

East Dorset
Citizens Advice Bureaux



Annual Report 2010/11

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



Board of Directors

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Graham Hall
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Diann March

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District Manager

Pat Temple
Deputy Advice Manager

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Princeroft Willis



Wimborne Citizens Advice Bureau

Hanham Road, BH21 1AS

Ferndown Citizens Advice Bureau

1A Princes Court, Princes Road, BH22 9JG





chairman's report

I have just read the last report written by my predecessor for 1996/97 which made me aware that as I started by writing the 1997-98 report and having only missed one year 2008-2009, this would be the thirteenth report I have written - how could all those years have gone so quickly?

In his last and tenth report, Dennis Gladwell said *"I am struck by the realisation that every year has seen developments of one kind or another"*. Having read some of my reports over the years I feel that his statement is still true today.

ORGANISATION

Over the last year, the departure of Hilary Forrest and our agreement with the North Dorset Bureau to appoint a joint District Manager meant that we had to make major changes to our organisational structure, and I indicated the likely changes in my last report.

Tony Molloy, who was appointed District Manager, has worked very closely with the Chairman of North Dorset and myself in order to finalise the detail of what was, after all, a completely new appointment. He has been successful in meeting the objectives which had been agreed in order to achieve his overall management of both bureaux.

Fiona Wilkinson felt that her family commitments would make it impossible for her to undertake a full time role, but her training skills are still available to the bureau on a part-time basis.

Pat Temple was appointed Advice Services Manager and has settled in extremely well, which is not surprising bearing in mind the knowledge and experience she has brought to this new role.

To complete the management structure **Lucy Campbell** continues to look after general administration and finance – ably assisted by **Julie House**, our admin assistant, and **Alan Hart**, our computer expert, and I know how much Lucy and Alan's work is appreciated by our Treasurer.

FINANCE

I think in every report I have written, the question of money – or usually the lack of it - has been included and although our budget for the 2011-12 financial year will show the usual shortfall, experience in the past has shown that this can often be reduced due to prudence and cost effectiveness on the part of everyone in the bureau.

In the light of Government restraints we are very grateful for the financial grants we receive from the EDDC, County Council and Town and Parish Councils and from organisations such as Rotary and Lions Clubs. I must also give a big thanks to our 'Friends' for their continuing hard work on our behalf, under the able Chairmanship of **Diann March**, who raised the sum of £8,000 this financial year. Since the 'Friends' was set up by **Margaret Lewis** 9 years ago, they have contributed the magnificent total sum of £76,500 to bureau funds.

THE FUTURE

I have reported on our own organisation changes but Citizens Advice has recently advised us that they are considering wide ranging changes in the way that the bureau network is to be administered. We have considered these proposed changes, and while we accept that change is inevitable, in my personal view some of the proposals would not be in the best interests of individual

bureaux. You will be aware that the newly named CAID was set up about three years ago to represent the majority of the Dorset bureaux in negotiations for potential contracts where 'big is better' is tending to become more and more important. In considering the changes Citizens Advice are likely to make over the next few years, we recognize that CAID might have a more important role to play in the future.

For many years my Company ran Government courses, known as Bridge Programmes, to assist the unemployed to obtain employment, retraining or to set up their own business. I feel that in the present climate such programmes should be re-introduced, but the Government is unlikely to do so and will be encouraging such help to be given within the local community. The EDCAB recently received an offer of the voluntary services of someone experienced in this field, and as a result, our District Manager has set up a pilot scheme offering advice to the unemployed which we hope might be continued if it proves successful. This is an excellent example of how bureaux might extend the range of their services in the future, although this could not be achieved without further funding.

Finally I would like to take this opportunity of thanking all staff, volunteers and my Fellow Trustees for the help and assistance they have given me over the past twelve months, enabling a smooth transition of responsibilities to be achieved, without any reduction in the excellent level of service we give to our clients.

Alan T Honnor



district manager's report

A time of change:

The past year has been one of considerable change for the East Dorset Bureau. Amongst them was the planned retirement of **Hilary Forrest**, the manager here for so many years, coupled with my arrival as a relative newcomer to the Dorset area, and a complete novice to the world of Citizens Advice.

In my own defence I do have lots of managerial experience and have been involved in advice and information services in the public, private and voluntary sectors for a number of years. Nevertheless the last nine months has been a challenge for me, and also for my many colleagues at the Bureau who have had to get used to some new ways and to not having Hilary around.

