	2251	32.5
Consumer	288	4.2
Debt	1075	15.5
Discrimination	28	0.4
Education	38	0.5
Employment	686	9.9
Financial	113	1.6
Health & Social Care	422	6.1
Housing	652	9.4
Immigration	48	0.7
Legal	284	4.1
Other	232	3.3
Relationships	511	7.4
Taxes	81	1.2
Travel	109	1.6
Utilities	112	1.6
Total	6930	

For the first four months of this year the bureau was without a manager following the resignation of Tony Molloy. During this time I was very grateful for the support of the chairman of our trustees, Maureen Godfrey, who stepped in to keep funding applications and local networks going until the appointment in August of Dorne Hardyman our new manager. Maureen also gave me a lot of moral support during a difficult few months

The recession and financial cutbacks have continued to affect not only our clients but also the bureau itself resulting in a need for most paid members of staff to reduce their working hours.

This has applied since January and has meant a change in the support that it has been possible to give to advisers and now on some days the supervision of advice sessions has been done remotely ie with one supervisor running advice sessions in the Wimborne and Ferndown bureaux at the same time. This is not an ideal situation but the volunteer advice staff have done their best to make it successful as the alternative would have been to close advice sessions.

Welfare reform and the reduction in availability of Legal Aid have continued to provide us with challenging work as the effects on our clients are becoming more pronounced.

It has been very helpful to us that we have established good relationships with partner organisations and local government. The establishment of a network of foodbanks in the area has meant that we can at least offer the opportunity of a food parcel to clients if we cannot immediately solve their financial problems.

Citizens Advice remains unique in the advice giving sector in that we can look at people's problems holistically and not only give advice about their money or benefit problems but also about the employment issue or relationship breakdown that may be the underlying cause.

Financial Report

Graham Hall



This has been a most unusual year with changes of both the Manager and the Admin Manager at a time when hard decisions have had to be made to protect our future. Under these circumstances the achievement of a surplus at the year-end of £1,342 compared with a deficit of £10,275 in 2013-14 is remarkable and all staff and volunteers must be congratulated.

Total incoming resources for the year were £163,970 compared with £184,969 in 2013-14, a decrease of 11% due primarily to short term grants ending without replacements becoming available. Expenditure for the year was significantly reduced to £162,628 compared with £195,244 the previous year.

The undertaking of East Dorset District Council to maintain the current level of grant for a further two years leaves the near future reasonably stable. Other local councils and organisations are generally making every effort to maintain or increase their levels of support and for this we are truly grateful. The charity, with this support, should be able to continue to respond to the changing needs of the local community through an increased reliance on volunteers, co-operative work with other bureaux in Dorset and new technology.

Despite the fact that the charity is funded mostly by grants that are, at most, committed for three years and long term stability is, therefore, not guaranteed the Board takes the view that the financial position is not vulnerable in the short to medium term due to the level of reserves that have been achieved and the support of the county, district, town and parish councils.

