

Our Annual Report 2017-2018

Citizens Advice Southend



@CitizensAdviceSonSea



Citizens Advice Southend



citizensadvicesouthend.org.uk

**citizens
advice**

Southend

Citizens Advice Southend is an operating name of Southend-on-Sea Guild of Help and Citizens Advice Bureau
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Authorised and regulated by the Financial Conduct Authority FRN 617746 Contracted with the Legal Aid Agency
Registered office: 1 Church Road Southend-on-Sea SS1 2AL

Chair's Report – Phil Stepney

I am pleased to present my annual report to members and colleagues of Citizens Advice Southend.

During the year we made a successful bid to secure our core funding for advice services from Southend Borough Council for a further 3 years. We are grateful to the Council for their continued support.

The year was our first under the new Citizens Advice membership agreement and we were one of the first local services to be reviewed under the leadership self assessment scheme. Review is across a number of areas of governance which provided us with a challenging but positive assessment of the way we manage ourselves.

We continue to keep a tight rein on our finances, at the same time maintaining a broad range of services including legal work despite poor funding in this important area.

I attended the office during volunteer week and whilst I was there a most enjoyable event occurred. A client who had been assisted by our immigration team to obtain an extension of their visa to support a sick young family member came into the office with a large cake as a way of saying thank you for the service provided to them, a wonderful reflection of the work done and impact of our services to the local community.

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. Without all your efforts the service to people needing our advice and support would be all the poorer.



Vice Chair's Report – Julie Cushion

I am once again focusing on the great work of the CABFair Committee raising much needed funds to improve life within the Bureau. The members of the committee are myself as the Trustee Representative, Cindy Sayer, Len Mason, Sandra Smith, Gill Sanderson and John Cotton.

The current balance of the CABFair account as of the 31st March 2018 is £2,976.30 and this has been raised by some very enjoyable events, dinner at the Pearl Dragon and our annual Quiz Night, which always proves to be a challenging contest expertly led by Quiz Master Len Mason.

With grateful thanks to the Mayor Cllr Fay Evans, who during her Mayoral year becomes President of Southend Citizens Advice, we had a wonderful evening at the Mayoral House Porters. It was a fantastic event, facilitated by the CABFair Committee and well supported.

The CABFair committee have continued supporting regular payments, the AquAid rental and cups, purchase of wine for the Christmas Dinner and purchase of a dishwasher.

Please don't forget the 100 Club is always looking for new members.

Sadly over the last year or so events appear to be less well supported and this can be demoralising to the committee who make so much effort to organise these events, not just to fundraise, but also to give a valuable opportunity for volunteers, staff and Trustees to be able to get together. If you have ideas for events please do not hesitate to let a member of the committee know.

Please do continue to support the valued work of the CABFair committee.



Treasurer's Report – Graham Robinson

I am pleased to report on another satisfactory set of results. A profit has been achieved of £35,252 although £15,000 of this is a result of a write back to income of £15,000 in respect of a reserve in respect of expenditure on a previous project which is now no longer required.

Income from our main areas of activity continued in line with expectations and previous years, augmented by results from our debt advice project with the Royal Bank of Scotland which was extended from its original end date of 31st August 2017 to 31st August 2018 and has now been extended further to August 2019.

Income from Southend Borough Council continues to cover our core costs and the Trustees are very pleased to confirm that our application for future funding from the Council has been approved for a three year period to 31st March 2021.

On the basis of known future funding levels our Budgets continue to predict positive results and these have been achieved for the first half of the new financial year.

A long term target of the Trustees has been to reach a level of Net Current Assets which would cover six month overhead costs which is a fairly normal target for charitable organisations. This was an impossible target some years ago but has finally been achieved.

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	20
Donations & Other Income	17
Other Statutory Bodies	10

Bureau Manager's Report – Trish Carpenter

What a difference a year makes. In my report last year I highlighted the potential funding crisis we faced. I am delighted to report that this was averted; we are very much still in business and looking forward to meeting the challenges the future holds.