I would like to take this opportunity to record my personal thanks to all the trustees, volunteers and paid staff at the Bureau for making me welcome, for their endless patience in answering all my questions, and for their tolerance whilst I took the time to find my feet. I hope I will be able to repay that kindness in time.

Staff and Volunteers:

During the year there have been a number of new arrivals and departures, as well as a few operational changes. **Heather Wragg** joined us as our Macmillan Project Worker providing a welcome support service for those with extra needs following a diagnosis of cancer, whilst **Sue Lynch**, a long standing member of our team, decided to reduce her working hours at the planned closure of the CARDS home visiting service.

Elsewhere we welcomed new volunteers - **Mandy Burton, Geraldine Fradgley, John Pope, Valerie Stone, David Atkinson, Julie Coombes, Andrea Aslett, Jeannette Rouse, Christine Bishop, Ann Pond, Lyndsey Trinder** and **Ian Smith**. But the year also saw a number of other familiar names leaving, retiring, or changing roles: **Roz Watts, Gilly Crompton, Mandi Douglas, Julie Tooms, Margaret Stevens, Helen Leavens, Tina Jackson, Dorothy Dodman** and **Derek Geldart** who was a stalwart of the service.

Delivering the service:

Despite all the changes you will see from the statistics and briefings elsewhere in this annual report that we continue to deliver a broad range of advice to those who need it, nearly 4,000 people in 2010/11.

We hope that the much used **CARDs** home visiting service that ended recently will be replaced during 2011/12, but we are pleased to be able to offer a service specifically targeted at cancer sufferers and their carers through a partnership with **Macmillan Cancer Support**.

It was also pleasing to introduce our job support service, aimed at helping those out of work or threatened with redundancy. On occasions the problem that a client presents with at the Bureau, be it debt or welfare benefit, housing or relationship, is a result of a loss of employment. Being able to offer help to clients with their efforts in getting back to work, as well as helping with their other issues is a real bonus.

Working in Partnership:

So much of what we do here at East Dorset CAB depends upon working successfully in partnership,

particularly when it comes to developing new services. We have welcomed **Next Step** and **Connexions** to our Wimborne office to provide regular careers advice sessions, adding value to our job support service; and we are seeking to develop advice outreach sessions targeted at younger people at the **Ferndown Riff**.

Bureaux across Dorset are working hard together as 'Citizens Advice in Dorset' seeking out new and better ways of doing things and finding more resources to help more clients. As we move forward this collaborative working will become increasingly important as we face commissioning of advice services and competition for increasingly scarce resources.

But finally, I must say thank you to the many, many supporters of East Dorset CAB. From the District Council to the Town and Parish Councils; from the committed band of **'Friends of EDCAB'** to local small businesses and individuals; from the well-wishers to those who use our service, you all bring something to us.

The most striking thing about my brief time here is the huge support that we enjoy amongst the local community; it is truly amazing. I'm sure that much of this has been hard-earned over the years by the determination and efforts of that loyal group, most of whom are volunteers, who turn up week in, week out, in all weathers to share their experience and skills so patiently with others at a time when they are often most vulnerable.

Thank you to you all

Tony Molloy



treasurer's report

As traditionally around one third of our income tends to come from grants that are based on new Government initiatives and therefore may not be renewed, the Trustees decided that we should aim to hold a general reserve of two thirds of our annual expenditure. This would enable us to continue services for up to two years until new funding was found. In 2010-11 we have eventually achieved this objective.

This has been achieved despite a drop in income of £10,000 by reducing expenditure by £9,000 and therefore creating a surplus for the year of £14,000; similar to last year. The legal liabilities reserve has been reduced by £10,000 with the retirement of Hilary Forrest giving a combined increase in the general reserve of £24,000. As the main impact of the current Government's programme to reduce national debt is only just beginning to hit public sector funding we could not have achieved this objective at a better time.

The reduction in income compared with 2009-10 is mainly due to our receiving nearly £9,000 in legacies in that year which have not been repeated. Though several grants ended during the year these were replaced by the new Macmillan grant and the support of East Dorset District Council.

