



WOKINGHAM AND DISTRICT

CITIZENS ADVICE BUREAU

TOWN HALL, MARKET PLACE

WOKINGHAM 781883

Opening Hours

MONDAY TO FRIDAY

10.0 a.m. - 2.0 p.m.

Except WEDNESDAY

10.0 a.m. - 12 noon.

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 MANAGEMENT COMMITTEE

Mr. D. G. Eyriey	Chairman
Dr. H. W. Parris	Secretary
Mr. M. E. Millichamp	Treasurer
Mr. B. H. Burwood Taylor	Wokingham Town Council
Mrs. C. Dyer	Central Berkshire Equal Opportunities Group
Mr. V. Ediss	Wokingham Rotary Club
Mr. B. Featherstone	Wokingham Council of Churches
Mrs. M. Finch	Wokingham Ladies Circle
Mr. P. J. B. Kendall	First Member
Mr. D. Lewis	Wokingham Without Parish Council
Mr. E. Lowe	Manpower Services Commission
Mr. A. McKinlay	
Mrs. J. Mayers	Wokingham District Council
Mrs. M. M. Mayne	National Council of Women
Mr. G. B. Newman	Luff Building Limited.
Mrs. N. Palmer	Department of Social Services
Mrs. A. Potts	Town Clerk
Mr. W. G. Walter	Cliffords Dairies Limited.
Mr. J. Watson	First Member
Mr. E. J. West	Wokingham United Charities
Mr. A. Wright	West Forest Round Table
Mrs. B. M. Alder	Organiser
Mrs. J. Jones	Deputy Organiser
Mrs. C. Odds	Voluntary Worker

THE STAFF

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

ORGANISER'S REPORT: 31st March 1979 - 1st April 1980

This has been a period of growth and expansion. During the year 2791 people consulted the Bureau by personal visit, telephone, letter or home visit. Most of the enquiries came from the Wokingham district, but there were more far-flung queries, including one by air-mail from Queensland, Australia! A second interview room has been fitted up and is proving invaluable.

Staff and Training

Mrs. Miriam Spiers left to take up full-time work with the Community Service Unit of the Probation Service. We welcome Mrs. Shelagh Rabbett who has completed training and selection, and Mrs. Mary Dodd, formerly of the Reading Bureau.

Volunteers attended day training sessions on Consumer Affairs, Housing, Employment, Marriage Guidance, Bereavement, Family Problems and Marriage Breakdown. Four volunteers attended the residential course in 1979 on Counselling and two the 1980 residential on Consumer Affairs. The Organiser attended the residential course on Effective Helping.

Mr. Robert Boyd is a member of the Southern Area Training Committee and is a tutor for the basic training course on Money Matters. Mr. Boyd also assists clients at the Bureau with financial problems including Income Tax and Insurance. Mrs. Alder is a tutor on Family and Matrimonial problems.

Eleven staff meetings were held and all volunteers attended more than the statutory minimum of six meetings.

Little Court Experiment

In 1979 the Organiser of Little Court Day Centre asked if we would hold monthly sessions at the Centre for the benefit of the elderly and disabled who were unable to come to us, and this was started in November. At present Mrs. Jackie Jones is coping with this single-handed, and considers that it is worth continuing through 1980.

Legal Rota

The rota started in December 1979 and had six sessions by the end of March, and 21 clients were advised on a range of subjects. We are most grateful to the solicitors who give their time and expertise.

Publicity

The Organiser has given talks to the following:

The Rotary Club

The Chamber of Trade and Commerce

The Welsh Society

The National Childbirth Trust

All Saints Parochial Church Council

Townswomen's Guild Social Services Section

On 10th April 1979 the deputy organiser, Mrs. Jones, went on the air on the Hospital Radio Broadcast from Reading for half an hour.

We have had some articles published in the Wokingham Times.

On Saturday June 9th, at Wokingham Carnival, two stalls were manned, one by volunteers and the other by Mr. G. Newman of the Management Committee.

On November 3rd we had a stall at the Exhibition arranged by the Wokingham News at St. Crispin's Centre.