Details of the sources of our funding are given elsewhere in this report but I wish to place on record our thanks for all the financial support we receive and the recognition we enjoy. This means we can continue to help people find a way forward, something we have been doing since 1908.

Citizens Advice Southend is a special place to work. I enjoy the support and friendship of a tremendous team of people and the satisfaction of knowing that what we do makes a difference to so many people who need our help.

I will end in my customary way by saying that 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.

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 2017 - 18 a least one survey was completed in 10 of the 12 months and overall satisfaction with our services was 95%.



Research and Campaigns (Social Policy) - Sandra Smith

Throughout the year we have seen many clients with issues that we feel are unfair, concerning and are giving our clients worries, stress etc. Our Advisers deal with the issue and follow on to report matters of concern to our own Research and Campaign volunteers and they, in turn, report matters to Citizens Advice Research and Campaign team at Head Office.

This information is then collated, discussed and, in many cases will be followed through for discussion with MPs, relevant bodies/organisations etc. This is how we fulfil our obligation to monitor and highlight issues and work for change.

This year has been dominated with problems when claiming Universal Credit, ie, administrative errors, delays in payment etc. With this being a new benefit for our area, we had expected issues and we knew that our clients would need support and help.

New Council Tax Reduction restrictions for self employed people making a low amount of money per month, resulted in several people seeking advice as their benefit had been reduced. We have helped claimants of Employment & Support Allowance with appeals etc when they have been turned down for the benefit, despite quite severe mental/physical disabilities.

We continue to see employers breaching employment rights and we help clients with raising grievances etc. There was concern by clients at the lack of council housing and/or affordable rented properties.

Our Immigration Team have dealt with many clients with complex issues, including delays by the Home Office, which can cause great problems for people who have been in the UK for many years, earning a living, bringing up their families etc.

The lack of legal aid in divorce cases has continued to be of concern to some clients.

There have been many cases of problems with switching fuel, or where people on very low income, who may have disabled members of their family, have been on the highest tariff and have gone into a debt situation. The fuel company has not contacted them to let them know that there were plans that could save the family a great deal of money.

These are just a selection of the array of issues that we hear about and we do our very best to flag them up in the hope that rules, laws etc will come to be changed.

We have had interns from the University of Essex during the year, which helps considerably with our campaign work. They have written full reports on Campaign for Bailiff Reform and Universal Credit in the Southend area.

Our Research and Campaign in house volunteer has worked on a report to find out whether there is ongoing support within the Borough for people who are dealing with their debt situation but need ongoing help with financial capability.

We are very grateful for all the work on these reports. We keep the local MPs informed of our work and also write to them on our findings when we feel that an issue is going to be discussed in the House of Commons. Sir David Amess MP also invites our interns to spend time with him when he is holding a local surgery, which is greatly welcomed by our interns.

Office Services Manager's Report - Cindy Sayer

It seems almost impossible to believe that another year has gone by since my last report!

This year we have been fortunate enough to secure funding to have our front door replaced. This was the last part of our refurbishment project. We now have a fully automated door custom built in white PVC. This has made such a difference to our clients, particularly for people with buggies and those in wheelchairs, as access is now so much easier.

The general day to day maintenance and servicing of equipment such as fire alarms, electrical equipment and boilers is ongoing as usual. A Health & Safety Inspection is also made each year and includes a Fire Risk Assessment, which is carried out by an independent Fire Risk Assessor.

We continue to maintain the building both inside and out to a good standard. This has been challenged on a number of occasions by the local wild life, especially pigeons who have caused us a few problems!

All of our volunteers and paid staff continue to work together as a team which makes this a great place to be.



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 clients if they can return later in the day or the next working day. We also give them full details of the telephone and web chat services that are also available.

The Generalist Advisers will do a short interview to assess the client with the possibility to deal with their issues 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 continued to upskill themselves, especially with the new General Data Protection Rules that were implemented in May 2018. The advisers also had to adapt to a new case recording system and have transitioned from Petra to Casebook. The advisers have continued to progress in the understanding of Universal Credit in Southend and have assisted clients with updating their journals and appealing any benefit decisions.