2013-14	INCOME	2014-15
GRANTS AND DONATIONS		
76,600	East Dorset District Council	76,000
21,031	Macmillan	14,345
6,907	Friends of East Dorset CAB	5,894
7,825	Dorset County Council	7,825
6,000	DCC Childrens Services	6,000
4,313	Caid For Healthwatch	8,611
6,000	Primary Health Care Trust	4,500
2,032	Heatherlands Project	2,500
4,147	Wessex Water	4,300
9,959	Advice Services Fund	719
1,100	Financial Capability	0
1,820	Client and General Public Donations	1,733
1,500	Wimborne and Ferndown Lions Club	1,500
730	North Dorset CAB	0
0	Salisbury Pool Charity	1,500
0	Rotary Club of Ferndown	1,000
250	Rotary Club of Verwood	0
780	Citizens Advice	77
9,943	The Big Lottery Fund	0
TOWN COUNCILS		
7,000	Ferndown	7,000
6,000	Wimborne	6,000
2,000	Verwood	2,000
PARISH COUNCILS		
1,000	Colehill	1,000
1,500	Corfe Mullen	1,000
440	St.Leonards & St.Ives	500
250	Holt	250
150	Cranborne	200
250	Alderholt	150
150	Knowlton	100
250	Sixpenny Handley with Pentridge	150
100	Sturminster Marshall	100
150	West Moors	200
0	West Parley	0
180,177	Total	155,154
4,267	Bank Interest	3,862
525	Training and room hire fees	2,954
0	NI Employment Allowance	2,000
184,969	Total	163,970
EXPENDITURE		
129,073	Salaries, Pensions, National Insurance	111,928
8,860	Staff Costs	8,923
26,272	Office Costs	17,668
28,881	Premises Costs	22,848
730	Other General Expenditure	0
449	Fundraising Costs	41
979	Governance Costs	1,220
195,244	Total	162,628
-10,275	Surplus/Deficit of Income over Expenditure	1,342
31-Mar-14 BALANCE SHEET 31-Mar-15		
CURRENT ASSETS		
22,304	Current account and cash	155,889
6,608	Debtors and prepayments	2,861
-13,059	Creditors - amounts falling due within one year	-11,469
175,939	Net Assets	177,281
Represented by:		
5,590	Restricted Funds	2,636
123,549	General Reserve	126,979
16,800	Legal Liabilities Reserve	17,666
12,000	Staff Sickness Reserve	12,000
12,000	Premises Reserve	12,000
6,000	IT Replacement Reserve	6,000
175,939	Total Reserves	177,281
175,939	Total Funds	177,281

Employment Specialist Report

Gillian Dawson



Neither employers nor employees have the monopoly of a good or a bad attitude to the other. What helps however is a legal framework which people can rely on to uphold fair working practices.

The 2 worst aspects of current employment legislation is that it allows bullying of people who have less than 2 years employment into taking jobs which do not pay properly, or are unfairly treated. Bullying seems to occur where one person has significantly less power than the other, and this is seen in East Dorset like anywhere else. We have seen it in cases such as:

- Apprentices (often young and inexperienced, trusting that their employer will treat them fairly)
- People who have less than 2 years service (since the law changed to bar them from claiming unfair dismissal)
- People who would have to take an individual case to an employment tribunal and pay to do that in order to enforce a legal right (this is often too high a risk)
- People not daring to challenge their manager or boss, resulting in stress, anxiety, sometimes depression and nearly always a downward spiral of the employment relationship and ability to perform their role.

The concept of a job as a dignified way of someone earning a living and contributing to the organisation they work for seems to have diminished with the weakening of employment rights.

Money Advice Report

Karen Hancock



During the last year many local residents have been helped by receiving free face to face debt advice that we have been able to give in Wimborne and Ferndown. This has greatly benefitted our more vulnerable clients who would find it difficult to access advice over the telephone or by email.

The difficulties that our clients are facing appear to be increasing in complexity in part due to the effects of Welfare reform and the ever increasing delays that seem to be built into the benefit claim system. It is not unusual for our clients to wait for over a year to receive an ESA medical assessment. These delays have a knock on effect for our clients and priority debt can increase at an alarming rate.

As part of the debt advice process we have been able to identify additional sources of income for clients, help them to reduce expenditure and budget more effectively. We have helped clients apply for benefits, grants and utility schemes including Wessex Water Tap applications. We have negotiated with creditors, challenged debts, helped to prevent homelessness, assisted with bankruptcy applications and acted as Intermediary for Debt Relief Order applications.

It is tough but rewarding work and I am extremely grateful to our volunteers who by giving their time have made a huge difference to outcomes for our clients who often tell us that after seeing an adviser they feel much better able to cope with their situation.

Job Support - Ian Smith



East Dorset CAB offer a job support service for unemployed people at the Wimborne and Ferndown CAB offices. Clients can book a free one hour session with an adviser covering topics such as: where to look for jobs, how to write a professional CV and cover statement, how to approach an interview, how to deal with career change and returning to work after a break. As well as directly referred clients, the Job Support service also works closely with the Ansbury Adult Guidance Team who also refer clients and jointly we run a monthly workshop on CV Writing at the CAB Wimborne office. Feedback from clients on the service and help they have received is very positive.

