

The aims of the Citizens Advice Bureau Service are:

- to ensure that individuals do not suffer through ignorance of their rights and responsibilities or of the services available; or through an inability to express their needs effectively.
- to exercise a responsible influence on the development of social policies and services, both nationally and locally.

The Service therefore provides free to all individuals an impartial service of information, guidance and support, and makes responsible use of the experience so gained.

THE STAFF

Mrs B.M. Alder
Mrs J. Jones
Mr R. Boyd
Mrs M. Chatting
Mrs G. Davidson
Mrs M. Dodd
Mrs B. Gifford
Mrs S. Macklin
Mrs C. Odds
Mrs S. Rabbett
Mr G. Robins
Mrs J. Thompson

THE MANAGEMENT COMMITTEE

Mr D G Eyriey, Chairman
Dr H W Parris, Secretary
Mr M E Millichamp, Treasurer, LIONS
Mr R F Board-Jones, Wokingham United Charities
P G Barton, Wokingham Town Council
Miss M Cole, Wokingham Council of Churches
Mrs J Crawford, Wokingham Ladies' Circle
Mrs C M Cripps, WADE
Mr J Davidson, Rotary
Mrs C J Dyer, Equal Opportunities Group
Mr E Lowe, Jobcentre
Mr B Marks, West Forest Round Table
Mrs J Mayers, Wokingham District Council
Mrs M M Mayne, National Council of Women
Mr G B Newman, Luff Building
Mrs A Potts, Town Clerk
Ms J Stevens, Social Services
Mr J Watson
Mr E J West

Mrs B M Alder
Mrs J Jones
Mrs C Odds

HOME OF ENQUIRER

	1980/81	1979/80
Wokingham	2355	1823
Wokingham Without	123	190
Winnersh	115	88
Crowthorne	92	73
Finchampstead	80	65
Arborfield	45	49
Other or Unknown	723	503

The Townswomen's Guild Day Conference
The Winnersh Women's Institute

LEGAL ROTA

19 sessions were held and 53 clients were advised. 14 of them were referred on for further legal advice. The type of problem most dealt with by the attending solicitors was on Housing and Land, followed by Consumer and Family & Matrimonial.

TOWN HALL ALTERATIONS.

The proposals for the considerable changes to the Town Hall are now with the Planning department, and all occupiers whose leases are ending have been given notice. Although our lease has still some years to run, we shall have to move into other accommodation, as yet unknown, while the work is being done. If the work goes through as planned at present the Bureau will have two good interview rooms and a reception room.

FINANCIAL ADVICE

Mr Boyd is on duty in the Bureau on most Fridays to give financial advice. At present it is not essential to make an appointment, but as this facility becomes more widely known it may become necessary. As well as advising on Tax problems, investment, etc., he is prepared to do debt counselling.

IN GRATITUDE

I would like to thank the voluntary workers for all the time, effort and caring they put into their work; the Management Committee for their help and administration; the Town and District Councils for their financial support; and all those who gave donations or practical help.

TREASURER'S REPORT

This last year was a good year for the Bureau, and although we ended up with a surplus of income over expenditure of £351.60, £311.59 was due to a refund of water rates. So, in fact, our profit was £40.01, a modest and befitting profit for an organisation whose aim is to cover our costs only.

Our grateful thanks go to our supporters for their financial help, especially the Town Council for their generous grant, and use of the Bureau rooms at a peppercorn rent, and to the District Council for their generous grant, and allowing us 100% rates relief. Our regular supporters have been persuaded to increase their generosity to account for rising costs.

The sundry income is derived from small token donations made anonymously to the Bureau collecting box, and in response to talks given by the Organiser.

Our expenses have increased only modestly, and as with last year, my thanks go to the Bureau staff for containing them so well.

M E Millichamp

ORGANISER'S REPORT - 1st April 1980 to 31st March 1981

Enquiries from all areas numbered 3533 this year, an increase of 742 over the previous year. The highest increases were in the categories of Consumer Trade and Business, Employment, and Social Security, reflecting the state of the nation. Wokingham is by no means hard-hit compared to many other areas, but is not without its own problems and personal tragedies. It is at times like these that a free and independent service is so necessary, with the caring help of a voluntary, well-trained staff.

STAFF AND TRAINING

No voluntary workers left during the year, but a trainee, Mrs.H.Lee, was taken on in order to help with the increased work-load.

There were important changes in legislation in 1980, and day courses on the Housing Act and the Employment Act, arranged by the Area Training Officer, were each attended by 5 workers. A half-day session run by DHSS on the Social Security Act attracted 6 workers. Volunteers also attended meetings on helping the Disabled and Marriage Guidance.

11 staff meetings were held and all workers attended at least 7.

Mrs. Alder and Mr. Boyd attended the Area Tutors Residential course at Easthampstead Park on "Situation-centred Learning".

PUBLICITY

Our Chairman was instrumental in getting new Notice-board cards made for us and we are distributing these around the town. Mrs. Jones called on the firms in the Molly Millers Lane area, 27 in all.

Mrs. Alder gave talks to:

The Women's British Legion, Wokingham

The Mulberry Club

The No. 1 OAP Club

The Round Table

All Saints Women's Fellowship

ENQUIRIES

	1980/81	1979/80
Consumer, Trade and Business	661	497
Family and Personal	548	447
Housing, Property and Land	488	467
Employment	349	214
Social Security	344	229
National and International	200	209
Administration of Justice	182	173
Health	176	124
Taxes and Duties	164	107
Travel, Transport and Holidays	129	107
Leisure Activities	122	121
Education	80	46
Enquiries about C.A.B.'s	52	10
Communications	21	18
Immigration and Nationality	17	22
	3533	2791