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 are continuing with 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
21%



Debt
18%



Housing
14%



Relationships and family
11%



Employment
8%



All Other
28%

Website & Social Media - Helen Wakeham

Our Social Media presence is continuing to grow from strength to strength.

With our 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 lots of followers and we hit the 1000 mark this last year 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 growing in numbers and we often have people contact us for information about our offices through our Facebook page. We are engaging with the wider community and we share valuable information about what is happening in the Southend area.

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

Training Manager - Ben Apenteng

The year started with preparation towards a smooth implementation of the EU General Data Protection regulation (GDPR), which took effect from 25/05/2018. GDPR is a legal framework that sets guidelines for the collection and processing of personal information of individuals within the European Union (EU).

Because we hold and process personal data, we need to comply with the law and be able to demonstrate this. As a result all staff needed to be trained and I am happy to report that, with support from Trish and Riz, and with the cooperation of all volunteers and paid staff, we are GDPR compliant.

The training programme for advisory roles still continues and this year saw an increase of three personnel to our dedicated volunteer advice team. Advisers are trained initially on undertaking telephone assessments and then progress to web chats and face to face assessments. We hope that once people have completed the assessment training they will undertake further training to become Generalist Advisers, enabling them to cover all strands of our work, thus helping us to continue to meet the varying demands on our services.

We continued with our support and training of law students who reside in the Southend area during the summer holidays. Five students have joined us this summer to gain practical experience through our Adviser Learning Programme and will be with us until they go back to their various universities in September.

We have also welcomed back some members from last year's group, who have returned as volunteers for the summer period.

My sincere gratitude to all Board members who were able to join us for this year's celebration of Volunteers' Week, dubbed "Board Members 'Day' with staff". Hopefully we can repeat the same next year.



The Legal Aid Franchise - Miles Richardson & Sonia Wood

This year began with us knowing we couldn't retain the court help desk contract, since we could only bid if we were able to manage all court help desks across Essex. However, at the time of writing we've been told the process has been cancelled following court action against the expansion of areas and the tender process: our contract has been extended to the end of September 2019.

Further good news is that we retained the housing Legal Aid contract with 250 new matter starts assigned for use in the 2018/19 year. In 2017/18 we had an allowance of 180 and had to seek a further allowance as we were going to exceed it: we saw it increased to 199 and we completed 192 cases.

The increased number of new clients we can see will be a challenge, not for the numbers of people needing assistance, but as always, in getting those who can and will supply evidence to comply with the Legal Aid Scheme's income verification requirements.

Miles continues with Legal Aid certificated work but verification is a problem with this too. The computer software for certificated work is slow and adds to the frustration if it goes down. Our Legal Aid software programme, Casetrack is now being replaced with a new software program funded by a consortium of bureaux.

Universal Credit (UC) has finally been confirmed as a qualifying benefit for Legal Aid, even though someone may be working and on higher income than would usually qualify. UC has given clients new problem areas in maintaining their rent and a challenge to us in being able to assist them as we had to acquire knowledge of the UC legislation.

The referral scheme with South Essex Homes continues to allow us to help clients with a wider range of problems at an early stage that can't be covered under Legal Aid.

Another year of challenge faces us but there's been plenty of good news too. Miles Richardson's nomination for Legal Aid housing solicitor of the year is well deserved; it's an honour for him and for all at Citizens Advice Southend. We continue to try and rise to the challenges we face.



Immigration—Derek Edwards, Lead Immigration Caseworker

Over the last year there has been some momentous key events marking it out as a memorable year. The implementation of U.K.'s departure from E.U. which will herald the end of a system of free movement that entitled E.U. citizens from other countries to be admitted to the U.K. and to reside here without a grant of permission.

It will represent one of our biggest challenges in the coming years to register the great number of E.U. citizens involved who wish to remain in U.K. starting with our own community.