Training Report

Fiona Wilkinson



To meet the demand of needing skilled workers here at East Dorset CAB, we have trained four of our assessors to become advisers this year. The process has involved bureau-wide support, as some experienced advisers have helped out by giving tutorials in their specialties (THANK YOU).

We continue to train gateway assessors. Gateway assessment training takes less time than learning to advise; assessors can be talking to the public within a couple of months, albeit under close supervision. Training for this very important front-line job involves learning how to do a brief interview (without omitting essentials), navigating the Citizens Advice national information web site (www.adviceguide.org.uk) as well as learning the "gateway process" (identify the problem, key questions, next steps, conclusion) and how to do this well (reminder of good inter-personal skills). We currently have eleven assessors at various stages of this training process - congratulations to those who have got a certificate for getting through this already

Post-basic training continues to be mainly computer-based as we still do not have a broad spread of courses available locally. However, our membership of the Dorset CAB group (Connecting Advice In Dorset) has meant we have had access to an immigration course in Poole, Care Act training in Kinson and some basic benefit training in Wimborne and Dorchester. CAID also gave us training on dealing more effectively with clients with mental health issues.

Separately, we have organised two extra sessions on tax and pensions (NOT part of the government's Pensionwise project), expertly run by Bridport-based Paddy Millard, MBE.

Social Policy Report

Gillian Dawson



When the advisers cannot help a client because of the wider social context, the CAB's twin aim is to improve the policies and practices which affect our clients' lives.

I predicted last year that sweeping welfare policy changes will continue to reverberate with its impact on individual clients down the years. It is now clear that this is coming horribly true: the same people who have suffered benefit cuts and are subject to 'bedroom tax' are unable to feed themselves, and the CAB is referring some of them to the Foodbank. A number of these people have mental health problems, some have several children who they cannot provide for, and this results in greater need for our services here at the CAB.

The issue of lack of affordable housing, investigated by Dorset CABs last year, was pursued this year when East Dorset CAB arranged a workshop meeting involving MP Robert Walter, district councillor Pat Hymers, 2 senior staff members of East Dorset and Christchurch Local Authority, and the Chair of the Dorset CABs social policy campaign group.

Reorganisation of public bodies ostensibly for budgetary and efficiency reasons are rarely able to deliver that reduced financial expenditure. To make matters worse for clients, the reorganisation itself is often the reason for disrupted working and the clients suffer. For several months in 2014 our advisers found it impossible to obtain a reply to telephone enquiries on behalf of clients after the reorganisation of East Dorset District Council. Eventually one of the local authority members who is also a trustee of the East Dorset CAB came to the rescue: which demonstrates how important our trustees are in understanding and supporting the wider work of the CAB.

Outreach Reach Report

Sophie Brown



This year I have continued working at all my various outreaches albeit with some changes. Due to funding issues we have had to reduce our attendance therefore I have only been able to visit Heatherlands twice a month. Leigh Park and Corfe Mullen are still available on alternate Wednesdays, Verwood Library alternate Thursdays and the 2 GP surgeries alternate on Fridays.

We still receive funding from the Children centres which enables us to continue with the excellent work at the affiliated outreaches.

The need for tribunal representation at hearings in the past year reduced due to Atos (private provider who carries out assessments for the Dept. Work & Pensions) giving up their contract. This has led to many clients facing very long delays in their Personal Independence Payments and Employment Support Allowance claims. This situation has now changed and the expected numbers are increasing.

Heatherlands, Leigh Park, Corfe Mullen and Verwood Library

At **Heatherlands** due to my hours being reduced the number of clients I am seeing has also reduced. Although some days can be busier than others. I get regular clients who find it useful to be able to see me without travelling into central Ferndown.

Leigh Park continues to be the busiest of all my sessions; partly due to the Food Bank and Job Club's sessions running at the same time. 'You First' now run a housing advice service as well here. I find we all refer our clients to each other and a client can find themselves going from one organisation to another until they have seen all advisers. I give out Food Vouchers and benefits remain the most popular issue with employment running a close second.

