

WOKINGHAM DISTRICT 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

CORONATION HALL  
HEADLEY ROAD  
WOODLEY  
RG5 4JB

TEL: 699006

OPENING HOURS: MONDAY & WEDNESDAY 10 am to 1 pm

The CAB Service provides free to all individuals an impartial service of information, guidance and support, and makes responsible use of the experience gained.

**THE STAFF**

Mrs B Alder (Organiser)  
Mrs J Tomlin (Deputy)  
Mrs S Hunt (Assistant, Woodley)

**Voluntary Workers**

Mr R Boyd  
Mrs M Chatting  
Mrs S Colwill  
Mrs G Davidson  
Mrs G Dean  
Mrs B Gifford  
Mrs P Goillon  
Mrs E Harvey  
Mrs H Lee  
Mrs S Macklin  
Mrs S Rabbett  
Mrs E Ramsay  
Mrs E Reasey  
Mrs J Rhodes  
Mrs M Rosenburg  
Mrs P Seeley  
Mr H Smith  
Mrs J Thompson

**In Training**

Mrs S Album  
Mrs B Walker

**Clerical Assistants**

Mrs P Robins  
Mrs J Jennings

## THE MANAGEMENT COMMITTEE

|                  |                          |
|------------------|--------------------------|
| Mr J Watson      | Chairman                 |
| Mr A S Harvey    | Treasurer                |
| Mrs P Robins     | Secretary                |
| Mr D Eyrie       | Legal Representative     |
| Mrs B Alder      | Organiser                |
| Mrs J Tomlin     | Deputy                   |
| Mrs S Hunt       | Assistant, Woodley       |
| Mrs S Rabbett    | Volunteer Representative |
| Dr H Parris      | )                        |
| Mrs M Mayne      | ) First Members          |
| Mr J West        | )                        |
| Mrs A Davis      | Town Council             |
| Mrs J Mayers     | District Council         |
| Mrs C Jewell     | Woodley Town Council     |
| Mrs A Potts      | Trustee                  |
| Mr M A Taylor    | Town Clerk               |
| Mrs G Flanagan   | Social Services          |
| Mr R Wells       | Royal British Legion     |
| Mr J Davidson    | Rotary                   |
| Mr R Austin      | Lions                    |
| Rev B Bailey     | Council of Churches      |
| Mrs M Tattersall |                          |

## ORGANISER'S REPORT - April 1985 - March 1986

By the time this report is circulated the Bureau will have a new Organiser. I have decided to leave because after 8½ years, since the first day the Bureau opened its doors, as Organiser, I feel it is time to stand down. The need is now for someone with fresh ideas, with more time to spend on the work, and with attitudes based on today's Bureau work.

The progress made since the opening day in June 1977 has been tremendous; not merely in the number of people using the Bureau each year, but in the quality of the service given. Over the years we have added the Legal Rota, financial advice sessions, and the Woodley extension. Some Tribunal support has been given, and home visits made. Yet this is but the beginning still, there is much that waits to be done to take the service to more people and in more ways - but I shall not move into the territory of the new Organiser!

Once again Consumer, Trade and Business was the highest single category of enquiries, but with a small reduction in actual queries at 1146. Family and Personal second as usual at 977, but for the first time Social Security came next with 898 queries. Housing and Employment follow close behind. Administration of Justice makes up the "big six" that make up more than threequarters of all enquiries.

### STAFF AND TRAINING

There are now, in addition to the Organiser, the Deputy, and the Assistant (Woodley), 19 voluntary advisers, with two more in training, and two clerical assistants, also voluntary.

Mrs C Pointer resigned the post of Deputy in

July 1985, and Mrs J Tomlin was appointed in November. Mrs S Hunt was appointed as Assistant in charge at the Woodley extension, where she has put in a lot of hard work to get it going, to publicise this new service, and to recruit more volunteers.

Six advisers completed the in-bureau training and the nine-week Basic Training Course Part 1, and three volunteers have attended the four-week Basic Training Part 2. Further training for experienced workers has been given on Insurance, Social Security, Domestic Violence, Housing, and the work of the Family Practitioner Committee.

I went to the Organisers' residential course; Mrs Hunt attended the Deputies' training day, (unfortunately Mrs Tomlin was ill).

Attendance at monthly Staff meetings is also a requirement for all advisers.

Every month the Information System has to be updated because of changes in the law, in Social Security, in taxes, and so on. This information comes from Central Office, and the work of altering our files is done by the clerical assistants who are also voluntary, one in Wokingham and the other in Woodley, so that the advice given is as up-to-date and comprehensive as possible.

