

Our sincere thanks go to all individuals and organisations who have helped the Bureau during the past year. Special thanks go to:  
 Winchester City Council; Hampshire County Council; Parish Councils of: Corhampton & Meonstoke, Curdridge, Denmead, Droxford, Durley, Hambledon, Shedfield, Southwick & Widley, Swanmore, Upham, Whiteley & Wickham; Bishops Waltham and Upham Churches; St Peter's Church PCC; Fareham & Winchester CABs; Home Start Meon Valley, Milton Keynes Employment Law Unit; Oxfordshire Welfare Rights; CITAH; the staff of Citizens Advice; Shelter; Bishops Waltham Rotary Club; Meon Valley Lions; Dr Lucy Grafen; Mr Keith Wickert; Cllr Tony Coates; Chris & Steve Delmege; Averil & Ian Leesmith; Gary Humphrey; Gill Atkins; Margaret Scriven; Christine Edwards; clients and members of the public for their kind donations; members of the Management Committee; all our fantastic Bureau volunteers and staff for all their hard work and dedication.

# Bishops Waltham and the Meon Valley Annual Report 2010/11



The Charity for your Community

The Bureau is an independent charity funded by grants, fundraising and donations. It employs five part time staff and pays for the premises and other operating costs. This supports the team of Volunteer Advisers and associated training and information costs.

**Receipts & payments summary for the year ended 31<sup>st</sup> March 2011 :**

<b>RECEIPTS :</b>	£
Grants from Winchester City Council	54,290
Other grants	6,800
Grants from Parish Councils & Churches	6,275
Fundraising, donations, gifts & interest	3,660
<b>Total receipts</b>	<b>71,025</b>
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<b>PAYMENTS :</b>	
Staff salaries, NIC & pension contributions	42,888
Information & training costs	4,219
Establishment costs	12,291
Administration & other expenses	7,719
Equipment	0
<b>Total payments</b>	<b>67,117</b>
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<b>NET RECEIPTS FOR THE YEAR</b>	<b>£ 3,908</b>
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The full accounts including the report of the Independent Examiner are available on request.

**The Citizens Advice Bureau is Independent Impartial Confidential Free**

**Together we can work on practical solutions to overcome problems**

**Our Opening Hours are:**

**Monday, Tuesday, Wednesday & Friday (Drop in & Telephone) 10am till 2pm**  
**Thursday (Appointments only) 4pm till 7pm**

**Advice Surgery: Wickham Community Centre, Mill Lane, Wickham Thursday (Drop in & Appointments) 10.30am till 1.30pm**

**Phoenix House Advice Desk Quarterly by appointment (residents)**

**Home Visits by appointment**

“I am very delighted and grateful for your help and patience in dealing with my problems.”

Letter from client July 2010

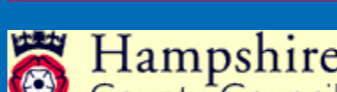


**Management Committee**

**Frank Pearson, Chair**  
**Jean Hammerton, Vice Chair**  
**Nick Dillow, Hon Treasurer**  
**Michael McCredie, Hon Solicitor**  
**Colin Carter, Steve Delmege, Angela Clear, Averil Leesmith, Gill Staines, Wendi Wyn-Roberts, Georgina Busher, Peter Mason**

**Staff**

**Suzanne Gill Bureau Manager**  
**Lin Kelly Deputy/Guidance Tutor**  
**Chris Stewart Debt/IT Co-ordinator**  
**Joyce Simmons Outreach Co-ordinator**  
**Lisa Fleck Admin Support**



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Unincorporated Charity Registration No: 1044884

**The CAB helps people solve their problems by providing information and advice on almost any topic and campaigning to change unfair laws and rules**  
**In 2010/11 we helped 1100 people with over 1300 problems**

## Chairman's Report

"This has been a difficult year for Charities, including ourselves, and the future looks a very challenging one too. The Citizen's Advice Bureau was set up with a specific need in view and has worked faithfully over the years in line with our aims to meet the needs of an enormous number of vulnerable people." (Bishop John Dennis)

As I said last year, we are in a time of severe financial constraints as we cannot spend money that we do not have. Advice given often, I am sure, to some of our clients. I would like to thank our sponsors and donors who are listed in our Annual Report for their continued and valued support. We owe enormous thanks to our paid staff and above all the volunteers without whom the service could not exist. The public face of our organisation is the volunteers - the unpaid advisers who the clients meet. My special thanks to you, too many to mention by name, but your efforts are appreciated by the Trustees and Management and, above all by the clients.