The savings in expenditure were achieved by the restructuring of the management and supervision with the new part time role of District Manager, shared with North Dorset, replacing the full time Manager and enhanced supervision and training of volunteers covering a reduction in staff cost in specialist advice.

The financial future is not certain but with the enhanced general reserves we will be better able to meet the challenges to come.

Graham Hall
Treasurer

"Thank you so much for all your help with my D.L.A., I don't have the words to thank you"

2009/10 (£)	Income	20010/11 (£)
GRANTS AND DONATIONS		
66,950	East Dorset District Council	67,600
20,049	The Big Lottery Fund	17,968
15,283	Additional Hours Project	13,760
	Macmillan	9,445
6,000	Citizens Advice Supervision Project	9,225
6,000	East Dorset District Council Supervision Project	9,000
11,706	Friends of East Dorset CAB	8,670
12,500	Dorset County Council	7,750
6,000	Primary Health Care Trust	6,000
7,000	Wessex Water	5,500
1,250	Valentine Trust for Heatherlands Project	4,657
2,500	East Dorset Housing Association for Money Advice	3,000
	East Dorset District Council IT Systems	1,604
1,821	Client and general public donations	1,569
1,000	Wimborne and Ferndown Lions club	1,000
643	North Dorset CAB	758
1,250	Rotary and Inner Wheel	600
524	Training and room hire fees	326
	Citizens Advice	118
8,726	Legacies	
7,667	Capacity Builders Modernisation Grant	
2,500	East Dorset Housing Association for Heathlands Project	
1,072	East Dorset Community Partnership	
Town Councils		
6,150	Ferndown	6,300
4,000	Wimborne	6,000
2,000	Verwood	2,000
Parish Councils		
1,000	Colehill	1,000
400	Corfe Mullen	500
400	St.Leonards & St.Ives	440
300	West Parley	300
300	Holt	200
150	Cranborne	150
	Alderholt	100
100	Knowlton	100
100	Sixpenny Handley with Pentridge	100
	Sturminster Marshall	100
100	West Moors	100
195,441		185,940
1,481	Bank Interest	1,086
75	Other Income	
196,997	Total	187,026
EXPENDITURE		
138,701	Salaries, Pensions, National Insurance	131,421
13,741	Premises	13,957
6,383	Travelling Expenses and Car Parking	7,460
7,430	Telephone	5,530
4,747	Citizens Advice and Leaflets	5,044
2,864	Postage, Printing and Stationery	2,576
160	Fundraising costs	1,668
2,843	Computer equipment	1,866
1,175	Training and conferences	1,330
554	Miscellaneous	815
1,222	Professional & other fees and AGM expenses	75
935	Audit/Independent Examiner's Fee	617
1,011	Equipment, Repairs and Renewals	179
181,766	Total	172,538
SURPLUS OF INCOME OVER EXPENDITURE		
20,095	Increase in General Reserves	14,215
-4,864	Decrease/increase in Restricted Reserves	273
15,231	Total	14,488
BALANCE SHEET		
31-Mar-10		31-Mar-11
Current Assets		
160,000	COIF deposit fund account	155,000
8,571	Cash at bank	25,274
2,575	Debtors and prepayments	3,751
-16,913	Creditors - amounts falling due within one year	-15,304
154,233	Net Assets	168,721
Represented by:		
101,421	General Reserve	125,621
23,085	Legal Liabilities Reserve	13,100
12,000	Staff sickness Reserve	12,000
12,000	Premises Reserve	12,000
6,000	IT Replacement Reserve	6,000
77	Modernisation Project Fund	0
-350	Dorset Rural Outreach Project Fund	0
154,233		168,721

office manager

It's been another busy year but, staffing wise at any rate, we seem to be settling down again.

We are most grateful to Val in the Salaries Section at the Council who has patiently dealt with all the salary changes required.

We are lucky to have the invaluable help of the admin volunteers: IT support consultant, bookkeeper, receptionists and typists all of whom keep us running in an efficient manner.

At our District Manager's suggestion we have introduced an electronic calendar which keeps track of our intended movements/appointments for all to see and this saves time as we don't need a separate 'movement chart' created each month. Various procedures have also been streamlined with a resultant saving in admin time.

We are now preparing ourselves for a major change: from our familiar (but frustrating) CASE recording system to a new platform called Petra. We are hopeful that it will be much more 'user friendly' than the old system.

