

Our Annual Report 2016-2017

Citizens Advice Southend



@CitizensAdviceSonSea



Citizens Advice Southend



citizensadvicesouthend.org.uk

**citizens
advice**

Southend

Chair's Report – Phil Stepney

I am pleased to present my annual report to the AGM. This has been yet another successful year for Citizens Advice Southend which is evidenced in the reports of my colleagues. We have continued to provide good quality core services and a healthy range of specialist services to meet the needs of our clients.

Whilst keeping a tight rein on our finances we have been able to continue to provide these services and to improve the accommodation, especially in the reception area which was beginning to look very tired and not really fit for purpose.

We were also delighted that HRH The Princess Royal visited to formally open the new reception area and also spent some considerable time talking to staff and volunteers who were present.

During the year we welcomed Cllr. Steve Buckley and co-opted Paul Coleman on to the Board. Both Steve and Paul are already making a good contribution to the work of the Board. Steve serves as the Council representative and Paul will be seeking formal election at the AGM.

There have also been changes to the volunteer representatives on the Board, Andrew St. John joined earlier in the year and very recently Roger Calton resigned and is being replaced by Paula Whittle. We thank Roger for his service and welcome Paula to our ranks. These are important roles as they provide a direct conduit between the Board and volunteers.

As a board we spent time preparing for the new membership agreement which commenced on 1 April 2017. For the first time we have been required to complete a board self appraisal and a comprehensive leadership self assessment which forms the basis for the cyclical review of individual Citizens Advice Services by the national body.

The next year sees the end of 4 major areas of funding for Citizens Advice Southend and consequently some uncertainty for what the future has in store. However, I am confident the organisation has the ability to address any issues that arise as a result of these challenges.

As in previous years I would like to take this opportunity to thank Trish Carpenter, all the paid staff and volunteers and my fellow trustees for the amount of time devoted to Citizens Advice Southend, and Southend Council for their ongoing support. Without all these ingredients the service to people needing our advice and support would be all the poorer.

Vice Chair's Report – Julie Cushion

My report again focuses on the sterling work of the CABFair Committee, raising much needed funds for Southend Citizens Advice. As of 31st March 2017 the account stood at £2,796.66.

Money raised has gone towards a variety of required items including a replacement fridge. A key piece of equipment that had been suggested was a defibrillator, this can also be used for the wider community near by, training has kindly been given by British Red Cross. As usual wine costs were covered for the annual Christmas Dinner this year held at the Roslin Hotel and also purchased to toast the wonderful Royal Visit by HRH The Princess Royal, Princess Anne. CABFair also helped towards the refurbishment of the ground floor area with some new carpet.

The item that meant the most to all of us was the new trophy for the annual Quiz Nights, bought in memory of our dear member who we sadly lost in October 2015 Peter Mole. Funds are also generated through 100 Club, new members are always welcome, please let us know if you would like more information.

Some great events have again been organised and enjoyed, the annual Quiz Night with Quiz Master Len Mason, a great evening at Gentings Club Westcliff, wonderful Afternoon Tea at Westcliff Lawn Tennis Club, so enjoyed it is being repeated again this year. With many thanks to Jackie Dallimore at the Roslin Hotel we had a very scrumptious breakfast with every penny raised being returned to our funds.

Look out for details of these events and please come along and support, also let any committee member know ideas of items that can be purchased to improve things within the Bureau.

I finish with thanks as always for their hard work to the members of the CABFair Committee, Cindy Sayer, Len Mason, Sandra Smith, Gill Sanderson and John Cotton and to the staff and volunteers who continue to support.



Treasurer's Report – Graham Robinson

Compared to the exceptional results of the previous year the profit earned this year of £1481 appears disappointing. However during the year the Trustees agreed that as we were in a strong financial position we should take the opportunity to improve the facilities in terms of redecoration, carpeting and most importantly in redesigning the clients reception area. This project was costed at £20000 and came in on target.

The Trustees felt that this expenditure would be of considerable benefit both to the volunteers and staff in terms of their working environment and to clients in providing a much more welcoming and user friendly reception area. Both objectives have been achieved and even resulted in a Royal visit!

Income from the Local Authority continues to cover our core costs and we continue to subsidise the shortfall in income compared to costs of the Legal Aid Agency contract from other fees earned on the basis that our legal aid staff contribute significantly to the range of services we can offer clients.

Various smaller contracts reached their end during the year but the Money Advice Service contract has been extended.

