

The MANAGEMENT COMMITTEE:

| | |
|---------------------|---|
| Mr. D.G. Eyriey | Chairman |
| Dr. H. Parris | Secretary |
| Mr. M.E. Millichamp | Treasurer |
| Mrs. B.M. Alder | Organiser |
| Mrs. W. Dinsdale | Area Officer |
| Mrs. C.J. Dyer | Central Berkshire Equal Opportunities Group |
| Mr. V. Ediss | Wokingham Rotary Club |
| Mr. B. Featherstone | Wokingham Council of Churches |
| Mr. D.R. Ireland | Wokingham Town Council |
| Mr. R.A. Jessop | Wokingham District Council |
| Mr. P.J.B. Kendal | Department of Social Services |
| Mr. D. Lewis | Wokingham Without Parish Council |
| Mr. E. Lowe | Manpower Services Commission: Employment Services Division. |
| Mr. A. McKinley | Wokingham Times |
| Mrs. Marshall | Wokingham Ladies Circle |
| Mrs. M.M. Mayne | National Council of Women |
| Mrs. A. Morgan | Wokingham Volunteer Centre |
| Mr. G.B. Newman | Luff Building Ltd. |
| Mrs. Palmer | Department of Social Services |
| Mrs. A. Potts | Town Clerk |
| Mr. W.G. Walter | Cliffords Dairies Ltd. |
| Mr. J. Watson | |
| Mr. E.J. West | Wokingham United Charities |
| Mr. A. Wright | West Forest Round Table |

The VOLUNTEER WORKERS:

| | |
|------------------|------------------|
| Mr. R. Boyd | Mrs. S. Macklin |
| Mrs. M. Chatting | Mrs. C. Odds |
| Mrs. G. Davidson | Mr. G. Robins |
| Mrs. B. Gifford | Mrs. M. Spiers |
| Mrs. J. Jones | Mrs. J. Thompson |

ORGANISER'S REPORT - 1st April 1978 - 31st March 1979

My first annual report covered the first year of the Bureau's work, June 1977 to June 1978, but in future all reports will be in line with the Treasurer's accounts which cover the financial year ending 31st March.

During this time 1815 people consulted the Bureau, most of them by personal visit, but an increasing number by telephone, and some by letter. Two people were visited in their homes. Quite a number of them returned one or more times for further advice on the same problem, but this is not included in the statistics this year. Records of these enquiries have been kept from 1st April, and the numbers will be available next year.

Staff and Training

One new worker completed the basic training and was accepted by the Selection committee of the Bureau.

Workers attended training sessions on the problems of one-parent families, housing, the disabled, pensions, and debt counselling. All the workers attended more than the minimum requirement of six staff meetings in the year.

Talks

Talks on the work of the CAB have been given to:

Winnersh British Legion, Women's Section.
Social Services Luncheon Club.
Evangelical Church Women's group.
Housewives' Register.
British Rheumatism and Arthritis Association.
National Council of Women.

Statistics

The summary of enquiries later in this report is divided into 14 categories as used by all Bureaux throughout the UK. In having "Housing" at the top of the list and "Consumer" second Wokingham differs from the national statistics which have "Family and Personal" well in the lead. It will be interesting to see if this continues in the future or if we come into line with the rest of the country eventually. "Leisure Activities", in seventh place here and eleventh nationally, reflects, I believe, the shifting population of Wokingham, as people new to the area often come in wanting to know how to get to know people and to become part of the community.

There is also a table of the areas in which the callers live. 67% come from Wokingham itself, 6% from Wokingham Without, and only 9% from the outlying areas. This is partly due to the fact that many people work or shop in Reading or Bracknell, and therefore visit the bureaux there, but I feel that there may be a lack of information about the Wokingham bureau outside the town. The enquiries listed under "Other or Unknown" are partly of other villages nearby, partly places outside the area, and also of people who were not asked for, or did not wish to give, their addresses. If callers wish to remain anonymous they are, of course, at liberty to do so.

The Future

The increasing number of people calling at the bureau is making the need of more interviewing space an urgent priority. We do not like to keep callers waiting when there is a worker available, but with only one private interview room we can deal only with one

confidential matter at a time. The worker in the main office can answer only questions of a non-personal nature. I hope that there will be funds available to meet this need soon.