Our computer network has become so important to us all and we are very lucky to have Alan Hart to solve our IT problems as they arise. Alan originally came to us for a 4 month period in 2003, but somehow we have managed to hold on to him - long may it continue!

Lucy Campbell



advice services manager

The way in which advice and information have been delivered this year has been changed slightly by the consolidation of the gateway system which was introduced last year.

The gateway system means that clients can receive initial help sooner than has been possible in the past by making use of the increased amount of information that is available via the internet. Many people can be helped by accessing information this way leaving appointments with advisers free for those with more complex problems.

The fact that we have managed to introduce this system so successfully into East Dorset CAB is due to the versatility and experience of the existing advisers and the high quality of the seven new gateway assessors recruited this year for the purpose.

There have been many more challenges this year as a result of the continued recession and the change of government. Advisers and assessors have had to grapple with new welfare benefit rules and the introduction of the equality act. In addition to these there are always ongoing changes in other areas such as immigration and housing so that we can never be complacent about our knowledge. All of our volunteers and paid staff are briefed regularly and take up training as part of their continuing development.

There have been many changes in staff this year including the District Manager, the Advice Manager, the Training Supervisor and several Session Supervisors but we are very pleased to have retained the majority of our volunteer staff as we would not be able to run the service without them.

Pat Temple



welfare benefits appeals

In the last year, the number of clients who have asked for help with appeals has increased enormously. This is largely because so many clients are having their claims for the Employment and Support Allowance refused after failing the medical test. We know there is plenty of support for the government's attempt to get people back into work. We always make sure that the clients we help have genuine problems and occasionally we refuse representation because we do not think their case is credible. Even so, in the last year, we represented more people than in the whole of the previous three years.

Many clients, particularly those with mental health problems, find the idea of the ESA appeal very stressful. Several have sobbed their way through the half hour of questioning; others with physical pain have had to lean on crutches or even lie on the floor during the questioning period. They certainly appreciate our help and presence, particularly when the appeal is successful. So far, we have not lost any of the appeals where we have acted as representatives. All the clients had obvious, severe problems which the ATOS health officer had surprisingly not noticed.

In the next three years, the government is expecting that 10,000 recipients of Incapacity Benefit will be transferred to ESA each week and will be 'invited' to an ATOS medical examination, so it is likely we will be busier than ever. Our team looks forward to the challenge.

John Moore





social policy

Citizens Advice Bureaux' second aim is *"to improve the policies and practices that affect people's lives"*. In the bureaux we call this 'social policy' and it is derived from our clients' experiences.

Amongst this year's work we have:

- Participated in a project (still continuing) with the social policy group of Dorset CABx to find out if schools run a suitably accessible help scheme for the cost of school uniforms for families on low incomes. This is of great concern in the context of child poverty and continuing poverty because of the impact on the rest of their lives for children who experience disadvantage at school.
- Taken action on proposed cuts to Housing Benefits, which would particularly affect homelessness amongst young people. We took up the issue with one of our local MPs. The outcome was that she signed Early Day Motion No. 844 to try to safeguard young people.
- Responded to a request by Dorset County Council to comment on their Social Housing Allocation policy.
- Worked with Jobcentre Plus to improve client issues; and with local social services to share our expertise on disability benefits.

Our advisers complete 'evidence forms' for the national Citizens Advice office, where social policy officers consider action to counter difficulties faced by our clients. Examples this year are:

- Employer refuses to pay statutory holiday pay
- Delays in benefit processing
- Scam by an organisation offering credit services
- Court delays impact ability to stop possession of home

Gillian Dawson



training

This year, we have concentrated on getting our **"Gateway"** system working well. It has been a delight to see how those who were recruited specifically to the role of **"Gateway Assessor"** have developed into skilled practitioners. Thanks to all staff involved (including Gilly, who helped with this new training before she retired in November).

Our existing advice team is coping with the current demand, so we have not recruited more generalist advisers, although this is under regular review. We are, though, supporting and training Heather (our Macmillan welfare benefits adviser) and Andrea (a potential debt specialist) to become competent in their fields. After basic training from Citizens Advice, their progression to competence involves reading many electronic documents but few face-to-face courses, so some of our own bureau experts are coming to the rescue here (thanks especially to Pat, Nora, John, Joan, Sue, Gillian and Brian).