For the next year our Budget indicates a small profit which I am sure will be achieved. Our three year contract with Southend Council for our core funding comes to an end in March 2018 and negotiations for a new contract will begin later this year.

Due to Accounting Standards our premises were professionally revalued during the year and rather surprisingly, at a value of £300000, showed no increase from three years ago.

Our finances

Citizens Advice Southend, like every member of the Citizens Advice service, is a registered charity reliant on trained volunteers and funds from various sources including the local authority, other statutory bodies, trusts, companies and individuals, to provide vital services for our local community. We are a company limited by guarantee.

Where our Funding Comes From	%
Local Authority	53
Other Grants & Projects	12
Donations & Other Income	25
Other Statutory Bodies	10

Bureau Manager's Report – Trish Carpenter

Another year has flown by. One notable personal milestone in the past year was that, on 1st March, I celebrated the fifteenth anniversary of working at Citizens Advice Southend. So much has changed in my job in those fifteen years but what has stayed the same is what is so important to me ... the support and friendship of all the people involved with our service.

Another memorable event during the year was the visit of Her Royal Highness the Princess Royal. During my fifteen years here, this was the second visit by the Princess Royal that I have had the honour to be part of. Both will live long in my memory.

On a different note, we face a particularly uncertain period with four of our major funding streams coming to an end on 31st March 2018. I cannot predict what will happen but I can be certain that, collectively, we will do our utmost to ensure we can continue to offer our much needed services. Meeting challenges seems to be second nature here!

I will repeat what I have said in previous reports - none of what has been achieved would have been possible without the hard work and dedication of everyone involved with Citizens Advice Southend. My heartfelt thanks go to them all. I would also like to express my appreciation for the support, both financial and, in kind, we receive from our partners and the wider community in Southend and beyond.



Client Survey

A survey form is available for anyone who visits our offices to give us feedback about their experience.

The questions cover the friendliness of staff, our facilities, the quality of help given and whether the client would recommend us to a friend.

In 2016 - 17 a least one survey was completed in 8 of the 12 months and overall satisfaction with our services was 83%.

Office Services Manager's Report - Cindy Sayer

Well what a busy year!

Our plans to completely refurbish the entire office have been completed. Our reception area and waiting room have been transformed.

The reception area is now open and welcoming to all our clients. The waiting room has a bright new feel and a TV with News 24 constantly giving the latest news reports, a welcome focus for clients.

The building was painted white throughout including the dark wood doors, which has opened the whole area up. We have revamped room 6 which is smaller and more 'user' friendly. This has enabled us to create an Information Area off of our waiting room which contains information and leaflets for our clients to refer to. There is also the information kiosk and a computer linked directly to Google to allow clients to research information and access help for themselves.

We have been fortunate enough to purchase a Defibrillator for use at Citizens Advice Southend. All staff have received the necessary training. We have all completed a fire marshal course which helps ensure the safe evacuation of the building in the event of a fire.

The usual annual maintenance and servicing of equipment continues.

Our sparkling new modern offices are a perfect way to continue to offer a safe and welcoming environment for our staff, volunteers and clients.



Research and Campaigns (Social Policy) - Sandra Smith

We now have to send only national issues to Citizens Advice for them to collate and act upon. As the issues grow in importance, Citizens Advice liaise with Members of Parliament, Government Agencies, national bodies etc in our fight for change, which is a major part of our work, alongside advice giving. We collect local issues and deal with them either in, reports, direct liaison etc.

Our volunteer Research and Campaign assistant, Paula Whittle, has produced reports on Hidden Charges in Care Homes and the problems with Rent Arrears and Interest Only Mortgages. Paula is currently looking into what follow on help there is, within Southend, for people who have seen our debt specialist. An immediate plan of action has usually been worked out but we aim to find help for them to manage their money long term.

During the year we have been lucky enough to continue to work hand in hand with the University of Essex who provide funding for interns to come and work within our office. The interns are given specific projects to work on and many have found that this is a very valuable time for them, especially when it comes to seeking employment. These are some of the reports that they have produced during the year:-

- Sedem Hlorzdi wrote a report for our debt specialist on the long term outcome for clients where we had proceeded with a Debt Relief Order for them.
- Lyvia Critchell wrote a report on The Length of Homelessness Applications.
- Matthew Clarke wrote a report on Brexit and the impact on EU Citizens currently living in the UK.
- Chelsea Thomas produced a report on The Impact of Immigration Fees, a matter that we are very concerned about as they have risen substantially and any item left out of an application results in a further fee being payable.
- Chelsea also wrote a report on The Impact of Private Renting Sector Fees, an issue that has been dealt with nationally and locally.