Additionally, the Windrush scandal both these events are seminal moments in the history of our domestic immigration law. Its effect has been profound not only for the Commonwealth citizens involved, but has caused both the nation and our Government to reflect on the treatment of those deemed irregular migrants and to take a more humane approach to its laws which we welcome.

A major driver of our activity over the last year has been our training activities of our Martin Lewis Stage 2 Project. There are two or three things worth noting from our MLF Project experience.

Firstly, immigration is a complex subject and constant changes to its rules and regulations makes it's complexity difficult for many of our advisers to grasp resulting in only a few being able to advise on the subject.

Secondly, there is probably insufficient training, our project aims and objective is to improve that situation with focus on ongoing support. Moreover, it has been our challenge in Stage 2 to make immigration training more user friendly in an attempt to create greater confidence amongst our general advisers.

Thirdly, we have succeeded in raising awareness of the main event being the scale of the task that E.U. settled status entails for those who wish to remain in U.K. We have briefed and upgraded knowledge of these matters amongst staff and volunteers of the 15 offices engaged during the last year and received positive feedback in the process.

Brexit has many moving parts, not least on how the new settled status system was being designed and implemented. Only as recently as last March following a Home Office presentation was it announced that an "app" which E.U. nationals and their family members must use to apply for the new status. This is considered to be an easy and light touch method to register status. It remains to be seen whether this proves to be the case.

There being nothing more important than securing citizens' rights for the many 27 EU states nationals' who have prospered our economy. There remains few pro bono advice centres to inform them of how their partners, children and non E.U. dependents can lawfully remain after the deadline date of 29th March 2019, extending to a transition period until 31st December 2020 to finally cement settled status.

Significant rising Home Office and legal fees can prove a barrier to access justice particularly since the demise of legal aid in 2012. A post implementation review by Ministry Of Justice is to undertake consultation which will focus on a Legal Aid, Sentencing and Punishment of Offenders Act 2012 effect.

Simplification of the Immigration Rules was announced last December 2017 following widespread discontent with the current legislative structure governing immigration law. The stated purpose of the inquiry is to identify principles under which they could be redrafted and make them simpler and more accessible to the user.

Last April we were awarded the third Martin Lewis Fund stage charging us with mentoring other local Citizens Advice services were invited to apply for the delivery of specific training to replicate our Stage 2 work that is to say "how to" cascade their training to a network of other LCA's.

Finally, I express my thanks to our immigration team Peter, Fidelia and Desi and Sarita Charaboon who left last January for Thailand, not forgetting our secretarial back up and Trish's exceptional support throughout the year co-leading our MLF work, all of which deserves credit for our achievements as a whole throughout the year.



Money Advice Service - Linnay Redgrave

As I am writing this article England has just got through to the quarter finals in the world cup and England is dreaming of winning the cup. Of course by the time you are all reading this we will know the outcome but either way we will be proud of the England team recognising the amount of effort that has gone into their matches by not just the players but the whole team that supports them.

Giving debt advice is like playing a football match. If you want to win you need good training, endurance and the right strategy to reach that goal, which is to provide a client with a positive outcome that will relieve them of the stress and worry of dealing with debt.

Working out the right strategy takes careful planning that includes taking into account changes in legislation which never seems to go quite far enough but any changes that improve my chances of getting a successful outcome are always welcomed and are a useful red card to wave at creditors.

The most recent welcome change tackles persistent credit card debt which is long overdue whereby a credit card provider must liaise with customers who have been in persistent debt for 36 months to help them find other ways of clearing their balances. Experience has taught me that this "help" will be to advise them to seek debt advice from a non-fee charging debt advice agency and I expect to see this prompting many of their customers to visit Citizens Advice Southend.

Unlike Gareth Southgate who may possibly be out of work if England doesn't bring home the cup, Citizens Advice Southend will always have work to do. Winning the world cup will give us all a short-term feel good factor but good debt advice delivers so much more!