On-going, external training for more experienced advisers is somewhat restricted, as many useful courses are in London. As we need to consider travel costs and volunteers time on top of course costs, we cannot often take advantage of these. To compensate, we now require advisers to complete some form of (usually) electronic learning each month and expect assessors to keep abreast of useful, bona fide web sources of information. We have also been able to take advantage of some excellent, free employment and debt training given at local legal seminars as well as a useful day from the Independent Review Service on 'The Social Fund'. We trust this combination helps our workers continue to give high quality advice to the community in East Dorset.

F Wilkinson

"... huge thank you to you for all of the support and guidance you gave us recently for my Tribunal Hearing."



money adviser

In the last year we have seen some changes. We now have Pat Temple as our Advice Services Manager and Tony Molloy as our District Manager both of whom have brought a new impetus to the Bureau.

From Money Advice we still have Eddie Hawkins, Roger Purkiss, Rachel Green, Beryl Sinclair and myself but we have also been joined by Valerie Stone, Andrea Aslett and Erica Hawkins. Andrea is an adviser and Erica a front line receptionist. Valerie, Eddie and I are qualified intermediaries and are able to process Debt Relief Orders for clients.

We still offer assisted self help which includes advice on the options and responsibilities of both debtors and creditors.

During the last year we have increased our debt enquiries, we have dealt with 1,674 debt enquiries. Our receptionist and gateway assessors see or speak to clients first and provide initial information. This can include details of our website, leaflets and basic information. This would be discussed with the session supervisor who will decide if a specialist appointment is required and how urgent the initial appointment would need to be. The client will also be advised what information should be brought to the first appointment.

We are grateful for the assistance and help we get from East Dorset District Council and Local Housing Associations. We also get assistance from the benefits agency.

We would finally like to thank **Wessex Water** for their financial support in continuing our ongoing programme.

Nora Hall

"Just a note to thank you for all your help with my case and your kindness towards me"



outreach

Heatherlands outreach

I started at Heatherlands at the end of January so have now been there for 3 months. I am also a volunteer at Wimborne CAB and have been there for 2 years.

There have been some changes at the Community Centre. I used to arrive to a foyer busy with parents and small children and have to make my way through this noisy throng of hanging up coats and register being taken. Now all is calm and quiet with no danger of being run over by a stray buggy! A new annexe has been built onto the end of the building so the pre-school nursery now has its own premises and entrance; this is a wonderful development for the pre-school but I miss the immediate contact I had with the parents and the staff.

However the toddler group is still in the same place and I have a coffee with those ladies who run it. Many of my clients are Mums from there and they update me on the progress of their problems. Either the Community Policeman or CSO will drop in for a chat every week and I have had clients drop by just to let me know how they are getting on.

John, the manager of the centre, is always here when I arrive and we have a quick catch up and update. I have had more than 30 clients with the whole range of queries; benefits, employment issues, consumer problems, divorce and separation, benefit appeals, housing problems involving disrepair and threatened homelessness, debt.

Not all my clients have come from the estate or been parents at the toddler group or pre-school nursery, but have come from farther afield; I have even had people who, unable to get an appointment at either bureaux, have been referred to me.

There is a community newsletter called Heatherlands News and I have had an advert placed in the March 2011 issue; time will tell if this reaches out to more people.

Sophie Brown





outreach

Rural Outreach Project

It is with great sadness and disappointment that I have to report that this project ended on 31 January 2011, due to further funding being refused.

Another bid has been submitted and has already got through the first round of consideration by the Big Lottery. However, even if the second bid is successful, it will be the autumn before a new service is fully functioning. The service will be sorely missed by both clients and outside agencies, such as Social Services and GP's practices, who regularly referred their service users/patients to the CAB. The demand for advice for housebound clients did not diminish right up to the very end and I am still dealing with a handful of clients who had ongoing issues at the end of January - it seemed too unfair to simply leave these clients high and dry without ensuring that all their needs had been met.

A very much reduced service is temporarily in place, with funding supplied by the County Council – such was the outcry from Social Services at the withdrawal of this project. The Rural Outreach Project formed part of a holistic approach, giving clients a fully rounded range of support and advice. Here's hoping that the full funding will be renewed by the Big Lottery to restore the project to its former glory, giving those clients who are unable to access the Citizens Advice service within the bureau the help they so badly need and deserve.