Numbers I see at **Corfe Mullen** are increased by the Stay and Play sessions which are very popular.

Verwood Library remains a popular session due to its convenient location for the residents of Verwood.. There is a singing session for toddlers at the same time which provides a lovely background. Benefits especially Pension Credit and employment issues are the most visited topics.

Lake Road and Cranborne GP Surgeries

These sessions are very well attended. I have 4 half hour appointments each week.

The clients I see are mainly disabled having trouble with Employment Support Allowance, Attendance Allowance, and Disability Living Allowance or Personal Independence Payment applications. Some clients need to be seen more frequently where there are complex issues. I have recently succeeded at an Upper Tribunal appeal; we are now awaiting a new Tribunal hearing date for that client.



Healthwatch is the consumer champion for health and social care services. All the CABx in Dorset are now part of Healthwatch. CAB are ideally placed to provide information and advice to the public on health and social care issues. This ranges from simple queries such as "How do I find a dentist?" to more complex issues like "How do I make a complaint about my hospital treatment?" All advisers and Gateway assessors are involved in this part of the project. Our second function is to collect patient feedback on experiences within the health and social care system. Clients can do this by phone, email, post or in person at a CAB.

My role as the Bureau Lead involves overseeing the project and raising awareness of Healthwatch, both internally and externally. I discuss Healthwatch issues at daily and monthly staff meetings, and participate in promotional events in varied locations. I examine client stories on our CAB database, and report relevant issues anonymously to our partners at Help and Care who analyse the data and produce quality reports. This year we have reported on GP charges for evidence for benefit claims, content of GP websites, complaints information, and hospital discharge procedures. We have already seen results with a significant number of GP practices improving their websites following that particular report. I also complete Social Policy Evidence forms which are then sent to Citizens Advice to support their national campaigns.

My role is varied and interesting and I look forward to continuing this year.

The Dorset Macmillan CAB service helps people with cancer and their families. This is my fourth year as a Macmillan Welfare Adviser, covering a wide geographical area including East and North Dorset, Purbeck and Christchurch. Referrals come mainly through health professionals but clients can self-refer. We give some advice by telephone but the majority of clients are visited in their own homes. Over the last year I have seen around 100 cancer patients. Often they are still undergoing treatment and struggling with illness and fatigue, along with all the emotional upheaval that a cancer diagnosis brings.

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 particularly with all the recent changes. 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. This year we attained around £295,000 in benefits for Macmillan clients in our area.

We helped Mr B, a lone parent with cancer who was referred to us after a difficult year of chemotherapy, radiotherapy and surgery. His claim for Personal Independence Payment was refused and we represented him at appeal, gaining him around £4000 in back pay and on-going benefit payments of over £23,000 a year including help with rent and Council Tax. We were also able to obtain funding for him to have a holiday with his son. He was overjoyed.

Friends of East Dorset CAB

Diann March - Chairman



Our main fund raising events are serving teas and once again we were grateful that Mary and Roger Angus asked the Friends to serve teas when they opened their garden under the National Garden Scheme and Mary generously donated the money she raised through the sale of some of her plants.

We served **teas at Wimborne St Giles**, this time on a Sunday afternoon and we were all rushed off our feet.

Once again volunteers entered the **Santa Fun Run** which is held at Badbury Rings and also the **Swimathon**, both events run by Wimborne Rotary. These events are also boosted by those who gift aid through their sponsorship.

The **Jive Night** organised by John Rynne was once again a sell-out. We are so lucky that John enjoys putting on this event.

All these events could not take place without those willing people who give up their leisure time to serve the teas, take the money, wash and dry up and bake such wonderful cakes so thank you everyone who volunteers to help at our various events, as it is only because of you we are able to continue to support this much needed facility in our community.

Last but not least, **a big thank you** to the people who serve on the Friends Committee.