Local issues are many and varied and cover issues from faulty goods, scams to issues with governing bodies and organisations, with whom we have close contact to try and sort issues out as speedily as possible.

The Legal Aid Franchise - Miles Richardson & Sonia Wood

We continue to offer help through the housing Legal Aid Scheme but this contract is up for renewal in April 2018. We endeavour to meet the target set and at the end of the 2016/17 were half a dozen short; although within acceptable boundaries it was a bit of a surprise not to have been much closer to the target of 198 new matter starts, as in 2015/16 we'd seen more than the target set and were grateful our centre manager was able to secure us an increase; one that came with a warning not to exceed again.

We continue to struggle getting clients to provide evidence for Legal Aid eligibility checks and with quite a high rate of no shows to appointments, despite trying to contact clients by 'phone the day before or, sending a text or e-mail as reminder. We later see many of these clients at the court help desk when they face the possession claim or, as urgent cases when an eviction notice is received. They often admit they've been 'burying their head in the sand'.

We understand, through the grapevine, Law, Hurst & Taylor may be looking to end or reduce their Legal Aid commitment in the housing sector, which could leave us the only local source of such face to face help. There are many areas in the country that complain of 'Legal Aid deserts'. Miles feels this may have much to do with the computer system for certificated Legal Aid work which he says is slow and burdensome. There are no plans to improve it despite complaints that it's not really fit for purpose.

Miles says much of his time in dealing with certificated Legal Aid cases is taken up getting information onto the system and it would be more time efficient (though not financially) to manage the case under the simpler Legal Help scheme (see last years review for an explanation of the difference between certificated Legal Aid and Legal Help).

The court help desk contract runs until September this year and this contract will also be up for tender. There may be a change to the work involved with suggestion this might include a need to cover both the magistrates and county courts in Southend and Basildon: we shall have to wait and see and consider how any change may affect our ability to continue to deliver a service.

We still have a referral system with South Essex Homes to try and help council tenants who want advice from us though this too is subject to a high rate of non attendance. The coming year may well be a project in trying to break through people's reluctance toward facing their problems quickly and reminding them there's a free service ready to try to help them do it.

Training Manager - Ben Apenteng

It has been another busy year with increased training activities. The year started with the challenge of getting all Administrators, Assessors and Advisers accredited under the Money Advice Service's (MAS) Giving Good Debt Advice (GGDA) accreditation programme.

The first published deadline for the accreditation was April, but thankfully, the deadline was moved to June and I can proudly report that, with the cooperation of all staff, the job was done. The next major challenge is moving from Petra to Casebook before the end of the year.

The business of training new volunteers still goes on and this year has seen an increase of six personnel to our dedicated volunteer advice team. Our training programme for advisory roles still focuses initially on undertaking telephone assessments, most Trainees will then progress to web chats, emails and face to face assessments.

We hope that once people have completed the assessment training they will undertake further training to become a Generalist Adviser, enabling them to cover all strands of our work, thus helping us to continue to meet the varying demands on our services.

This year we provided training to external agencies, including HARP, Essex Mediation, South Essex Homes and Councillors from Southend Borough Council, as part of our income generation activities.

We again welcomed another group of law students this summer. Six of them have joined us to gain practical experience through our Adviser Learning Programme and will be with us until they go back to their various universities in September. Two from the group of seven who trained last year have returned for further training to become Generalist Advisers.

This year has been a difficult year for me personally, but it was also a good year because with the support of my colleagues a lot was achieved, both for the office and the community.



Advice Service Manager - Riz Awan

Over the past year we continue to see many of our clients through our drop in service. A face to face assessment is carried out with an aim of seeing all our clients that day and addressing their issues. Some days we may be short staffed, if so, we ask people if they can return later in the day or another day. We also give them full details of the telephone and web chat services.

The Generalist Advisers will do a short interview to assess the client with the possibility to deal with their issue in full. The majority of the time, we have managed to give the client full advice, saving both the client time by not having to return for a further appointment and keeping appointments available for emergency issues as we have not booked so far in advance. This has resulted in improving our waiting times for appointments for our clients and builds confidence in the service that we provide.