Sue Lynch

GP Surgeries Outreach Project

This service has been running for about 12 years now - the demand has in no way diminished and the range of enquiries remains much the same. Benefits and separation/divorce remain top of the list and, of course, in many cases, the two topics are inextricably linked. Debt and other financial issues linked to various changes in circumstances are also regularly presented.

All of the above are, indirectly, why patients are visiting their GPs and Citizens Advice is able to 'round off' the advice given to these patients. It is, in fact, a "one stop shop" which clients regularly say they find extremely useful and beneficial. All the surgery staff continue to refer patients to me and for me to have the healthcare professional available to discuss client's situations assists enormously, especially, as you might imagine, with disability benefit claims.

I submit statistics to the Practice Manager every quarter and she, also, expresses her satisfaction and appreciation of the CAB presence in both surgeries, so I think this is an outreach service which will continue for a long while yet. Maybe one day all surgeries will realise the benefits of having an adviser as part of their ancillary staff, to help improve their patient's lives and general wellbeing.

Sue Lynch

employment

The CABx in Dorset were awarded a joint grant by Dorset County Council to supply a consultancy service for employment advice and employment law training to advisers for the year to April 2011. Based mainly in Dorchester and partly in East Dorset, 81 of East Dorset CAB's clients obtained advice through the consultancy service, and 15 East Dorset advisers received training in Employment rights.

Clients received help and advice regarding: unfair dismissals, unpaid wages, unpaid redundancy payments, unpaid holiday pay (especially holiday accrued at the end of employment), the right to terms and conditions of employment and discrimination.

Many employers benefit from this service without knowing it. Where employees have been dismissed and come to seek advice on whether they have a case, we give that employee impartial and accurate legal advice on whether there is a legal case to pursue. The result is that the client will often decide not to take it any further because although the circumstances often seemed unfair to the client, they are not in law.

Finally, I should like to pay tribute to the employer who did not pay holiday pay due when their employee was off sick. When we pointed out the law, they investigated, explained their error was due to mis-understanding, and put it right. The employee stayed on, and we believe that our intervention was in a manner which strengthened the employment relationship. That counts as success.

Gillian Dawson



friends of east dorset CAB

Once again the Friends have been very busy and were grateful to Mary and Roger Angus for inviting us to serve teas when they opened their garden on four Sundays under the National Garden Scheme.

We also served teas at Wimborne St Giles and at the Minster Flower Festival, at which event our new Bureau Manager, Tony Molloy, had his eyes opened into the art of serving teas. We could not cover all these events without our willing band of helpers, who not only turn out to help but bake the numerous cakes needed.

Our most successful fund raising event in 2010/11 was a Rock'n'Roll evening in May, which raised £1,552, thanks to matched funding from Barclays Bank.

Waitrose selected us as one of the August Charities under their Community Matters Initiative and we received a generous donation from the parishioners of Tarrant Rushton "to support the excellent work done by the CAB" as well as being chosen by Jenny James to be her chosen charity during her term of office as Lady Captain of the Canford Magna Golf Club for 2010. Supporters also entered in the Rotary Club of Wimborne's Swimathon and Santa Fun Run.

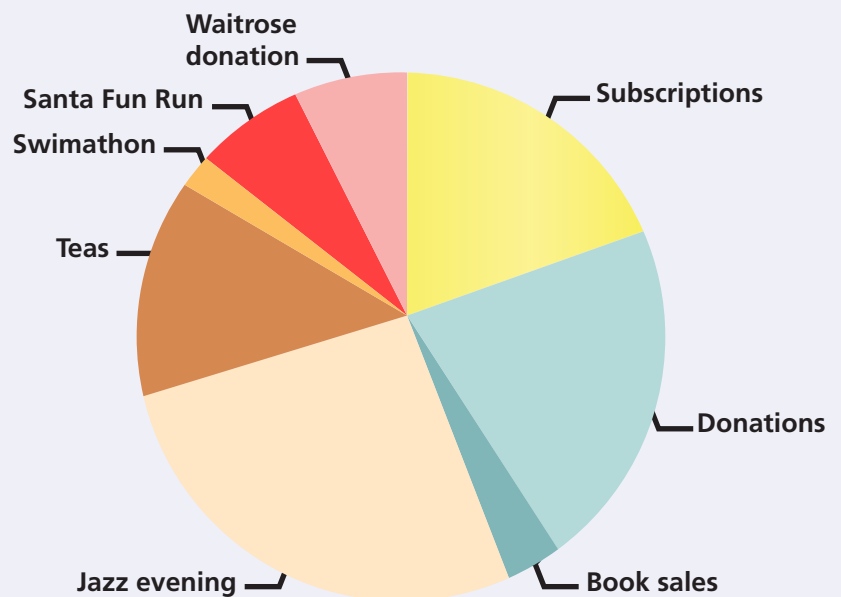
I take this opportunity of thanking everyone who helps, whether in a major or minor way. Without you, the Friends would not exist. We would welcome anyone who would like to join the Friends, help at an event or bake a cake.