The volunteers are the backbone of the CAB Service which could not exist without them, and my thanks are due to them for their dedicated and responsible attitude to an increasingly demanding task. I shall miss them greatly when I leave.

#### SPECIALIST SERVICES

28 people were advised free of charge at the Legal Rota sessions. Appointments are made only after the Bureau staff have interviewed the clients and ascertained the need. We are indebted to the solicitors who provide this service.

Financial advice has been given regularly throughout the year by volunteer Mr Boyd, who has helped a large number of people.

#### TALKS

I have given talks to the Activity Group, Contact, the Young Farmers Club, Crowthorne Wives' Group, and the Methodist Afternoon Group.

#### MAYORAL CENTENARY

Our office was used as the communications centre for the Victorian Day, and volunteers, suitably attired, handed out leaflets to the people thronging the street market.

#### A VOLUNTARY ORGANISATION?

From the start of this financial year proper provision has been made for the payment of the Organiser. Some people have expressed a fear that this is the beginning of a process that will alter the voluntary nature of the service.

Now that I cannot be accused of an ulterior motive I would like to allay their fears; there will be one paid Organiser, two deputies with honoraria, and 22 entirely voluntary workers. The amount of time necessary to do the Organiser's work properly, the responsibility the position carries, and the professional attitude required, are not now commensurate with a voluntary occupation, but the most important work of the Bureau - dealing with the enquiries - will always be the function of the volunteers.

#### THANKS

We fully appreciate all the help we have been given, whether in cash or in kind. I have always been conscious of the generosity of our supporters who enable us to carry out our work.

## ENQUIRIES

|                              | 1985/86 | 1984/85 |
|------------------------------|---------|---------|
| Consumer, Trade & Business   | 1146    | 1201    |
| Family & Personal            | 977     | 914     |
| Social Security              | 898     | 705     |
| Housing                      | 879     | 768     |
| Employment                   | 827     | 821     |
| Administration of Justice    | 606     | 478     |
| National & International     | 344     | 254     |
| Taxes & Duties               | 275     | 223     |
| Health                       | 267     | 246     |
| Travel, Transport & Holidays | 189     | 208     |
| Enquiries about CAB          | 174     | 123     |
| Leisure Activities           | 152     | 195     |
| Education                    | 116     | 131     |
| Communications               | 58      | 37      |
| Immigration & Nationality    | 33      | 36      |
|                              | <hr/>   | <hr/>   |
| Total                        | 6941    | 6340    |

## HOME OF ENQUIRER

|                   | 1985/86 | 1984/85 |
|-------------------|---------|---------|
| Wokingham         | 3981    | 3956    |
| Woodley           | 432     | 163     |
| Winnersh          | 237     | 154     |
| Wokingham Without | 208     | 201     |
| Crowthorne        | 145     | 152     |
| Finchampstead     | 126     | 145     |
| Other or Unknown  | 1812    | 1446    |



## TREASURER'S REPORT

The opening of the extension bureau in Woodley has inevitably resulted in a marked increase of expenditure, but this has been covered by an increased grant from the Wokingham District Council and capital grants from Woodley Town Council and from the National Association of CABs.

During the year we have lost three of our more experienced advisers but fortunately have been able to recruit volunteers to replace them and to provide staff for the Woodley bureau. This has necessitated a lot of extra training, the costs of which are more than double the 1984/85 figure. An ongoing programme will certainly entail a similar outlay in 1986/87.

The number of enquiries continues to rise totalling just short of 7000 for the year. This gives a cost per enquiry of less than 79 pence, which in the circumstances compares very well with costs in previous years and which still allows the bureau to boast not only an efficient but also a very economical service. For this I must thank all bureau staff and particularly the Organiser and her Deputies for their efforts to contain expenditure within a tight budget.

We are indeed grateful to all who have given us financial support during the year and particularly to the Wokingham District Council and Wokingham and Woodley Town Councils for all their help in the way of accommodation and generous grants. Details of these and other donations are given overleaf.

