

Havant and District Citizens Advice Bureau

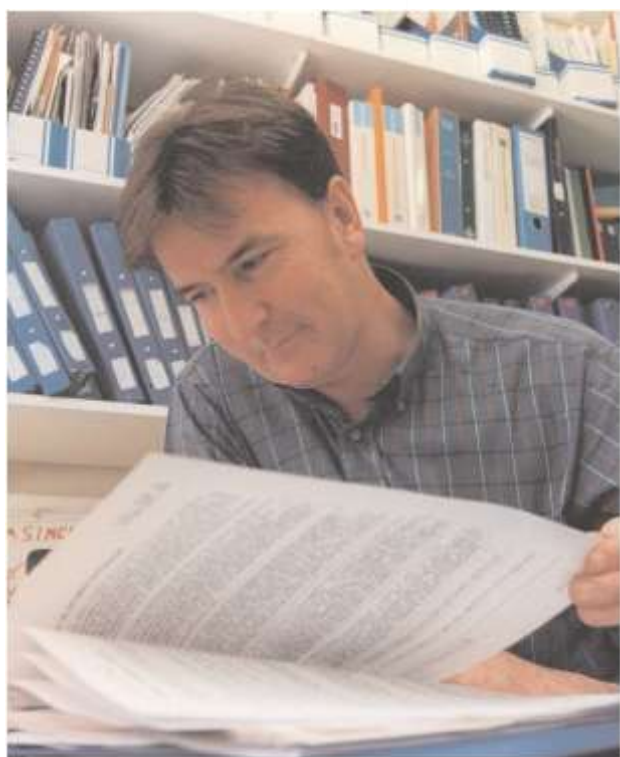
Annual report and accounts 2010/11

Our aims:

To provide the advice people need for the problems they face
To improve the policies and practices that affect people's lives

Our principles:

To provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities
To value diversity, promote equality and challenge discrimination



Chair's Report

The national economic climate has continued to seriously affect the areas that we serve and our operations over the past year. In 2010-11 the Havant and District CAB helped over 3,600 clients with over 12,000 contacts. The maintenance of such high advice levels whilst facing reduced funding levels has been due to the commitment and hard work of all our staff, both paid and volunteers. The Trustee Board are very aware of and grateful for the efforts of all who work with the Bureau, both in directly delivering our service and in supporting those who see the clients in a wealth of different ways. This includes our administration staff, our IT volunteers, the organisations that support us from outside, the National Citizens' Advice Organisation Representatives, our funders and those who make donations.

As a charity, it is very important that we attract as much funding as possible and every donation, however modest, is a very valuable addition. Every donation we receive goes to improve the quality of advice given to clients and to improve our service delivery in general. Currently our CEO, Jon Stuart, and a small group of Trustees are working on a Big Lottery bid in the hope of attracting substantial funding for us to operate an exciting new money advice service for our clients. If we can secure additional funding we will hopefully be able to expand the service that we offer at our offices in Waterlooville and Leigh Park. There is certainly a large demand for this to happen. If we were able to open on more days of the week, it would mean a more effective and efficient experience for our clients and for our advisers.

We live in challenging times as far as our resources are concerned but they are also exciting times. Whilst the construction work is underway for the new Havant Public Service Plaza, the Bureau at Havant closed and we vacated our admin office in the Civic Centre and expanded our offices at the Leigh Park Community Centre. We are currently planning our new operation at the new Atrium in the Plaza where we will be able to give advice to clients who find it more convenient to attend there. We have outreaches at the Family Centre, Warren Park, operating two days per week and at the Hayling Island Community Centre one day each week. Our Macmillan caseworker, funded by Citizens Advice Hampshire in partnership with Macmillan Cancer Support continues to offer a highly valued service to those in our community affected by cancer.

At the time of writing, September 2011, the Trustee Board has nine members who will stand for re-election at the AGM, together with two prospective trustees who we anticipate becoming co-opted members in October 2011. The trustees come from a variety of backgrounds ranging from those with direct experience of CAB service delivery to those with current and previous experience in Business and Finance, Education and the Law. The trustees give freely of their time and skills and contribute well to the strategic planning necessary to ensure that the Bureau works within the National CAB Guidelines and meets the aims of serving the local community by offering free and impartial advice. Having said this and having indicated that our financial resources are under strain, I must emphasise that it is our advisory staff, their managers and their support staff that are our most precious resource and whom the Trustee Board

would particularly like to acknowledge in this report.