The General Advisers have been upskilling themselves, especially with the continued roll out of Universal Credit in Southend for new claimants and completing Quick Benefit checks for clients. They have completed further Debt training and have been looking at income maximisation.

They have adopted the process of gathering all information and assisting the clients with completing a budget sheet and dealing with emergency debt issues and booking complex cases with our Debt team. We have also touched on the issues surrounding Brexit and Permanent Residency with the assistance of the Immigration team.

It's a pleasure to work with all the advisers who bring to Citizen Advice their own brilliance, professionalism and expertise to assist the clients in bettering themselves, empowering them and building their confidence. Thank you for working along with me in providing such a service.



Top Advice Categories

 **Benefits and tax credits**
26%

 **Debt**
20%

 **Housing**
14%

 **Relationships and family**
10%

 **Employment**
8%

 **All Other**
22%

Website & Social Media - Helen Wakeham

Our Social Media presence has continued to grow from strength to strength over this past year.

With the creation of our new website it is now even easier to access information 24/7 about Citizens Advice Southend in this ever increasing digital age. You'll find lots of useful information about us including the Specialist Advice Services we offer and options to come and volunteer for us at just the click of a button. You also have the option to have a live web chat if you are unable to come and see us.

Along with our website our Twitter page (@SouthendCAB) is now attracting more followers as we continue to engage with local charities and share important information across the Southend area and beyond.

Our Facebook page (Citizens Advice Southend) is still in its infancy, however as we engage further with local charities and local people we are attracting more support and followers. I am sure as the year progresses this will gain in momentum.

If you have Twitter or Facebook feel free to follow us on the above pages. We'd love to hear from you.

Immigration—Derek Edwards, Lead Immigration Caseworker

The defining events of the last year were undoubtedly Brexit and the extraordinary outcome of the general election. I would count these as two separate, but closely related events. Some would argue the tone of both campaigns was divisive. The result of the UK leave campaign will have profound effects for immigration and those that work within it, largely due to the competing demands of the new Government make-up.

E.U. free movement could be curtailed and the scrapping of the Human Rights Act, replaced by a British Bill of Rights. Asylum rules too were expected to be redrawn. There are more questions than answers as to whether any of these issues will now proceed.

Our driving aim throughout these turbulent events has been to strengthen our capability and manage client demand by telephone, e-mail and representation services. We continue to work closely with our partners to provide essential advice on a pro bono basis for those in particular who otherwise would have no access to legal help.

Meanwhile, the Mediterranean crisis continued and we can expect some to reach Britain seeking asylum. We continue to help those who have been given sanctuary in UK under the Syrian Vulnerable Persons Resettlement Scheme, in support of our local authority, who agree the numbers with Home Office and provide accommodation and support services.

I am pleased to report our immigration service has been far reaching. Enquiries are being received from home and abroad more than that, we support up to twelve of our offices and other charities.

Looking ahead may be an interesting one for domestic immigration, as well as free movement. It is thought the Home Office is working on a completely new immigration system for the country, which will present challenges for us and those in our industry.

Not least of which is the separate question of what happens to the 3 million E.U. citizens in the UK and how do we train our untrained advisers in the brave new world ahead. Given training is part of our work, the Martin Lewis Fund came to the rescue by awarding us funds to fast track E.U. residency, rights, registration cards, permanent residence and citizenship on-line, not only promoting and cascading knowledge to others, digital technology, together with Brexit advocacy in the process.

We embarked on this pioneering project last April and have engaged six offices in training so far and aim to help 20 individual clients in the first phase. We are at an early stage and there is more work ahead if we are to succeed with the project.

It is our greatest challenge in the year ahead and will require effort and commitment. One aspect involves supporting a project at Southend Adult Community College by us, giving input to their workshop about "Active Citizenship" and how the students can become involved with Citizens Advice Southend.

Another being explored, funded by European Commission involves us hosting an E.U. Information Centre in the UK as part of Europe Direct Information Centres in UK and throughout Europe. Applications are being invited. It is at an early stage and are assessing its viability.

Bringing to the attention of Government social issues we have identified, is another aspect of our work. We have resolved and reported on several notable cases this year of lengthy delays and maladministration in the process of Home Office applications. Client satisfaction with outcomes, are contained in their files, attest to results. We do not always win but, learn how to do it better.

I give myself time to keep up to date, space to think, and jot down ideas about immigration issues which are constantly changing. Frequently reminding myself and team of the responsibility we carry, to do our best work for those we serve.

