

A blue circular logo with a vertical yellow bar on the left side. The text "citizens advice bureau" is written in yellow, lowercase letters, stacked vertically.

citizens
advice
bureau

A black and white photograph of a large, multi-story stone building with a gabled roof. The building features several windows with decorative, arched frames. A prominent bay window is visible on the right side. The building is situated on a street corner, with a sidewalk and a road in the foreground. The overall scene is captured in a high-contrast, monochromatic style.

Annual Report 2010

Sherborne & District Citizens Advice Bureau

Our aims & principles

The Aims and Principles of the Citizens Advice Service are:

- To ensure that all individuals do not suffer through lack of knowledge of their rights and responsibilities or of the service available to them or through an inability to express their needs effectively and equally
- To exercise a responsible influence on the development of social policies and services both locally and nationally.

Sherborne & District Citizens Advice Bureau is an independent charity and a member of the National Association of Citizens Advice Bureau.

The Citizens Advice Bureau Service is independent and provides free, confidential impartial advice to everybody regardless of race, gender, sexuality or disability.

Sherborne & District Citizens Advice Bureau works actively within these aims and principles to deliver information and advice through a high quality service that is accessible to the whole of the local community within Sherborne and the surrounding area.

The Bureau will continue to work to identify areas of unmet need and will find partnerships to provide the relevant services to meet those needs.

A guiding principle in the work of the Bureau is to ensure that all clients and staff, whether voluntary or paid, will be treated with respect and their particular needs will be identified and met whenever possible.

Help at the heart of your community

- Debt
- Benefits & social security
- Discrimination
- Housing
- Employment
- Family & personal matters
- Law
- Consumer rights
- Free.independent.confidential

www.adviceguide.org.uk

Chairman's Report

June 2009

This has been a very busy year for the Bureau but particularly in the last quarter when we heard that our Bureau Manager, Clare Walsh, was leaving. At this point, the Trustees had to act swiftly to consider the best way forward for Sherborne & District CAB within the current economic climate. We therefore initiated discussion with the Trustee Board in Dorchester CAB to consider engaging in collaborative working between the two Bureaux. In March a sub committee consisting of two trustees from each Bureau made specific recommendations on the way forward which were that:

Subject to full Board approval from both Bureaux during April, a pilot would run for 11 months during which time Daniel Cadisch, Manager of Dorchester CAB, would take up the role of Sherborne Bureau Manager with effect from 1 May 2010 and would spend two days a week in Sherborne. He would remain Bureau Manager of Dorchester Bureau.

Alex Elliott would be Operations Manager in Sherborne CAB, employed on a 25 hour contract. Ryder Cowan would assist Alex on his two days a week, as a volunteer.

I resign as Chairman of the Trustees at the end of March but have every confidence that the Trustee Board will continue to serve the Bureau and its clients.

Having dealt with the way forward, it falls on me to express my gratitude to Clare for all her hard work and support during the last few years and to wish her well in the future.

Malcolm Stevens

Incoming Chairman's Message

Pleased To Be Onboard

It is indeed a great honour that my fellow Trustees have asked me to take the helm as Chairman of Sherborne & District Citizens Advice Bureau.

As a trustee for the last four years I have watched in awe as our CAB in Sherborne has effectively reacted to the many historical generic issues and to the new problems, due in part to the recent turbulent financial climate, that have beset our society.

This effectiveness in dealing with our clients' issues is down to teamwork, a passionate approach and civic duty. At our Bureau we have all these attributes because we have some remarkable people, especially our volunteers, but I must also pay tribute to our retained staff past and present. Worthy of mention of course is our past manager Clare Walsh who has gone on to pastures new. She led from the front and speaking for the trustees she was well liked and gave the Board the confidence to know that our CAB was in professional hands.

We now set sail again with new management and the Board is very pleased that the operational aspects of our Bureau are now in the safe hands of Alex Elliott and Ryder Cowan and we are blessed with Richard Thorley as our Treasurer. We are delighted to welcome Daniel Cadisch, whom we share in a new initiative with Dorchester CAB, and who will take up responsibility for the strategic and forward planning side. Also, I must pay tribute to our past Chairman of Trustees, Malcolm Stevens, our Vice Chairman, Stella Cook, and past Treasurer Gerry Horne for their due diligence and hard work in dealing with many issues, especially most recently with the management changes that our Bureau has undergone.

Therefore, can I end in saying that with our good crew in place, a well run and tidy ship at CAB and hopefully some fair winds of change, especially financially for our clients, I look forward to a steady and calm voyage as Chairman of Sherborne & District CAB but if there are storms ahead we will face them head on. Thank You

Michael Kay JP

Dorset Citizens Advice Partnership (DorCAP)

In September 2010 we are formally launching the Dorset Citizens Advice Partnership (DorCAP). The theme of the launch will be the importance of collaboration between the bureaux in Dorset and other organisations as an essential way of improving the service to clients and the people of Dorset.

