

THE MANAGEMENT COMMITTEE

Mr. G.B. Newman, Chairman
Dr. H.W. Parris, Secretary
Mr. J. Davidson, Treasurer
Mrs. A. Potts, Trustee
Mrs. B.M. Alder, Organiser
Mr. R.F. Board-Jones, United Charities
Mr. P.G. Burton, Town Council
Mrs. J. Crawford, Ladies Circle
Mrs. M. Curtis, Winnersh Parish Council
Mrs. C.J. Dyer, CEBOG
Mr. D.G. Eyriey
Mr. P. Howe, Social Services
Mr. G. Knibbs, Cliffords Dairies
Mr. E. Lowe, Jobcentre
Mr. B. Marks, West Forest Round Table
Mrs. J. Mayers, District Council
Mrs. M.M. Mayne, National Council of Women
Mrs. M. Tattersall, WADE
Mr. J. Watson
Mr. E.J. West
Mrs. J. Jones, Deputy
Mrs. C. Odds, Bureau Worker

HOME OF ENQUIRER

	1981/82	1980/81
Wokingham	2760	2355
Wokingham Without	145	123
Finchampstead	98	80
Winnersh	92	115
Crowthorne	91	92
Arborfield	53	45
Other or Unknown	829	723

ENQUIRIES	1981/82	1980/81
Consumer, Trade and Business	709	661
Family and personal	551	548
Employment	493	349
Housing, Property and Land	485	488
Social Security	410	344
Administration of Justice	309	182
National and International	273	200
Health	186	176
Travel, Transport and Holidays	172	129
Taxes and Duties	157	164
Leisure Activities	131	122
Education	83	80
Enquiries about C.A.B.'s	54	52
Communications	35	21
Immigration and Nationality	20	17
	-----	-----
	4068	3533
	-----	-----

ORGANISER'S REPORT - 1st April 1981 to 31st March 1982

Enquiries from all areas numbered 4068, an increase of 535 over the previous year. The highest increases were in the categories of Employment, up 144, and Administration of Justice, up 127. The number of Employment queries reflects the troubled state of the working world. The other rise is harder to explain, but there has been an increase in requests for advice as to whether to use a solicitor and for names of suitable solicitors, and also enquiries as to the correct procedures of the police in the course of their duties.

There was an inevitable drop in the number of callers when we moved to new premises, but this had recovered by the middle of March.

CHANGE OF PREMISES

In the autumn an Action Committee was set up to find temporary accommodation during the Town Hall alterations. This became a matter of some urgency as different ideas were investigated but found unsuitable or impossible. Berkshire County Council offered the house in Langborough Road, but permission for temporary change of use had to be obtained and many other arrangements made before we could feel safely home. The actual move was made on 6th and 7th February and involved no loss of Bureau opening hours. The work of moving was done by a valiant squad of bureau workers (plus a few husbands) and Management Committee members, who deserve praise for a speedy and efficient job done, enabling us to open on Monday for business as usual. My grateful thanks go out to all who made the move possible either on the Committee or in the working party or in any other way. We are well settled in now and enjoying the space and light.

STAFF AND TRAINING

Mrs. Lee completed her training and was selected as a voluntary worker. No workers left during the year. Training days were held on Self-Employment, Insurance, Social Security Benefits, and Housing Problems, and were well attended.

11 staff meetings were held and all workers attended at least 6. 10 workers went to 9 or more meetings. Mrs. Alder attended the Organiser's Residential course in November.

LEGAL ROTA

22 sessions were held and 58 clients advised. 15 of them were referred on for further legal advice.

The type of problem most dealt with was on Consumer matters, followed by Housing and Employment.

We are grateful to the solicitors who come in and give their time and expertise so readily, and give such a useful service.

PUBLICITY

After our move an article was published in the Wokingham News which was accurate and informative and seemed to help in letting people know where we had gone.

Mrs. Alder gave talks to: All Saints Mothers Union, The Montague House Association, Women's Group, Twyford.

This year there have been more difficulties than at any time since our opening year, but this has not been entirely a bad thing as it has brought out clearly the interest, helpfulness and preparedness to work of the staff and the management committee in a way that has been heartwarming. We have never at any time felt that the problems would not be overcome by their dedication and hard work.

TREASURER'S REPORT

An interesting year dominated by "the move", obviously this did involve the Bureau in unusual expenditure which will continue to be the case for the coming year. However, despite this the deficit for 1981/82 was contained to a figure of £37.29.

Although the cost of running the Bureau has increased in line with the growing use of the services offered, where possible every effort has been made to reduce expenses, and my thanks must go to the Bureau Staff and Management Committee who, in their different ways, have brought about considerable savings.

As can be seen from the Accounts both the Town and District Councils increased their grants to us, but what is not quite so apparent are the charges not made by them, allowing the Bureau to maximise the use of funds given. My thanks to each of the Councils for their continued support.

The accounts also show the names of many of our supporters who I would also like to thank for their continued help, given in a practical way which enables the work to help others to run smoothly, through the good offices of the Wokingham Branch of the Citizens Advice Bureau.