A huge thank you to Suzanne Gill and Lin Kelly for their careful management of the bureau; to Nick Dillow for his vigilant stewardship of our finances; to Steve Delmege for leading our fundraising efforts; without them we would not be in such a sound position. Thanks also to Steve for his representation of our thoughts to CiTAH. I must also record our thanks to my fellow members of the working group that has spent long hours debating with the Winchester CAB with the aim of allowing a seamless coalescence of the efforts of our two bureaux.

By all accounts, this may well be the last report written by a Chairman of the Bishop's Waltham and Meon Valley CAB. Nonetheless we will rise again 'phoenix like' in the shape of the Winchester District CAB as a result of our close cooperation with the Winchester CAB. Our aim has been to preserve the service offered by the Bishop's Waltham bureau as a base for the volunteers who offer the valuable service to our clients in the Southern Parishes of Winchester District. Our clients have always been in the forefront of our minds as well as the value of our volunteer advisers. With the help of new ideas, technology, our advisers and good will, this symbiosis will succeed.

**Frank R Pearson, Chairman**

## Manager's Report

The past year has been another busy one, involving lots of change. Starting last April with a very successful audit, in which the Auditor said our advice service was "second to none".

We were again very pleased with the results of our most recent satisfaction survey, where we asked our clients how happy they were about the services they had received. 100% of responders said they were "happy" or "very happy", with one creating their own "excellent" box and ticking that!

While continuing to maintain the highest possible quality of service, we have introduced the "Gateway assessment" process, as required by our national body. Another development introduced this year is our message taking and ring back service, where our reception staff answer the phone and take messages when all our advisers are busy. This ensures clients speak to a person on every occasion during opening hours. All clients have a ring back the same or following working day.

We are still very active with our campaign work (social policy), most recently focusing on the impact the changes to Welfare Benefits have had on clients, and will have in the future.

The forthcoming year will bring many more changes to the bureau, as we work with Winchester CAB to develop a district-wide service with reduced funding levels, while maintaining quality.

I would like to thank all Bureau staff and volunteers alike, for their unflagging help and commitment; and to our supporters - all of whom make the work we do possible. I'd especially like to thank Lin Kelly, Chris Stewart, Joyce Simmons, Lorna Neill, Lisa Fleck, David Street, Aely Emmett, Gwyn Halsall, Lynette Doolin, Sue Fitz-Gibbon, Steve & Chris Delmege, Frank Pearson, Jean Hammerton and Nick Dillow; also to everyone who provides financial support and donations.

**Suzanne Gill, Bureau Manager**

## Training Report

The new modular training programme came into effect in April and we were pleased to be able to recruit two new trainee advisers, Jim Watters and Amy Lush. The initial training takes about 5 months and consists of time spent observing in the bureau, completing study packs and attendance at weekly tutorials at Winchester Bureau. As always we are grateful to Winchester Bureau for accommodating our trainees and to Fiona Brett and Lesley Rose, their tutors.

All advisers keep up to date through training courses, in house training sessions, e-learning and bite-size computer programmes.

2011 sees another major change with the introduction of a new computer system called 'Petra'.

My thanks go to all the advisers for their co-operation and hard work.

**Lin Kelly, Training Supervisor and Deputy Manager**

## Social Policy Report

Social Policy, the campaign work carried out by Bureaux, is an equal aim with advising clients. If a client suffers an injustice which could affect the wider community, we report this to the national association. We also take up local campaigns. A long running local campaign to restore NHS dentistry to the Meon Valley was partially satisfied when a mobile surgery started operating in November 2010 in Bishops Waltham and Wickham on a weekly basis.

National issues that advisers have reported on include problems with the administration of benefits by DWP and local authorities, employment law affecting employees' rights when unfairly dismissed, housing, debt and consumer issues. We are beginning to see the results of the changes to benefits, particularly assessments of Employment and Support Allowance, and lower levels of Housing Benefit. We were sad to say good-bye to Aely Emmett in December after 5 years as one of our social policy co-ordinators. Gill Atkins kindly volunteered to take her place.

**Gill Atkins and David Street, Social Policy Co-ordinators and Advisers**

## Client Issues 10/11

### Client Issues raised

Debt	1,999
Benefits	1,989
Employment	1,188
Signposting	855
Housing	576
Relationship	534
Legal	501
Consumer	278
Finance	277
Utilities	85
Health	247
Tax	155
Other	242
(inc. Travel, Education and Immigration)	

