

WOKINGHAM CITIZENS ADVICE BUREAU  
TOWN HALL  
MARKET PLACE  
WOKINGHAM RG11 1AS

TEL: 781883

OPENING HOURS: MONDAY TO FRIDAY 10.0 am to 2.0 pm

LEGAL ROTA: Tuesdays from 2.30 pm

FINANCIAL ADVICE: Fridays 10.30 am to 1.30 pm

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.

WORKINGMAN CIVIC SERVICE BUREAU  
TOWN HALL  
MARKET PLACE  
WORKINGMAN

**THE STAFF**

Mrs B. Alder (Organiser)

Mrs C. Odds (Deputy)

Mrs S. Macklin

Mr R. Boyd

Mrs M. Chatting

Mrs G. Davidson

Mrs M. Dodd

Mrs B. Gifford

Mrs H. Lee

Mrs S. Rabbett

Mr G. Robins

Mrs J. Thompson

Mrs J. Rhodes

Mrs J. Franklin

Mrs E. Harvey

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

## THE MANAGEMENT COMMITTEE

Mr G.B. Newman, Chairman  
Dr H.W. Parris, Secretary  
Mr J. Davidson, Treasurer  
Mrs B.M. Alder, Organiser  
Mrs C. Odds, Deputy Organiser  
Mr R.F. Board-Jones, Wokingham United Charities  
Mrs J. Branch, NCW  
Mr P.G. Burton, Town Council  
Mrs M. Curtis, Winnersh P C  
Mrs G. Davis, Ladies Circle  
Mrs C. Driver )  
Mrs N. Randall) Wokingham Without P C  
Mrs C.J. Dyer  
Mr D.G. Eyriey, Legal Representative  
Mr M. Hunter  
Mr P. Howe, Social Services  
Mr M. Jameson, Clifford's Dairies  
The Acting Manager, Jobcentre  
Mr B. Marks, West Forest Round Table  
Mrs J. Mayers, District Council  
Mrs M.M. Mayne  
Mrs Potts, Town Clerk & Trustee  
Mrs M. Tattersall, WADE  
Mr J. Watson  
Mr J. West

Mr S. Rabbett

THE HOME OF ENQUIRER

	1981/82	1982/83
Wokingham	2760	2820
Wokingham Without	145	150
Winnersh	92	143
Crowthorne	91	117
Finchampstead	98	80
Arborfield	53	61
Other or Unknown	829	973

ENQUIRIES

	1982/83	1981/82	
Consumer, Trade & Business	792	709	+83
Family and Personal	646	551	+95
Housing, Property and Land	572	485	+87
Employment	514	493	+21
Social Security	467	410	+57
Administration of Justice	315	309	+6
Taxes and Duties	204	157	+47
Health	190	186	+4
National and International	161	273	-112
Travel, Transport & Holidays	129	172	-43
Enquiries about CABx	110	54	+56
Leisure Activities	101	131	-30
Education	77	83	-6
Immigration and Nationality	36	20	+16
Communications	30	35	-5
<b>Totals</b>	<b>4344</b>	<b>4068</b>	<b>+276</b>

## ORGANISER'S REPORT - 1st April 1982 to 31st March 1983

Enquiries from all areas numbered 4344. The highest increases were in the categories of Family and Personal, up 95, Housing, up 87, and Consumer, Trade and Business, up 83. For the first time there were some noticeable falls in the number of enquiries in some categories, and will be interesting to follow these trends in the future, and to see how far they were due to our temporary relocation in Langborough Road. This could well account for the drop of over one hundred in the National and International category, as this includes information on purely local matters, and also the thirty fewer queries on Leisure Activities, both subjects on which people may not have felt it worth while to search us out. It probably also accounts for the doubling of the enquiries about CAB! Our moves have not checked the increase in callers with serious problems, however.

We hope that people know where we are now that we are safely back in the Town Hall and enjoying our altered and refurbished premises. The Bureau is now open from 10.0 am to 2.0 pm from Monday to Friday.

### STAFF AND TRAINING

The deputy organiser, Mrs. J. Jones, moved to Wales in July. We were all sorry to see her go as she has been a capable and sympathetic worker and friend. Her place was taken by Mrs. C. Odds who coped admirably with all the extra work this entailed until, sadly, she was taken seriously ill at the end of April. Her duties have been taken over for the time being by Mrs. S. Macklin who bravely stepped into the breach.

Three new workers completed their Basic Training Part One and have been passed by the Selection Committee.

Training days were held on The Needs of the Elderly, Divorce and Conciliation, Income Tax, Housing Benefit and Small Claims. A worker also attended the Conference for the Disabled. The Organiser, the Deputy and three workers took part in the National A.G.M. and Conference in Reading. 11 Staff meetings were held and all workers attended at least 7. Four workers had a full attendance.

The staff are to be congratulated on their hard work and cheerfulness during this difficult year, and their readiness to do extra duties when the need has arisen. The enquiries coming into the Bureau are increasing not only in number but in complexity, making the need greater than ever for trained workers who are able to advise, support and mediate.

The Organiser gave talks to the Afternoon Townswomens Guild, Finchampstead Mothers Union and the Oxfam Committee.

Monthly visits have been made by the Deputy to the WADE Day Centre.

#### **SPECIALIST ADVICE**

22 sessions were held by the Legal Rota and 60 clients advised. Of these 17 were referred on for further legal advice.

Once again our grateful thanks go to the solicitors who provide this excellent service to the public free of charge.

Mr Boyd continues to be available for financial advice on Fridays; appointments are not essential but are becoming more adviseable as he is very busy some weeks. We are fortunate to have a volunteer who is qualified to provide this service. This year there has been a considerable rise in the number of people seeking advice on going self-employed.

## TREASURER'S REPORT

After all the planning for "The Move" in 1981/82 the Bureau this year has had to pay for the temporary change of accommodation brought about by the refurbishing of the Town Hall. In total expenditure terms this resulted in a 77% increase over the previous 'normal' years spending. To meet this increase we were fortunate to receive additional funds from Berkshire County Council and Wokingham District Council. On top of this, donations from many of our friends, supporters and clients again showed a very welcome upward trend in this unusual year and I express my grateful thanks to them.

The National Association of CABx also gave us a grant to cover capital costs involved with the move and to help purchase equipment required by the Bureau.

I would like to thank both the Town Council for their generous grant and for allowing the Bureau back into the Town Hall at a peppercorn rent, and the District Council for their grant and for allowing us 100% rate relief.

Finally my thanks to the Bureau staff for helping to keep the costs of running the Wokingham CAB within reasonable figures.

J Davidson

Hon. Treasurer