## INCOME 1985/86

GRANTS

|                            | £    |             |
|----------------------------|------|-------------|
| - Berkshire County Council | 154  |             |
| Wokingham District Council | 1500 |             |
| Wokingham Town Council     | 1500 |             |
| Woodley Town Council       | 350  |             |
| NACAB                      | 277  |             |
|                            |      | <u>3781</u> |

DONATIONS

|                                  |     |             |
|----------------------------------|-----|-------------|
| Anonymous                        | 15  |             |
| Anonymous                        | 10  |             |
| Arborfield Parish Council        | 10  |             |
| Barkham Parish Council           | 25  |             |
| Bejam Frozen Food                | 3   |             |
| British Legion                   | 10  |             |
| Bucklands                        | 5   |             |
| Easthampstead Rotary Club        | 50  |             |
| Finchampstead Parish Council     | 25  |             |
| Hewlett Packard                  | 50  |             |
| Haye & Reid                      | 25  |             |
| Intercare Products               | 15  |             |
| National Council of Women        | 15  |             |
| Safeways Food Stores             | 10  |             |
| W J Strange                      | 5   |             |
| M J Stroud                       | 10  |             |
| Waitrose                         | 10  |             |
| Wokingham Chamber of Commerce    | 25  |             |
| Wokingham Rotary Club            | 50  |             |
| Wokingham Without Parish Council | 40  |             |
| Bureau Collection boxes          | 222 | 630         |
|                                  |     | <u>4411</u> |

Minutes of the AGM held on Wednesday 19th June 1985  
in Wokingham Town Hall.

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Present: Mr J Watson in the Chair  
The Mayoress Cllr L Cattran  
District Councillors  
Town Councillors  
Woodley Town Councillors  
Members of the Management Committee  
Bureau Staff  
and many others, names on file.

Apologies: Names on file .....

Minutes of the last meeting were agreed and signed.

Chairman's Report:

Mr Watson thanked Mrs Alder and all her workers for the work done during the past year, and reminded the meeting that all the workers are volunteers. He was still hoping to be in a position to implement the NACAB salaries policy in the not too distant future. The fact that enquiries had increased by over 1,000 during the past year proved there is a need for a CAB in Wokingham. Help was needed from all quarters to enable the excellent work to continue.

Treasurer's Report

In presenting his report, Mr Harvey said the year had ended with a balance of £1,000, a decrease on the previous year. The Woodley Annexe was due to open shortly and Woodley Town Council had promised a contribution. Furniture and expenses for the annexe amounted to about £400. He expressed thanks to the various Local Authorities and other organisations and individuals for their continued support.

Organiser's Report

Mrs Alder expressed disappointment that the Woodley annexe was not yet operating due to difficulties at NACAB headquarters. A sudden staff shortage had arisen in the Bureau but more volunteers would be starting their

training in the autumn. The increase in enquiries meant that very soon the bureau would reach the limit of capacity and serious thought would need to be given to extending the hours and even moving to larger premises if they could be found. The quality of advice was of vital importance.

The complexity of the problems continued to increase and few outsiders had any idea of the work involved.

A request for volunteers to work in the Woodley annexe would be included in the next Woodley Town Council Newsletter.

#### Election of Officers and Committee.

|           |                                 |                                     |
|-----------|---------------------------------|-------------------------------------|
| Chairman  | Mr J Watson                     | nom. John Tattersall                |
|           |                                 | sec. Arnold Lee                     |
| Secretary | Mrs P Robins                    | nom. Henry Parris                   |
|           |                                 | sec. Mary Tattersall                |
| Treasurer | Mr A Harvey                     | nom. Bea Snell                      |
|           |                                 | sec. Chris Pointer                  |
| Auditors  | Messrs Owen,<br>West & McGregor | nom. Denis Eyrie<br>sec. John Alder |

Committee: re-elected nem. con. with the addition of the Rector of All Saints, Rev. Brian Bailey.

There being no other business, the meeting closed at 14.10.