Come on England!



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"

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.

For the period of 01.04.17 to 31.03.18 I have won at tribunals for our clients £96,572.74

What Our Volunteers Say:

Jessica Gray - After hearing about the opportunity to volunteer in the Citizens Advice Bureau, I was immediately interested and knew that it was something that I wanted to be involved with.

I thought that it would be a great chance to get some work experience in a working environment, to gain valuable skills and also to get the chance to work with new people.

Furthermore, since Citizens Advice is a charity, they always need new volunteers and I thought that it was important to help an organisation that helps others with their issues and problems. And since I have plans to go to university, I felt as though it would be really good for me to have some work experience on my application, to make me stand out from other applicants and also later on when I apply for a job.

As part of my work experience at Citizens Advice, I have done a wide range of tasks including: helping on reception, making and answering telephone calls, observing appointments and assessments and uploading data onto the system; all of which have been enjoyable and given me a sense of what working in a full-time job would be like.

I have been working at Citizens Advice every Wednesday afternoon now for the past 8 months and I feel as though I have gained the most that I possibly could out of the experience and I know that the skills that have been gained and also developed here will help me in any future career or job that I take on.

Siobhan Higgs - I am a Social work student studying at the University of Essex. I was placed at Citizens Advice Southend as part of my work placement. I started there in October 2017 and completed my 70 day placement in April 2018.

When beginning my placement I was apprehensive about what was expected of me. However I quickly learned from my colleagues and via the training days that my role was to advise on various issues such as employment and debt.

I regularly visited client in their own homes to support them in completing benefit applications and this enabled me to get an insight into their own lives and the challenges they face. I was also trained to advise via Adviceline and face to face.

I thoroughly enjoyed working at Citizens advice. The staff and volunteers supported me throughout my placement and made me feel part of the team. I was encouraged to ask questions and never felt a burden to them.

The staff and volunteers do a fantastic job and even though I spent a short time there I never was made to feel I was just a 'student'.

I left my placement feeling confident and competent and this was due to the support and guidance that I received from everyone there. The skills I gained will certainly help me in my future career when working with vulnerable people.

Citizens Advice Southend offer such valuable support to both the general public and their paid staff and volunteers. There is always someone available to have a quick chat and this is so important for not only the clients but the staff, volunteers and students.

I will be returning to the office to carry out some voluntary work over the next few weeks and look forward working with such a pleasant team of people.

Stephen Maverick - Volunteering as an Adviser

My name is Stephen Maverick and I have been volunteering at Citizens Advice Southend for two years now. I wanted to volunteer to gain additional experience for work experience and to expand my CV and job skills.

I spoke to a lady at SAVS who recommended that I could expand my skill set by volunteering at Citizens Advice as they have many volunteer opportunities.

I enjoy coming to Citizens Advice and helping clients resolve their issues and problems and knowing that I have made a difference to their lives.

My biggest challenge in the beginning was learning to interact with people, whether it be clients or staff. This is something that I am working towards and feel positive about since volunteering at Citizens Advice.

I volunteer as a gateway adviser talking to clients on the phone and face to face. I also help out on reception and I am the first port of call for people that come to us for help.

My experience as a whole has been rewarding and I have learnt a lot from being here. I'd like to return to paid employment in the future but will always value my time here.

Anne-Marie Williams - Volunteering as Admin Support

I have been volunteering at Citizens Advice since January 2015 covering administration and secretarial work for advisers. I wanted to be a volunteer firstly to upgrade my C.V. for seeking permanent employment and to build-up my confidence.

I chose Citizens Advice because the organisation helped me with problems in previous years and wanted to give something back. The most rewarding aspect of volunteering at Citizens Advice is working alongside very nice and friendly people and feeling that I have helped in some way.

The hardest thing I found was my learning stint on reception and facing the general public. I prefer to be a back office worker! My experience with Citizens Advice has helped me get my confidence back and learning new skills daily.



Charities

We also hire out some of our office space to external charities and this is some of the lovely feedback we have received.