Statistics

The summary of enquiries later in this report is divided into 15 categories as used by all Bureaux. The highest category this year is Consumer, which must be largely due to the closure of the Consumer Advice section of the Trading Standards Department. The Bureaux are now the only organisations available in the area giving advice and help to shoppers.

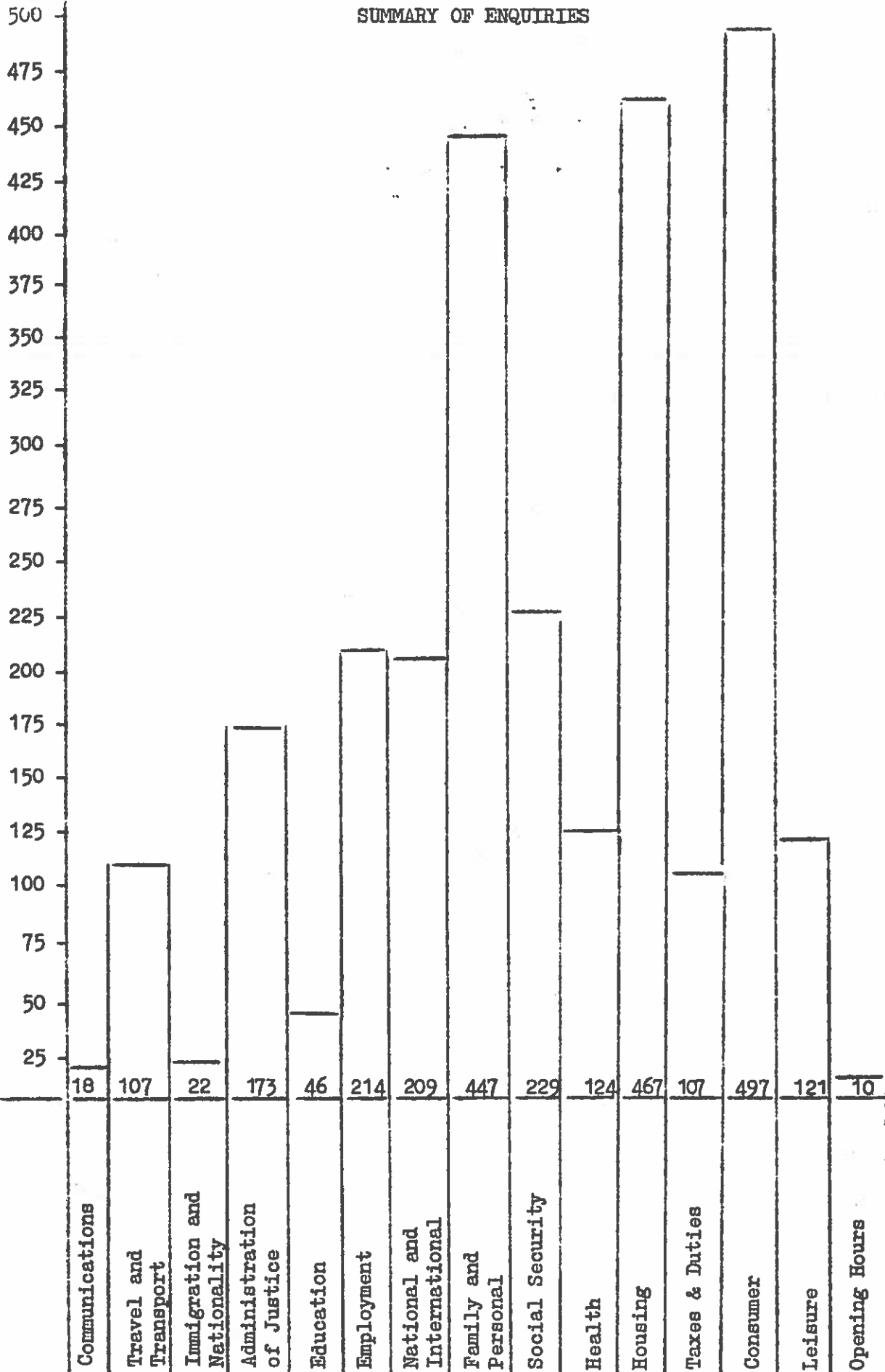
There is also a table of the areas in which the callers lived.