Our volunteer advisers undergo a rigorous training process before they can interview and advise clients. They are trained by our training manager who ensures that the quality of service that new advisers give is as good as the advice given by our most experienced volunteers. Once trained, the advisers are supervised and managed closely so that they feel confident and well supported to offer a quality service. Without our trained advisers there would be no CAB service.

We will continue to offer our clients the very best advice service in the coming year and to demonstrate to our funders the positive impact that our service is having. By reading this report and passing on the CAB's message in the locality and farther afield, you will be doing us the invaluable service of keeping the CAB in the forefront of the minds of current and potential funders. This will help to ensure that we can continue to serve the local community with a quality advice service for the future.

Irene Stratton
Chair

Advice Report

At the beginning of this reporting year, Kate Parker, one of our paid supervisors left us to take up a role nearer to her home. In her place we recruited Pam McInnes who had gained many years of experience with Portsmouth CAB.

Subsequent to that change, we have enjoyed a much more stable supervisory

base on which to run the advice service with Jane Mercer looking after Waterlooville two days a week (on a third day Jane is our Social Policy Coordinator) and Pam managing Leigh Park three days a week then Waterlooville on her fourth day. Sue Craft has continued to supervise Havant bureau and oversee outreaches at Hayling Island and the Park Families Centre in Warren Park. This ongoing arrangement has left us with little room for manoeuvre for holiday cover but with very able support from Nancy Roberts, Denys Riley and Ann Swinburne as volunteer supervisors, this year has been a lot smoother than last year in this regard.

The Hayling Island outreach moved from the United Reformed Church hall in September 2010 to its new home in the Community Centre in Station Road. This is a busier building but it is in a less central location. Funding has been found to rent two rooms here, allowing two advisers to co-work which is safer and allows more volunteers to gain experience of outreach working.

During 2010/11 we have continued to train more volunteers as gateway assessors, this has meant shorter waiting times for clients when they first contact us (either by phone or face to face). During a gateway assessment, clients' presenting problems are discussed. They can then either be 'signposted' to a suitable source of further help or the assessor can provide information (most often using the Citizens Advice website www.adviceguide.org.uk) which enables the client to progress their situation for themselves. A percentage of clients need more support, so they are given a follow-up appointment to see a generalist adviser or they are referred to one of our Legal Services Commission specialists. During this year we have

become part of a consortium with Elaine Martindale in our District providing debt advice, Ann Vickers of the New Forest CAB specialising in Welfare Benefits and Kelly Evans of Swains solicitors with Housing expertise. This new arrangement is of real benefit to our clients.

Several members of our volunteer team left us during the year for various reasons. This continues to put pressure on our ability to meet client demand but thanks go to all our team for their ongoing commitment and flexibility. Together we continue to enjoy providing a professional and welcoming service to all who seek our support.

Sue Craft
Advice Manager

Training Report

During 2010 we implemented a new training programme. The aim of the programme is to serve the many and varied roles now carried out by volunteers and to ensure that all training completed by a volunteer will count, especially if they want to change roles. The new programme allows all volunteers to start on the same route and then branch off into their roles e.g. reception, gateway, adviser.

Early in 2010 we decided that it would be better for us as a bureau to train everyone who volunteered for an advice role as gateway assessors. This meant that they could be carrying out their role within 2½ months bringing great benefit by easing busy waiting rooms. Gateway assessors would then be offered the opportunity to continue their adviser training. This

would bring great benefits to our service as volunteers get a chance to make a difference to people's lives much earlier in the training process. Equally, volunteers who wanted to take on the reception role, could take the opportunity to train as gateway assessors and then onto advice, if they wished.

We have trained 8 volunteer receptionists/administrators, who are vital to making our advice service run smoothly and 2 volunteers to work on Social Policy. Finally we have run training for advisers in April 2010 and 2 courses for gateway assessors in October 2010 and March 2011. During the year we have trained 13 gateway assessors and 8 advisers. Although the figures look healthy, there is always a high drop-out rate and so, we have to maintain a flexible and optimistic attitude to recruitment and training.