Diann March

*Chairman Friends of
East Dorset CAB*

Chairman	Diann March
Vice Chairman	John Rynne
Treasurer	Joan Taylor
Minutes Secretary	David Morgan
Membership Secretary	Joan Taylor
CAB Manager	Tony Molloy
Press Secretary	Tess Moberly
Bookstall	Pat Anderson
Committee Member	Rachel Green
Ex-Committee	
Committee Member	Christine Pacey

Friends of East Dorset CAB - How the funds were raised. 2010/11

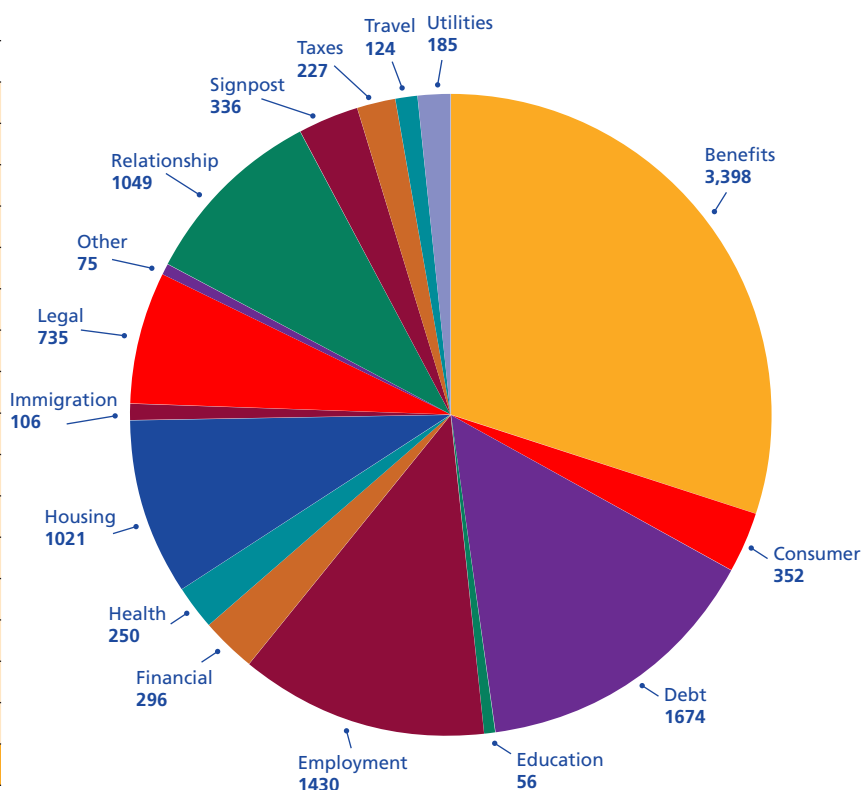


Bureau Activities in Key Areas of Advice linked to the recession in East Dorset

	Total 2007/8	Total 2008/9	Total 2009/10	Total 2010/11	% change 2009/10-2010/11	
Housing Benefit	334	362	385	439	12%	
Job Seekers Allowance	75	177	232	178	-30%	
Employment Terms and conditions	159	189	200	191	-5%	
Employment - Pay	280	241	270	240	-13%	
Dismissal	184	228	267	214	-25%	
Redundancy	140	288	204	185	-10%	
Rent arrears	86	81	94	95	1%	
Mortgage arrears	90	110	100	96	-4%	
Relationship breakdown	382	430	390	524	26%	
Domestic violence	33	48	38	35	-9%	