In conclusion I would like to thank all those who contribute to the running of the Bureau in administration and in finance, and especially to the volunteers who give of themselves so generously.

B. M. ALDER

Organiser

SUMMARY OF ENQUIRIES



HOME OF ENQUIRER

Wokingham	1823
Wokingham Without	190
Winnersh	88
Crowthorne	73
Finchampstead	65
Arborfield	49
Other or Unknown	503
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Total	2791
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WOKINGHAM CITIZENS ADVICE BUREAU — TREASURER'S REPORT

This year has been the second full financial year since the Bureau first opened in June 1977. That year which ended 31st March 1978 contained many items of expenditure concerned with the setting up of the Bureau and were non-repetitive. It is only this year that the comparative income and expenditure can be of value.

The income remains the same and our grateful thanks go to our 'regular' Grants and Donations without whose help we could not function. They respond to our letters of appeal, although some three hundred requests fall on stony ground.

The high figure of interest is attributable to keeping the maximum amount of our monies on Deposit Account whilst interest rates are high; but it is doubted whether the interest rates or the amount on deposit will be so high again.

The sundry income is derived from proceeds of the C.A.B. stall at the annual Wokingham Carnival; small token donations made anonymously to the Bureau Collecting Box, and in response to a talk by the Organiser.

The expenditure has been kept to a remarkably tolerable level despite growing inflation and thanks must go to the careful control of the Bureau Staff. The only unbudgeted item was a Water Rate demand covering the period from inception of the Bureau to date. This has been paid in full but remains the subject of discussion with the Mid Southern Water Co. The principle of Water Rates is correct as the water company do not allow any relief to voluntary organisations in the same manner as the relief that can be obtained on the General Rate.

The conclusion of this financial year is a deficit of £288.04 with the following bills falling due for payment within the period, but settled immediately after:-

Wokingham Electrical Installations Limited	£33.60
Wokingham Town Council	£95.68
Luff Building Limited	£43.13

If these items are added to our loss of £288.04, our total expenditure exceeds our income by £460.45; a poor but necessary result. It was fortunate that our reserves were able to bear this deficit, but it is imperative that the situation does not occur again.

Finally the Accounts do not reflect the full 100% Rates Relief that the Wokingham District Council allow us, nor the true rent of the Bureau offices for which the Wokingham Town Council only charge a peppercorn rent of £1, and neither the generous building works provided by Luff Building Limited either free or at a fraction of the true cost. A grateful thank you to all three.

ACCOUNTS FOR THE YEAR ENDED 31. 3. 80.

<u>EXPENDITURE</u>		<u>INCOME</u>	
1978-79		(1979-80)	(1978-79)
31.00	Postages	32.53	
304.75	Petty Cash	324.98	
593.75	Honoraria	775.00	
147.94	Telephone	246.35	
5.00	Insurance	5.00	
54.00	N.A.C.A.B.	79.00	1500.00
40.60	Course Fees	72.45	
	Water Rates	284.10	260.00
244.72	Heat, Light	296.36	
140.00	Office Equipment	52.99	31.14
150.38	Sundries	160.00	162.27
			60.09
301.36	SURPLUS		DEFICIT
			288.04
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2013.50		2328.86	2013.50
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	<u>1979</u>	<u>1980</u>
Bank Balance at beginning of year	697.04	998.40
Add surplus	301.36	
Deduct deficit		288.04
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Bank balance at end of year	998.40	710.36
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M. E. Millichamp

DONATIONS

	£
Wokingham Without Parish Council	30.00
Ex-Lax Limited	10.00
Haye and Reid	10.00
Plint and Partners	10.00
Cliffords Dairies	20.00
Hewlett-Packard Limited	25.00
Chamber of Commerce	50.00
Gowerings Limited	5.00
Buckland and Co.	5.00
Barkham Parish Council	15.00
Wokingham Lions	15.00
Boots the Chemist	5.00
Arborfield and Newland Parish Council	5.00
National Council of Women	5.00
Winnersh Parish Council	40.00
Wokingham Society	5.00
R.E.M.E. Arborfield	50.00
Central Berkshire Equal Opportunities Group	5.00
Total	<u>310.00</u>