There have been many issues with the development and implementation of the new programme much of this due to major budget cuts for Citizens Advice Training and Development team. Nevertheless the new programme is flexible and adaptable and helps us meet the individual needs of the trainees.

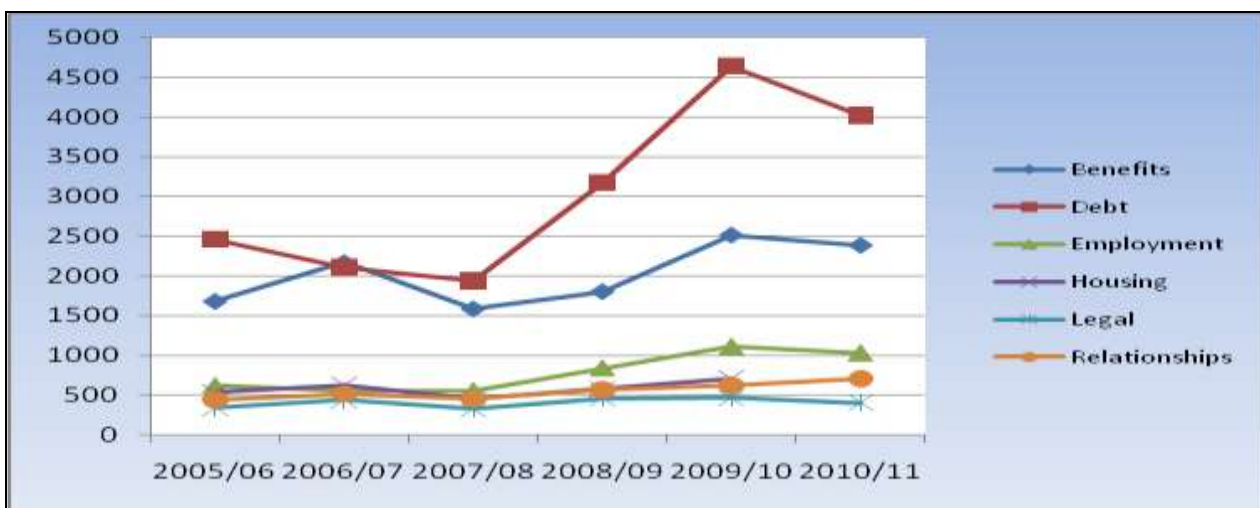
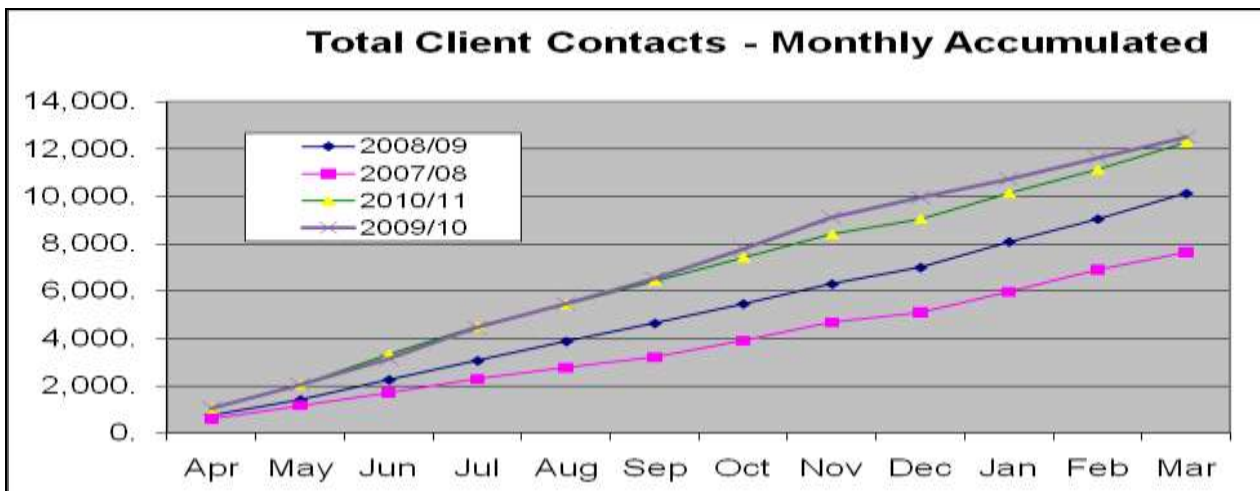
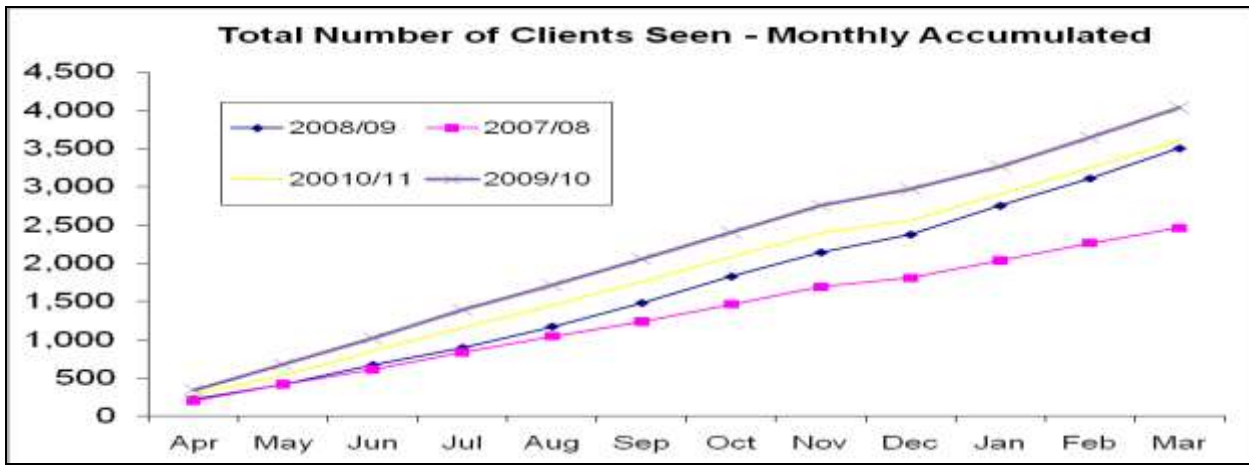
Our challenge next year is to train our volunteers and staff in using our new case recording system called Petra.