Steps are also being taken to start a legal panel for free advice from solicitors. Enquirers will first be interviewed by workers, and only given appointments if their problems and circumstances seem to warrant them.

In Gratitude

I would like to thank the voluntary workers for all the time and effort and real concern they put into their CAB work;

The Management Committee for their help and encouragement;

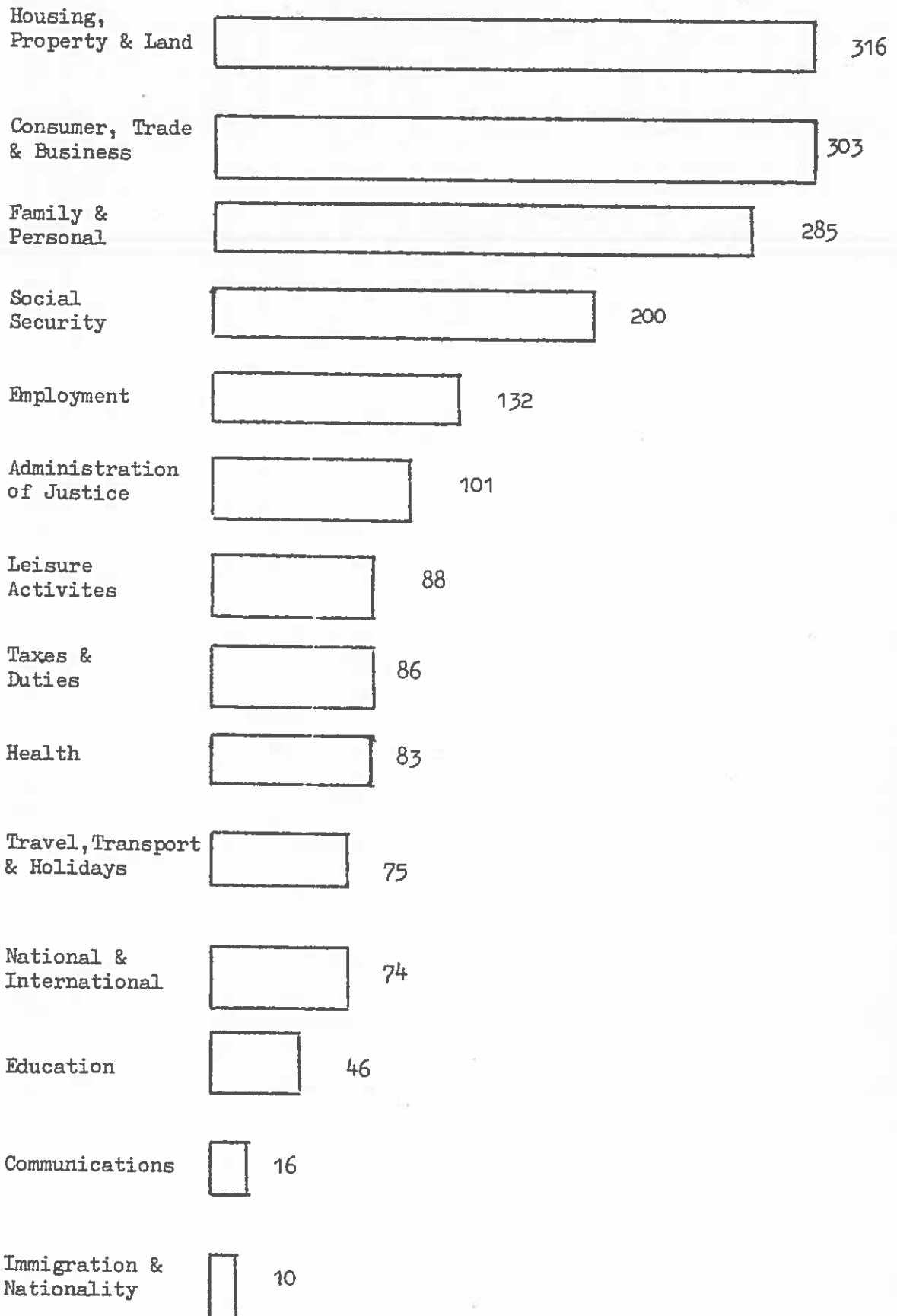
The Town and District Councils for their financial support;

and the many organisations and businesses who have given donations to help us.