Summary for period 1 April 2014 to date

	Total raised 2014/15	Total raised 2013/14
Subscriptions	£879.00	£1,023.00
Donations	£1,307.40	£2,250.27
General publicity	£0.00	-£45.46
Teas @ Open Garden	£746.67	£481.01
Wimborne St Giles Teas	£544.00	£331.48
Newsletters	£0.00	£0.00
Gift Aid on previous year's donations	£553.18	£809.40
Santa Fun Run	901.02	£263.70
Concert	£0.00	£245.61
Swimathon	£192.00	£395.00
Jive Nite	£1,914.65	£1,242.75
Total raised	£7037.92	£6,996.76
Opening Balance 1/4/14	£3,202.96	
Plus Gift Aid Accrual for 13/14	Pending	
Add net income from above	£7,037.92	
Sub total	£10,240.88	
Less transfers to EDCAB	£7,000.00	£6,000.00
Less Gift Aid accrual for 13/14	Pending	
Balance in Bank 31.3.15	£3,240.88	

The donation of £1500 from the old Salisbury Trust we understand went straight to the CAB and was not put through this account which explains the large drop in donations from last year. Expenditure £41.00 for the year.

**Friends of East Dorset CAB
Committee List 2015**

Chairman
Diann March

Vice Chairman
John Rynne

Treasurer
Chris Isaac

Minutes Secretary
David Morgan

CAB Bureau Manager
Dorne Hardyman

CAB Administrator
Amanda Willis

Press Secretary
Tess Moberly

Fundraiser
Andrea Aslett

Committee Members
Pat Anderson
Derek Geldart
Rachel Green

Advice Session Supervisor

Ann Walker



Staff and Volunteers



This has been a challenging year for ASSes. Early in 2014 the Board of Trustees decided that, as part of a necessary cost-cutting exercise, the working hours of our two ASSes would be cut by half, so that, instead of working on two days each week, we would work on just one.

In order to continue to operate both Wimborne and Ferndown bureaux at the same opening hours, this meant that on most Mondays and some Thursdays the ASS in Ferndown would also be responsible for the information and advice given by volunteers in the Wimborne bureau. Inevitably this increased the amount of supervision and monitoring involved and has, at times, led to delays in informing and advising our clients because, sometimes four or six volunteers have needed to consult the ASS at the same time. Fortunately such a level of demand is not a regular occurrence and we have only rarely had to turn clients away

In East Dorset Bureau we are indeed fortunate to have willing and committed volunteers who have supported their ASS in this new situation and also some very experienced advisers who will also act as ASS, either on a regular basis or as the need arises. My sincere thanks go to all those involved.

My job still involves a wide range of activities from buying milk to solving IT and any other office glitches, to helping volunteers research information and advice, to checking case write-ups, to dealing with difficult clients. Days can be long and often tiring but, with the invaluable support of our volunteers, we are maintaining our much-needed service to our clients.

MANAGEMENT & PAID STAFF (p/t)

Bureau Manager	Dorne Hardyman
Advice Manager	Pat Temple
Advice Session Supervisors	Ann Walker Sylvie Mitchell
Money Adviser	Karen Hancock
Training Supervisor	Fiona Wilkinson
GP Adviser	Sophie Brown
Outreach Adviser	Sophie Brown
Macmillan Welfare Benefits Caseworker	Mandi Douglas
Healthwatch Bureau Lead	Mandi Douglas
Bureau Administrator	Amanda Willis
Administration Assistant	Julie House

VOLUNTEERS

Tricia A, Andrea A, Barry B, Christine B, Jan B, Mandy B, Ruth B, Brian C, David C, Marie D, Gillian D, Jill D, Eileen D, Jean D, Christine F, Geraldine F, Jane G, Rachel G, Alastair G, Eddie H, Alan H, Helen J, Anna K, Brian K, Ian L, Helen L, John I, Marie M, John M, Lesley M, Graham P, John Pa, Jane P, Denise P, Roger P, Jeannette R, Elaine S, Beryl S, Ian S, Valerie S, Joan T, Sue T, Kay T, David T, Shelley T, Rose T, Gill W, Barry W and Jill W.

Resigned/Retired during the year...

Mary A, Juli B, Lindsay B, Linda G, Dawn M, Joy M, Judy M, John P, Gill P, Carol P, Brian S and Monika S,

Welcome to our new trainees;
Hilary, Margaret, and Maria.