WOKINGHAM CITIZENS ADVICE BUREAU ACCOUNT

REVENUE ACCOUNT

| <u>984/85</u>  | <u>Expenditure</u>                | <u>1985/86</u>   | <u>1984/85</u> |
|----------------|-----------------------------------|------------------|----------------|
|                | <u>Wokingham:</u>                 |                  |                |
| 345 60         | Heat, light, water etc            | 283 02           | 260 25         |
| 995 00         | Honoraria                         | 2480 00          | 1000 00        |
| 10 00          | Insurance (now including Woodley) | 42 50            | 1500 00        |
| 100 00         | NACAB                             | 100 00           |                |
| 175 38         | Petty Cash                        |                  |                |
|                | Postage                           | 41.74            |                |
|                | Papers/publications               | 13.34            |                |
|                | Printing                          | 31.75            |                |
|                | Stationery                        | 44.35            |                |
|                | Sundries                          | 72.01            |                |
|                |                                   | 203 19           |                |
| 80 79          | Equipment/Furniture/Repairs       | 31 04            |                |
| 50 46          | Printing/Advertising              | 225 99           |                |
| 382 00         | Telephones                        | 433 09           |                |
| 453 65         | Travel expenses & Parking         | 403 65           |                |
|                | Training - fees                   | 226.60           |                |
| 141 50         | - travel                          | 85.20            |                |
|                |                                   | 311 80           |                |
| 160 30         | Stationery                        | 58 13            |                |
| 23 05          | Hire of meeting/committee rooms   | 46 60            |                |
| 4 95           | Sundry Expenses                   | 32 72            |                |
|                | <u>Woodley</u>                    |                  |                |
|                | Equipment/Furniture               | 315 83           |                |
|                | NACAB                             | 14 58            |                |
|                | Honoraria                         | 300 00           |                |
|                | Petty Cash                        |                  |                |
|                | Postage                           | 4.52             |                |
|                | Stationery                        | 23.06            |                |
|                | Printing                          | 2.94             |                |
|                | Sundries                          | 13.43            |                |
|                |                                   | 43 95            | 607 70         |
|                | Telephone                         | 65 41            | 127 60         |
|                | Travel expenses                   | 18 80            | 18 40          |
|                | Training - fees                   | nil              | 408 50         |
|                | - travel                          | 62.60            |                |
|                |                                   | 62 60            |                |
| <u>3922 68</u> |                                   | <u>£ 5472 90</u> | <u>3922 60</u> |

NORTHMAN CIVILIAN ADVISORY BOARD

| DATE     | DESCRIPTION | AMOUNT | TOTAL |
|----------|-------------|--------|-------|
| 10/1/78  | ...         | ...    | ...   |
| 10/2/78  | ...         | ...    | ...   |
| 10/3/78  | ...         | ...    | ...   |
| 10/4/78  | ...         | ...    | ...   |
| 10/5/78  | ...         | ...    | ...   |
| 10/6/78  | ...         | ...    | ...   |
| 10/7/78  | ...         | ...    | ...   |
| 10/8/78  | ...         | ...    | ...   |
| 10/9/78  | ...         | ...    | ...   |
| 10/10/78 | ...         | ...    | ...   |
| 10/11/78 | ...         | ...    | ...   |
| 10/12/78 | ...         | ...    | ...   |
| 10/13/78 | ...         | ...    | ...   |
| 10/14/78 | ...         | ...    | ...   |
| 10/15/78 | ...         | ...    | ...   |
| 10/16/78 | ...         | ...    | ...   |
| 10/17/78 | ...         | ...    | ...   |
| 10/18/78 | ...         | ...    | ...   |
| 10/19/78 | ...         | ...    | ...   |
| 10/20/78 | ...         | ...    | ...   |
| 10/21/78 | ...         | ...    | ...   |
| 10/22/78 | ...         | ...    | ...   |
| 10/23/78 | ...         | ...    | ...   |
| 10/24/78 | ...         | ...    | ...   |
| 10/25/78 | ...         | ...    | ...   |
| 10/26/78 | ...         | ...    | ...   |
| 10/27/78 | ...         | ...    | ...   |
| 10/28/78 | ...         | ...    | ...   |
| 10/29/78 | ...         | ...    | ...   |
| 10/30/78 | ...         | ...    | ...   |
| 10/31/78 | ...         | ...    | ...   |
| 11/1/78  | ...         | ...    | ...   |
| 11/2/78  | ...         | ...    | ...   |
| 11/3/78  | ...         | ...    | ...   |
| 11/4/78  | ...         | ...    | ...   |
| 11/5/78  | ...         | ...    | ...   |
| 11/6/78  | ...         | ...    | ...   |
| 11/7/78  | ...         | ...    | ...   |
| 11/8/78  | ...         | ...    | ...   |
| 11/9/78  | ...         | ...    | ...   |
| 11/10/78 | ...         | ...    | ...   |
| 11/11/78 | ...         | ...    | ...   |
| 11/12/78 | ...         | ...    | ...   |
| 11/13/78 | ...         | ...    | ...   |
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| 11/16/78 | ...         | ...    | ...   |
| 11/17/78 | ...         | ...    | ...   |
| 11/18/78 | ...         | ...    | ...   |
| 11/19/78 | ...         | ...    | ...   |
| 11/20/78 | ...         | ...    | ...   |
| 11/21/78 | ...         | ...    | ...   |
| 11/22/78 | ...         | ...    | ...   |
| 11/23/78 | ...         | ...    | ...   |
| 11/24/78 | ...         | ...    | ...   |
| 11/25/78 | ...         | ...    | ...   |
| 11/26/78 | ...         | ...    | ...   |
| 11/27/78 | ...         | ...    | ...   |
| 11/28/78 | ...         | ...    | ...   |
| 11/29/78 | ...         | ...    | ...   |
| 11/30/78 | ...         | ...    | ...   |
| 12/1/78  | ...         | ...    | ...   |
| 12/2/78  | ...         | ...    | ...   |
| 12/3/78  | ...         | ...    | ...   |
| 12/4/78  | ...         | ...    | ...   |
| 12/5/78  | ...         | ...    | ...   |
| 12/6/78  | ...         | ...    | ...   |
| 12/7/78  | ...         | ...    | ...   |
| 12/8/78  | ...         | ...    | ...   |
| 12/9/78  | ...         | ...    | ...   |
| 12/10/78 | ...         | ...    | ...   |
| 12/11/78 | ...         | ...    | ...   |
| 12/12/78 | ...         | ...    | ...   |
| 12/13/78 | ...         | ...    | ...   |
| 12/14/78 | ...         | ...    | ...   |
| 12/15/78 | ...         | ...    | ...   |
| 12/16/78 | ...         | ...    | ...   |
| 12/17/78 | ...         | ...    | ...   |
| 12/18/78 | ...         | ...    | ...   |
| 12/19/78 | ...         | ...    | ...   |
| 12/20/78 | ...         | ...    | ...   |
| 12/21/78 | ...         | ...    | ...   |
| 12/22/78 | ...         | ...    | ...   |
| 12/23/78 | ...         | ...    | ...   |
| 12/24/78 | ...         | ...    | ...   |
| 12/25/78 | ...         | ...    | ...   |
| 12/26/78 | ...         | ...    | ...   |
| 12/27/78 | ...         | ...    | ...   |
| 12/28/78 | ...         | ...    | ...   |
| 12/29/78 | ...         | ...    | ...   |
| 12/30/78 | ...         | ...    | ...   |
| 12/31/78 | ...         | ...    | ...   |