B.M. Alder

Organiser

SUMMARY OF ENQUIRIES



HOME OF ENQUIRER

| | |
|-------------------|------------|
| Wokingham | 1220 |
| Wokingham Without | 121 |
| Finchampstead | 58 |
| Winnersh | 48 |
| Arborfield | 38 |
| Crowthorne | 37 |
| Other or Unknown | 293 |
| Total | <hr/> 1815 |

ACCOUNTS FOR THE YEAR ENDED 31st MARCH 1979

EXPENDITURE

| | £ |
|--|----------------|
| Postages | 31.00 |
| Bureau Office Petty Cash | 304.75 |
| Honorariums | 593.75 |
| Telephone | 147.94 |
| Heating, Lighting, etc. | 244.72 |
| New Carpet | 140.00 |
| Insurance | 5.00 |
| NACAB Subscription | 54.00 |
| Conference Fees | 40.60 |
| Sundries | 150.38 |
| | <hr/> |
| Balances at 31st March | 1712.14 |
| | 998.40 |
| | <hr/> |
| <u>Balances at 1st April 1978</u> | <u>2710.54</u> |
| Office Petty Cash | 42.64 |
| Bank Current Account | 59.40 |
| Bank Deposit Account | 595.00 |
| <u>Outstanding Bills</u> | |
| Telephone | 41.50 |
| Vacuum Cleaner | 52.99 |
| Heating. Lighting, etc. | 60.00 |
| Donations in Advance | 80.00 |
| Surplus income over expenditure for year | 66.87 |
| | <hr/> |
| | 998.40 |
| | <hr/> |
| Estimated cost of division of Interview Room | 550.00 |
| Reserve Fund at 31st March 1979 | 213.91 |
| | <hr/> |
| | 763.91 |
| | <hr/> |

ACCOUNTS FOR THE YEAR ENDED 31st MARCH 1979

INCOME

| | £ |
|--|----------------|
| Balances as at 1st April 1978 | 697.04 |
| Grants - | |
| Wokingham District Council (22.5.78) | 500.00 |
| Wokingham Town Council (20.11.78) | 500.00 |
| Wokingham Town Council (10.2.79) | 500.00 |
| Donations - see separate list | 260.00 |
| Bank Interest | 31.14 |
| Refund of Rates | 162.27 |
| Refund of travelling | 20.99 |
| H.G. Billing - postages | 3.00 |
| Sundry donations and income from Bureau Office | 36.10 |
| | <u>2710.54</u> |
| | |
| <u>Balances at 31st March 1979</u> | |
| Office Petty Cash; | 16.77 |
| Bank Current Account | 255.49 |
| Bank Deposit Account | 726.14 |
| | <u>998.40</u> |
| | |
| Surplus Income for Year | 66.87 |
| Reserve Fund at 1st April 1978 | 697.04 |
| | <u>763.91</u> |

DONATIONS

1. Received last financial year, but expressly given for this year:

| | £ |
|---|--------|
| National Council of Women | 5.00 |
| Cliffords Dairies Limited | 20.00 |
| Hewlett Packard Limited | 25.00 |
| Plint & Partners Limited | 10.00 |
| Hurst Parish Council | 10.00 |
| Ex-Lax Limited | 10.00 |
| Gowrings Limited | 5.00 |
| Boots the Chemist | 5.00 |
| Wokingham Society | 5.00 |
| Central Berkshire Equal Opportunities Group | 5.00 |
| | <hr/> |
| | 100.00 |

2. Received during the current financial year:

| | |
|-------------------------------------|-------|
| Winnersh Parish Council | 10.00 |
| Chamber of Commerce | 25.00 |
| Friar Tuck | 10.00 |
| Haye & Reid | 10.00 |
| Buckland & Co. | 5.00 |
| EWS Technivision | 10.00 |
| Otto of Mayfair | 5.00 |
| Parkers Estate Agents | 20.00 |
| W. Strange & Son | 5.00 |
| Arborfield & Newland Parish Council | 5.00 |
| Wokingham Lions | 10.00 |
| Barkham Parish Council | 15.00 |
| R.E.M.E. Arborfield | 50.00 |

3. Received during the current financial year, but given for next year:

| | |
|------------------------------|--------|
| Winnersh Parish Council | 30.00 |
| Finchampstead Parish Council | 50.00 |
| | <hr/> |
| | 260.00 |