We continue to be fortunate to have the support of management and administration staff and grateful, in particular, to the Martin Lewis Fund, enabling us to sustain our work for the year ahead.



Specialist Benefits Advice – Linda Butcher

I have appointments in the office weekly, these are still increasing in numbers due to more and more people having difficulty obtaining benefits.

Sometimes I do not see the client, but their carer. I do home visits, again I am doing more home visits due to the problems of housebound clients receiving benefits. I regularly see social workers at various venues.

I arrange and attend Southend Benefit Network meetings. I am always at the end of a phone for clients and social workers.

Our social work students shadow me as part of their placement with us. My door is always open – unless interviewing - to assist the advisers and other colleagues. I attend training sessions in London to keep up to date in benefit changes.

In the past year I have won £92916.24 in benefits for clients at tribunals

Do you feel able to help us in your Will?

Suggested wording of bequest

“I hereby bequeath the sum of £..... to Citizens Advice Southend, 1 Church Road, Southend-on-Sea and I direct that the receipt of the Honorary Treasurer shall be good discharge for such legacy”



Money Advice Service - Linny Redgrave

The past year has continued to be a busy time for delivering debt advice and if the newspapers are to be believed personal debt is on the rise.

Analysts give many reasons as to why this is happening ranging from people being more confident about the future to people having to subsidise their income by using credit due to many factors including zero hour contracts and benefit cuts.

In both cases, when things go wrong, Citizens Advice is where people turn to and every client will be given the level of support they need and this will continue to be my overriding objective when meeting with clients.

The debt advice industry is changing. Gone are the days when fee charging Debt Management Companies could enter their clients into unaffordable payment plans using a high proportion of a monthly instalment to pay their fees. Those that have managed to remain in the industry are more prone these days to side step clients that they will not earn money from by advising them to contact non-fee charging debt advice agencies that include Citizens Advice.

It is not unusual these days for my clients to have telephoned several free debt advice providers only for them to come along to Citizens Advice for reassurance that the advice they have received is correct. It would appear that face to face debt advice is still seen as the most trusted way of getting advice.

In most cases the advice they have received is the same as the advice I give demonstrating that standards are becoming consistent as per the rules laid down by the Financial Conduct Authority (FCA).

There is a growing trend driven by the FCA for debt advisers to focus on financial capability in order to improve budgeting skills and to prevent financial exclusion. Put simply, if clients are advised how to deal with their debts, how to budget and how to choose financial products wisely the current trend of rising debt per household will start to decline.

This is an interesting time for those of us who work in delivering debt advice. So if over the next couple of years the government announces that personal debt has fallen in Southend on Sea it is likely to be as a result of the work that has been carried out by not only by myself but everybody at Citizens Advice Southend. Watch this space!

What Our Volunteers Say:

Emily Fowler - I have been volunteering for around 6 months. Volunteering was something that was always an ambition of mine ever since the start of university.

I chose Citizens Advice due to the breadth of issues that I would be exposed to and the opportunity that is available to gain an abundance of knowledge and work with a supportive team. The most rewarding part of being a volunteer is undoubtedly helping clients to their solution and knowing that you have made a difference, however small, to that person's life.

The hardest part about volunteering at Citizens Advice would be the challenges that are faced with some clients when the problem is very complex or sensitive. This being said however, the support that is available amongst the team at Citizens Advice eases any pressures.

I currently volunteer as a receptionist and information assistant but I am in the process of undertaking training to become an advisor. I hope to gain experience in dealing with a variety of different issues and people to ensure I am confident and prepared for my future career and the challenges it may bring.

Citizens Advice is an admirable organisation that I am grateful to be a part of. The skills that I have gained from my time here are invaluable and I am eager to progress further as a volunteer.

Mary Howard - I have been volunteering for Citizens Advice Southend for 15 years. I thought by coming here it would be more like a commercial job as I worked as a secretary before volunteering.

I enjoy coming in each week and it is rewarding talking to all the staff and volunteers each week and helping out with all of the admin work. I used to work on reception and this was the hardest part as I tried to make people feel happy when they came to see us.

I volunteered on the reception for almost 15 years and more recently I have been checking all of our clients blue forms to ensure all the information given is correct and up to date on the system.

I really enjoy coming here every week and will continue to volunteer well into the future.