Background

In 2009, the eight independent bureaux in Dorset (Bridport, Christchurch, Dorchester, East Dorset, North Dorset, Purbeck, Sherborne, Weymouth and Portland) established DorCAP to speak for the service, to help improve the efficiency and effectiveness of the service, to develop external partnerships and to raise County-wide income. This followed a period of more collaborative working. Mergers and more collaborative working are becoming more common among Citizens Advice bureaux. Similar

collaborative structures have been established in Oxfordshire, Berkshire, Hampshire, Cornwall and Kent in the south of England.

One major reason for establishing DorCAP is to present a stronger message about the advice needs of Dorset and to support the ability of the bureaux to deliver on these. It is clear that working with other organisations will help more people access the right kind of advice service in the right context.

Both trustees and managers felt that collaborative working via a consortium was key to ensuring both the continuation and development of the CAB service in Dorset. This would ensure that we could retain the strengths of local accountability through independent local bureaux but be able to respond at a County level.

The work of DorCAP

DorCAP's role is to ensure that the Citizens Advice network in Dorset is in the best position strategically to make successful bids to larger funders.

The trustee board of DorCAP is made up of one trustee for each of the eight Dorset bureaux. At the trustee board meeting in March 2009 the following objectives for DorCAP were agreed to:

- be a single voice for the bureaux in Dorset;
- look for potential efficiencies by the bureaux working together;
- increase the effectiveness of the service in Dorset by bringing in extra income.

These three strands will determine the future work of DorCAP. It is early days and I hope to report more fully on the work of DorCAP at the next AGM. In the meantime Sherborne & District CAB will play its part in the success of DorCAP and what it is trying to achieve County-wide which in turn will benefit our Bureau.

Michael Kay JP
Trustee, DorCAP
Representing
Sherborne & District CAB



CAB service throughout 2009 – Interim Manager's thoughts

This last 12 months has seen many changes within the team. We have said Goodbye to our Manager, Clare, after five years loyal service, have taken on 10 new volunteers, said goodbye to others, and increased client activity by over 16% as represented by client contact numbers. This is depicted graphically on page 23.

The Bureau will miss Clare not only for her energy and drive but also for her infectious enthusiasm. She is a hard act to follow but we will certainly do our best. We wish her all the best in her new career in training.

New volunteers with a full repertoire of previous experience have joined us throughout the year and are all indeed most welcome. Owing to the recession we have been able to recruit more and more volunteers who have been unable to find paid employment. Moreover, the number of law students who are now volunteering

with us increases on a regular basis. In some cases the students are part-way through their degree courses but unable to find work placements within solicitors' firms; in other cases they have completed their degree courses but unable to find work, or unable to get legal training contracts until 2012. They are accustomed to fast track learning and hence can be trained quite quickly and of course their arrival brings down the average age of the volunteer adviser. This has certainly brought added value to the team.

One inevitable impact of the recession is the pressure on the availability of funding. The Bureau relies heavily on the local authorities for its core funding and then on other bodies for funding of fixed-term projects. However, during 2009 we were awarded additional funding to open the Bureau on two further afternoons, in order to meet the increased demands of

the recession. Whilst this assisted clients, it did however add increased pressure on in terms of management and supervision and manning the rota. This in turn meant more activity for the Guidance Tutor because additional volunteers were recruited all of whom had to be trained. The work of the Bureau expanded but hopefully the needs of the clients were met.

We have all worked increased hours to meet the demand and it must be said that without the support of the whole team this would not have happened. They are so dedicated and willing to assist clients wherever possible.

However, 'all work and no play' is not quite the full experience we want for our volunteer team so, during the summer we held a Garden Party in North Cadbury, courtesy of Mrs Cynthia Yates OBE, which was opened by the Mayor of Sherborne, Mr Malcolm Boustead. Despite the downpour, this was a highly successful fundraising event set in perfect surroundings. It was just such a pity that the weather was so dreadful, but thanks to the generosity of our host we survived happily under awnings until we gave in eventually and took refuge inside her lovely manor house amidst the splendid canapés and white wine on offer. Many people attended and it is appropriate to thank all of them once again for their support.

In September, we witnessed our former Manager, Clare, sky diving to raise funds for the Bureau. Whilst Clare considered it to be absolutely thrilling, most of the rest of us were slightly less certain. However, not only did she land safely and in one

piece but it was also a most effective fund raiser.