FOR YEAR ENDED 31/3/86

|                                   | <u>Income</u> | <u>1985/86</u> |           |
|-----------------------------------|---------------|----------------|-----------|
| <b>Grants:</b>                    |               |                |           |
| Berkshire County Council          |               | 154            | 00        |
| Wokingham District Council        |               | 1500           | 00        |
| Wokingham Town Council            |               | 1500           | 00        |
| Woodley Town Council              |               | 350            | 00        |
| NACAB (Capital Grant)             |               | 277            | 00        |
| <b>Donations:</b>                 |               |                |           |
| W J Strange                       | 5             |                |           |
| Anonymous                         | 15            |                |           |
| Haye & Reid                       | 25            |                |           |
| M J Stroud                        | 10            |                |           |
| Intercare Products                | 15            |                |           |
| Bucklands                         | 5             |                |           |
| Safeways Food Store               | 10            |                |           |
| Anonymous                         | 10            |                |           |
| Wokingham Chamber of Commerce     | 25            |                |           |
| Waitrose                          | 10            |                |           |
| British Legion                    | 10            |                |           |
| Wokingham Rotary                  | 50            |                |           |
| Hewlett Packard                   | 50            |                |           |
| Bejam Food                        | 3             |                |           |
| Nat. Council of Women             | 15            |                |           |
| Easthampstead Rotary              | 50            |                |           |
| Wokingham Without P C             | 40            |                |           |
| Barkham P C                       | 25            |                |           |
| Finchampstead P C                 | 25            |                |           |
| Arborfield P C                    | 10            |                |           |
| Bureau Donation boxes             |               |                |           |
|                                   | Wokingham     | 215            | 33        |
|                                   | Woodley       | <u>6</u>       | <u>95</u> |
|                                   |               | 630            | 28        |
| Bank Interest                     |               | 150            | 20        |
| Sundry Receipts - Wokingham       |               | 54             | 00        |
| Excess of expenditure over income |               | 857            | 42        |

£ 5472 90

| <u>DATE</u> | <u>DESCRIPTION</u> | <u>AMOUNT</u> |
|-------------|--------------------|---------------|
| 12/31       | Balance Forward    | 100.00        |
| 1/15        | Check #1001        | 50.00         |
| 2/10        | Check #1002        | 25.00         |
| 3/15        | Check #1003        | 25.00         |
| 4/10        | Check #1004        | 25.00         |
| 5/15        | Check #1005        | 25.00         |
| 6/10        | Check #1006        | 25.00         |
| 7/15        | Check #1007        | 25.00         |
| 8/10        | Check #1008        | 25.00         |
| 9/15        | Check #1009        | 25.00         |
| 10/10       | Check #1010        | 25.00         |
| 11/15       | Check #1011        | 25.00         |
| 12/10       | Check #1012        | 25.00         |
| 12/31       | Balance            | 100.00        |