Total new issues

New Issues	Total	%
Benefits	3,398	30.0
Consumer	352	3.1
Debt	1,674	14.8
Education	56	0.5
Employment	1,430	12.6
Financial	296	2.6
Health	250	2.2
Housing	1,021	9.0
Immigration	106	0.9
Legal	735	6.5
Other	75	0.7
Relationship	1,049	9.3
Signpost	336	3.0
Taxes	227	2.0
Travel	124	1.1
Utilities	185	1.6
Total	11,314	100.0



EDCAB Clients 2009/10 and 2010/11

	Contacts with clients	Contacts with 3rd parties
2009/10	11164	3021
2010/11	11783	2401
Change	6%	-20%

Total new Clients	% New	Existing	Clients	% Existing	Total unique clients
2010/11	2,812	73.5	1,015	26.5	3,827
2009/10	2,944	78	848	22	3,792

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 - 3.45pm.
Wednesday 9.30am - 11.30am

Ferndown

1A Princes Court, Princes Road, BH22 9JG

MONDAY 10am - 3pm
TUESDAY 10am - 3pm (Debt)
THURSDAY 10am - 3pm

(01202) 893838

Monday, Tuesday and Thursday between 10am and 3.45pm.

Verwood

Library

TUESDAY 10am - 12 noon

(01202) 822972

Out of Hours Service:

08444 77 20 22

www.adviceguide.org.uk

www.eastdorsetcab.org.uk



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No. 2618707

Designed by East Dorset
District Council - June 2011

staff and volunteers

Management and Paid Staff (p/t)

District Manager (shared with North Dorset) Tony Molloy
Advice Services Manager (from January 2011)..... Pat Temple
Advice Manager (until December 2010)..... Fiona Wilkinson
Deputy Advice Manager (until December 2010) Pat Temple
Advice Session Supervisors (until June 2010) Roz Watts
..... Ann Walker
Money Adviser..... Nora Hall
Training Supervisor (from January 2011)..... Fiona Wilkinson
Bureau Tutor (until December 2010)..... Gilly Crompton
GP/ Rural Outreach Sue Lynch
Heatherlands Outreach Adviser (from January 2011)..... Sophie Brown
Heatherlands Outreach Adviser (until December 2010)..... Mandi Douglas
Macmillan Welfare Benefits Caseworker..... Heather Wragg
Office Manager..... Lucy Campbell
Administration Assistant Julie House

Volunteers

Advisers

Patricia Attiwell (TA)
Sophie Brown (TA)
Mandy Burton (G)
Ruth Bush
Gilly Crompton
Dorothy Dodman (G)
Jean Durant (M)
Kathryn Finn (SM)
Christine Fisher (SM)
Anita Ford (M)
Geraldine Fradgley (G)
Jane Green (SM)
Eddie Hawkins - (Debt Specialist)
Chris Isaac (M)
Jenny James (M)
Anna King
Brian Kinge (SM)
Juliet Lewis
Michael Lunt
John Moore (M)
Judy Moore
John Newman
Graham Paine (SM)
John Parsonage
John Pope
Katherine Poulton
Roger Purkiss - (Debt Specialist)
Valerie Stone
Joan Taylor (SM)
Sue Taylor - (Tax Credits)
David Thompson (M)
Shelley Tilley (M)
Rose Turner
Paula Van Breda (TA)

Resigned/retired during the year

Julie Tooms
Roz Watts
Hilary Forrest
Derek Geldart
Margaret Stevens
Helen Leavens
Tina Jackson
Mandi Douglas
Karen Kelly
Employment Consultant
David Cummins

In Training

David Atkinson (G)
Julie Coombes (G)
Andrea Aslett (TA)
Jeanette Rouse (G)
Christine Bishop (G)
Ann Pond (G)
Lyndsey Trinder (G)

Social Policy Co-ordinator

Gillian Dawson

Social Policy Project Worker

Ian Lee

Job Support Consultant

Ian Smith

IT Consultant

Alan Hart

Advice Assistants

Rachel Green
Beryl Sinclair

Administration/ Reception in Ferndown

Mary Angus
Joy Minett
Beryl Sinclair
Gill Waive

Administration/ Reception in Wimborne

Pat Anderson
Audrey Beall
Jan Burford
Linda Gurman
Erica Hawkins
Denise Penny
Judith Ranger
Jean Richards

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