Eileen Higham
Training Manager

Our People

Company Secretary	Jon Stuart	Bureau Volunteers	Cyril Aydon Ken Baker Ann Benham John Blaber Sue Braid Mary Dudin Jan England Caroline Fardell Matthew Fyfe Hugh Goffey Daren Goldring Sue Groom Geoff Hallett Sasha Harding Charlotte Hember Judith Hook Pat James Bill Kelly Grace Kinsala Yana Lapshova Hollie Lynes Pete McCullum Richard Mitchell Carol Moore Natasha Neil Lucy Perkins Pearl Phillips Carol Ponting Denys Riley Nancy Roberts Raman Sangha Samantha Saunders Gail Southern Galina Stenning Edward Strutters Ann Swinburne Teresa Tomlinson Mike Valler Ann Vickers Clariece Warrior Rosemary Wiseman Lisette Wyles
Trustees	Irene Stratton (Chair) Bob Osborne (Treasurer) Ken Hill Nigel Cole Graham Croft Richard Solly Mike Battersby Robin Johns Roger Croft		
Chief Executive	Jon Stuart		
Advice Manager	Sue Craft		
Training Manager	Eileen Higham		
Advice Supervisors	Jane Mercer Pam McInnes		
HR & Admin Officer	Clariece Warrior		
Finance Manager	Nancy Roberts		
Macmillan Caseworker	Valerie Kelly		
Warren Park Outreach	Faith Patterson		
LSC Debt Caseworker	Elaine Martindale		
LSC Administrator	Lisette Wyles		
FJF Trainees	Wayne Drake Jen Howard		

Graphs comparing Clients seen, Client contacts and Client issues



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www.havantcab.org.uk

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