Helen Parke - I was recruited by Linda Redgrave, Debt Advice Case Worker in March 2016, to this niche role. My primary task is to support Linda's clients to seek financial assistance from charitable Trusts to clear debts, pay for a Debt Relief Order/Bankruptcy deposit or purchase essential household items.

I soon discovered there are literally hundreds of charitable trusts, for example some specific to people who have worked in certain trades or professions and others available to people with particular health conditions.

In addition British Gas, EDF, EON and, Npower have set up Trusts which provide grants to clear domestic gas and electricity arrears for their customers. Whilst Anglian Water and Essex and Suffolk Water operate Provisional Award Schemes, which means a client's water and sewerage debts will be cleared if payments for current usage are kept up-to-date.

Since I started this role, I have received 20 referrals and notably all of the clients are either suffering from depression/anxiety or diagnosed with a mental health condition. To date, I have supported 8 clients to make applications to a range of Trusts: 5 clients have been awarded grants; clearing debts totalling over £50,600, however 3 clients have been unsuccessful.

Unfortunately 8 clients could not be helped because they did not engage or meet the eligibility criteria and currently, I am working with 4 clients to complete application forms.

Due to the extensive advice the client has received by the time the case is passed to me, the client is already well placed to submit a strong application. The client needs to clearly explain what led to their indebtedness, what they are doing now to deal with their debts and how they intend to remain debt free in the future.

Often the last point, demonstrating financial sustainability is the most difficult part of the process for the client to evidence – which possibly reflects that this is also the hardest part for the client to achieve in reality.



Liz Dent - Volunteering as an Adviser

My name is Liz Dent, and I am volunteering as an adviser and started my training in June. I am married and live with my husband and children and Chalkwell.

I have worked in marketing throughout my career, mostly in fashion. As time has gone on I have taken more of a back seat, leaving blogging, vlogging and social media feeds to my younger colleagues who speak that language.

As a freelancer I have been able to ease off gradually and now work one or two days a week for a couple of shoe companies. I have subsequently discovered that there are only so many times you can Hoover or walk the dogs without going completely mad, but equally didn't want the commitment of more freelance work which always comes with a requirement of long hours and travel, hence my venture into Citizens Advice.

I chose Citizens Advice as, during my working life, I have dealt with areas that I thought might give me useful experience, such as recruitment and staffing issues, legal affairs and contracts.

So far my training has been interesting, challenging and surprising times. I am used to being a communicator so that side of work doesn't faze me, but the thought of the diverse questions I might be asked is quite daunting at the moment. The word "benefits" makes me shudder but I believe this is a complex area that everyone takes a while to get confident with.

Recently I have started listening in to phone queries and helping on Reception which is giving me a really good idea of how the system works and the sorts of problems that clients present with.

Having spent my working life persuading people that they must buy a certain pair of jeans, or their life would not be complete without the latest shoe design in their wardrobe, I am looking forward to being able to contribute to something very much more worthwhile.



Client statistics

Clients	7,481
Advice Issues	12,832
Client contacts	13,662

Age profile	%
24 and under	7
25 - 34	16
35 - 49	26
50 - 64	22
65 - 74	8
75 - 84	4
85 +	1
Not recorded	16

Resident	%
In Southend	60
Elsewhere	40

Disability/health conditions	%
Disabled / long-term health condition	38
Not disabled / no health problems / unknown	62

Ethnic origin	%
Asian or Asian British	5
Black or Black British	7
Mixed	3
Other/not recorded	3
White	82

About Us @ 31.03.2017

Paid staff

Manager

Trish Carpenter

Office Services Manager

Cindy Sayer

Community Solicitor (Housing)

Miles Richardson MBE LL B

Caseworker (Housing)

Sonia Wood

Advice Services Consultant

Sandra Smith

Advice Services Manager

Riz Awan

Training & Recruitment Services Manager

Ben Apenteng

Office Services Assistants

Helen Wakeham

Gill Sanderson

Peripatetic Welfare Benefits Adviser

Linda Butcher

MASDAP Caseworker

Linda Redgrave

MASDAP Administrator

Lesley Clarke

Immigration Caseworker

Derek Edwards

RBS Pilot Project

Carla Purkiss

Amanda Whiteford

Energy Champion

Sam Daniels

Research and Campaigns Workers

Chelsea Thomas

Sedem Hlordzi

Lyvia Critchell

Matthew Clarke

Royal Association for Deaf People Advice Service

Susie Marsh

Nicola Ball & colleagues

Services using the Bureau offices:

