

There can be no doubt that our first year of working has shown that there is a need for a C.A.B. in Wokingham. The total number of new enquiries for the period June 27th 1977 to June 30th 1978 was 1,423. Enquiries on Housing, Property and Land head the list, closely followed by Family and Personal. Consumer, Social Security, and Employment also had a large number of enquiries. Three people were visited at their request in their homes as they were unable to come in to the Bureau because of age or infirmity.

STAFF

15 workers successfully completed the initial training and began work when the Bureau opened. During the year Mrs. Nicholson resigned for health reasons, Mrs. Coppeard, Mrs. Caldwell, Mrs. Enid Jones and Mrs. Laycock have moved away from Wokingham, and Mrs. Hawker is expecting to leave quite soon. Mrs. Puckmaster has had to give up Bureau work for a time due to the birth of a son. This has much depleted the staff, although Mrs. Macklin underwent training during the year and was accepted by the Selection Committee on 2nd June 1978. We are expecting Mrs. Chatting, who has already been a trained worker elsewhere, to join us at the end of July. Possible trainees are being interviewed and it is hoped that some will be ready for Basic Training in the autumn.

The departure of Mrs. Enid Jones means that we have lost our Deputy Organiser and I would therefore like this meeting to welcome and accept Mrs. Jackie Jones as our new deputy.

TRAINING

Workers have attended a training day at Winchester last year. This year the new cluster training has been started, with Wokingham, Bracknell, Reading, Slough, and Maidenhead joining in providing sessions for not more than 30 workers at a time. This cuts down travelling and enables group discussions and individual participation to take place, which increases learning. I attended a residential course last November on training workers.

In-Bureau training is given at regular monthly staff meetings, some of which have been addressed by speakers from the statutory services. These are very well attended.

TALKS

I have given 5 talks on the work of the Bureau to various organisations. This is one of the most valuable forms of publicity, as it really brings home to people the wide scope of the work.

THANKS

I would like to thank all those who have made possible our first year of operation, especially those who have given grants and donations. Luffs the Builders have given valuable help in kind, especially our indispensable leaflet rack. I would like to take this opportunity to thank publicly the voluntary staff who do so much good work all through the year, and especially the retiring Deputy, for all the time they give so generously.

Citizens Advice Bureau
 Town Hall (Entrance adjacent Taxi rank)
 Market Place
 Wokingham Berkshire
 Telephone 781883

Accounts for the year ended 31st March 1978.

| <u>EXPENDITURE</u> | £. p. | <u>INCOME</u> | £. p. |
|---|-----------|---|-----------|
| Office Petty Cash | 226.07 | Grants | 2,063.00 |
| Honorariums | 375.00 | Donations | 220.00 |
| Rates | 178.91 | Donations for year | |
| Telephone | 101.46 | 1st April 1978 | 100.00 |
| Postages | 29.50 | Bank Interest | 17.88 |
| Capital Equipment | 472.84 | Sundries | 20.85 |
| Subscriptions - NCAB | 37.80 | Refunds | 48.00 |
| Office Sundries | 283.95 | | |
| Travelling expenses re: initial training | 109.80 | | |
| | <hr/> | | <hr/> |
| | 1,815.33 | | 2,469.73 |
| <u>Balances</u> | | | |
| Bank Current a/c. | 59.40 | | |
| Bank Deposit a/c. | 595.00 | | |
| Petty Cash | 42.64 | Balance of Petty Cash at 31st March 1978 | 42.64 |
| | <hr/> | | <hr/> |
| | £2,512.37 | | £2,512.37 |
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N.B.

1. Help in kind received from Luff's the Builders.
2. A full refund of rates has been applied for.
3. A sum unknown should be set aside for the building repairs already completed.
4. The following bills are due, but outstanding:-
 Carpet - £140.00
 Water, Gas, Window Cleaning - £58.10.

M.E. Millichamp.
 Hon. Treasurer.

R.J. Gardener.
 Hon. Auditor.