Sarah Alder - I work for Royal Association for Deaf People as Information, Advice and Guidance Officer for Deaf people. This required regular support for clients who cannot use the telephone, need any written English Format translated into British Sign Language and occasionally I need advice from Citizens Advice's offices. They are always very helpful, supportive and guide me to the right directions to ensure our clients are getting the right support and advise.

The office we borrow from Trish suits our clients' needs as it is private, comfortable and spacious. They are also flexible with the offices as a couple of my clients are unable to use the stairs, therefore we are able to use the office on the ground floor which encourage our clients to re-visit on a regular basis.

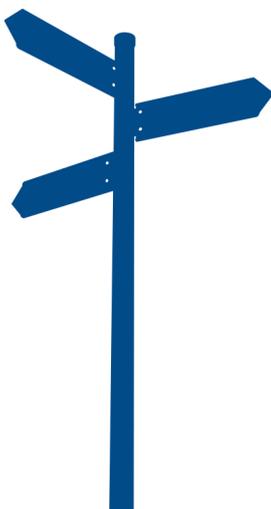
We are grateful and appreciative to use their office but more importantly; I enjoyed working there as I feel they make us feel welcome, supportive and always on hand should we need further advice and guidance.

Colin McKeeganey - Pension Wise

I enjoy meeting new people and my role as a Pension Wise guidance specialist allows me to do this.

We offer a professional service taking people through the options available under the new pension freedoms. People can find pension daunting so doing this in a friendly, relaxed manner can help put them at their ease.

I am also thankful to Citizens Advice Southend for their support and find the working environment both enjoyable and professional.



Client statistics

Clients	5,986
Advice Issues	12,747
Client contacts	10,780

Age profile	%
24 and under	7
25 – 34	19
35 – 49	31
50 – 64	27
65 – 74	9
75 – 84	5
85 +	1
Not recorded	1

Resident	%
In Southend	65
Elsewhere	35

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	4
Other/not recorded	2
White	82

About Us @ 31.03.2018

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

Admin Support

Ann-Marie Williams

Peripatetic Welfare Benefits Adviser

Linda Butcher

MASDAP Caseworker

Linda Redgrave

MASDAP Administrator

Lesley Clarke

Immigration Caseworker

Derek Edwards

Peter Strickland

Natwest / RBS Project

Carla Purkiss

Beverley Oakes

Energy Champion

Sam Daniels

Research and Campaigns Workers

Chelsea Thomas

Bethany McCarthy

University Placement

Eleanor Hale

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

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 2017.

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

About Us @ 31.03.2018

President

The Mayor of Southend,
Cllr Fay Evans

Vice-Presidents

Sir David Amess MP
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
Steve Buckley
Katherine Kirk

Company Secretary

Trish Carpenter

Paid Staff Representative

Sonia Wood

Volunteer's Representative

Andrew St John
Paula Whittle

Volunteers

Power of Attorney Support

David Crabb

Will Making Service

Roger Calton

Form Filling Service

Kay Patterson
Louise Nariel

Research and Campaigns

Janet Uzupris
Paula Whittle

Hon. Treasurers Dept

Veronica Moore

Immigration

Fidelia Enaife
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
Adrian Green
Carol Griffiths
Mark Guymer
Phil Harrison
Emily Hull
Andrea Johnson
Tahmina Miah
Len Mason
Jane Owen
Murray Page
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
Fozia Ahmad
Arusa Ahmed
Liz Dent
Kirsty McDonagh
Helen Parke
Raghad Sarrij
Meenakkhi Bhattacharyya

Non advisory roles

Taeyeb Ahmed
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
Joy Milner
Jean Goodson
Mary Howard
Rosie Apple
Gill Lightle
Helen Parke
Nisha Patel
Anne-Marie Williams

School's Community Programme

Jessica Gray

Essex Savers

Mick Davey
Angela Elkins
Guy Grimwade

Social Work Student on placement

Siobhan Higgs