Talking Newspapers

British Red Cross

Terrence Higgins Trust

Angela Cole of Immigration Legal

Services

Pension Wise

Essex Mediation

External providers

IT Support

Brunel Computer Services

SAGE Support

Ann Galvin Business Consultancy

Payroll Services

Devonports

Office Cleaner

Gary Lee

Annual report printed by

Modern Graphic Arts

Exceptional Needs and Almonising (ENA) Committee

Chair

Brian Kelly

Treasurer

Veronica Moore

Members

Trish Carpenter

Riz Awan

Ken Crowe

Jane Owen

Mary Priestley

Jill Page

Food, gifts and loans were given to clients in need throughout the year.

We were also delighted to receive financial and food donations from various Church groups and generous individuals.

CABfair (Citizens Advice Bureau friends and interested relatives)

Members

John Cotton

Julie Cushion

Len Mason

Cindy Sayer

Sandra Smith

Gill Sanderson

The Committee continues to aim to arrange events that everyone will, hopefully, enjoy. All suggestions are welcomed, as are ideas for using the money that is raised.



We would like to wish our volunteers and supporters who are currently unwell a speedy recovery.

We would like to thank the paid staff and volunteers who left us during the year, some of whom had been with us for many years and to welcome those who have joined us since the beginning of April 2016.

We were sorry to hear of the illnesses and deaths of a number of former members of paid staff, volunteers and supporters.

About Us @ 31.03.2017

President

The Mayor of Southend,
Cllr Judith McMahon

Vice-Presidents

Sir David Amess MP
Ken Crowe
James Duddridge MP
Ahmad Khwaja,
Paddy Murray
David Preddy

Trustee Board

Chair

Phil Stepney

Vice-Chair

Julie Cushion

Hon Treasurer

Graham Robinson

Trustees

Fiona Colwell
Brian Kelly
Jill Page
Jane Vernon Smith
Tony Williams
Paul Coleman

Company Secretary

Trish Carpenter

Paid Staff Representative

Sonia Wood

Volunteer's Representative

Roger Calton
Andrew St John

Volunteers

Power of Attorney Support

David Crabb

Will Making Service

Roger Calton

Form Filling Service

Kay Patterson

Research and Campaigns

Janet Uzupris
Paula Whittle

Hon. Treasurers Dept

Veronica Moore

Immigration

Matthew Williams
Eleanor Hale
Kirsty Imber
Peter Strickland
Lordina Tinamoah

Advisory and/or assessment roles - including trainees

Nichola Aris
Pat Bower
Suzanne Broddle
John Cotton
David Crabb
Christopher Croft
Linda Crystall
Ken Davidson
Julia Davies
Steve Davis
Sue A Evans
Tony Evans
Penny Garrard
Bev Grant
Adrian Green
Carol Griffiths
Mark Guymer
Phil Harrison
Emily Hull
Andrea Johnson
Tahmina Miah
Len Mason
Jane Owen
Murray Page
Claire Pearson
Jacquie Pilcher
Heather Plaxton
Mary Priestley
Graham Randall
Emma Raffan
Terry Raynor
Andrew St John
Melvyn Sach
Celia Sambrook
Binny Sammon
Rashmi Shah
Debbie Smith
Julie Wilson
Gina Asadi
Karen Cook
Lyvia Critchell
Fidelia Enaife
Hollister Frontin
Samantha Hyslop
Stephen Larkins
Haseeb Malik
Ruth Mann
James Pettit
Patricia Cowdrey

Non advisory roles

Taeyeb Ahmed
Yusuf Ayoob
Julie Armstrong
Meenakkhi Bhattacharyya
Gloria Earwicker
Sue Evans
Christina Haughton
Janet Hawkins
Tony Hopkin
Jacomine Mole
Jenny Rawlings
Don Tuff
Janet Uzupris
Angie Dale
Emily Fowler
Tabarek Hufthy
Stephen Maverick
Vivienne Paul

Support Services

Peter Goodson
Graeme Madley
Margita Jarvis
Dave Redgrave
Sylvia Nichols
Joy Milner
Jean Goodson
Mary Howard
Rosie Apple
Gill Lightle
Helen Parke
Nisha Patel
Anne-Marie Williams

School's Community Programme

Leah Hooper
Lucy Margerison
Filip Kaleta

Essex Savers

Mick Davey
Angela Elkins
Guy Grimwade

Social Work Student on placement

Akissi Koki