Christmas saw the customary Bureau Xmas lunch at the Rose & Crown in Trent. Good fun was had by all and as ever, it was an excellent opportunity for all the team to get to know each and put names to faces. Apart from management, volunteers may not know each other by sight, particularly if they work on different days so social activities address this by completing the picture.

After Christmas, recession and debts and unemployment amongst our clients kept us really busy, then credit card demands at the end of January then divorce and separation to deal with after that. Whatever the issues, our advisers are trained to cope and without fail they come in, regular as clockwork, to do duties and with such enthusiasm. I would like to say a personal thank you to all the volunteers and staff for their unstinting support and commitment, particularly during this final quarter of the year.

We now look forward to the arrival of our newly appointed Strategic Manager, Daniel Cadisch, to lead us into the next financial year and to help us face the challenges ahead. Funding will almost certainly be an issue as will be the continuing recession. Staff will come and some may go but overall I feel confident that the team will continue to flourish and continue to meet the needs of the community at large.

Alex Elliott

Rural Outreach Worker report

I have worked for just over four years for Sherborne & District CAB and still enjoy it as much as ever. It still feels good to enable clients to achieve a better quality of living through access to benefits they are entitled to. The best result this year was enabling an elderly client to receive benefits (Pension Credit, Attendance Allowance, Council Tax Benefit, Housing Benefit, & Supporting People Subsidy including back payments) totalling about £19,000 annually.

The Citizens Advice Rural Dorset Service (CARDS) is a 3 year £0.5m Lottery funded project. This project has enabled Sherborne along with seven other Dorset bureaux each to have a funded Rural Outreach Adviser who can visit people in their own homes or at suitable outreach settings.

Our target group is:

- Anyone with a disability or who is chronically ill
- Anyone over 60
- Carers
- Anyone isolated due to social exclusion or who is living in a rural community with no transport.

The Rural Outreach Adviser can give advice on a number of issues such as benefits, debt or housing, and provide in-depth assistance - especially with completing benefit claim forms, or preparing and representing clients at appeals.

In the second year of the CARDS project, £253,260 was awarded in welfare benefits or other entitlements to clients of the Bureau, and we saw 109 new clients. The benefits awarded were mainly Attendance Allowance, Disability Living Allowance and Pension Credit but I have been involved in Council Tax Benefit, Housing Benefit, Income Support, and State Retirement Pension.

Our 'Out of Hours' telephone gateway service helped 637 people during the year, and is manned in rotation by the eight Dorset bureaux. Sherborne provides a fortnightly session on Thursdays between 4pm and 6.30pm.

Fifteen new outreach venues have been opened in the rural community, and our Bureau operates one outreach venue.

We have ten formalised agreements in place with key partners, resulting in 248 cross referrals. Sherborne provided 29 of these cross referrals.

Eighteen volunteers have been recruited for home visits and out of hours work, one of whom we provided. The new volunteers are contributing 23 hours each week in total.

In addition to all this achievement, I am pleased to report that I managed to complete my Generalist Adviser Training and have done training specifically around Mental Health Issues.

Jules



Social Policy Report

In May last year we sent in a Local Action Report Form to Citizens Advice central office on our findings, having made a survey on what houses, flats and units were available for renting in this area and how lettings agencies responded to requests for places to rent. We reported that Local Housing Allowance for our district covers a large area and does not take into account the high costs of homes in Sherborne. We also sent a letter to Mr Oliver Letwin MP about our discovery that there was a huge variation in the systems and costs applied by each of the estate/letting agencies in the district.

Through the summer we continued the work on the problem of how parents can get grants for school uniforms. Because Dorset does not have a central system of giving grants but expects each school to administer money where it is necessary Joanna, the Social Policy worker, took round a survey to eight schools in the area. Several schools have replied and most have not been aware of the problem (and some not even sure what money for school uniform was available for them to administer). We sent a letter to Dorset County Council explaining our findings and suggesting that it would be clearer and more private for parents to be able to

apply to a central office for the necessary grants. We received a reply to our letter from the County Council, to say that they were looking into the problems.

In the autumn a new Information Poster outlining how and when to contact the bureau was taken round by Joanna to all GP surgeries in Sherborne and Milborne Port (4); to all state school in the area (9); to youth centres (2); to libraries (2); to the Social Services centre and the hospital.

In October changes were planned for the rules for Attendance Allowance and Disability Living Allowance and Joanna attended the Social Policy Cluster Group in Dorchester to learn more. She was able to give warning of the coming changes to advisors. On the whole the changes have gone smoothly for the clients of this Bureau. The Government issued a report called 'Shaping the Future of Care Together/Future of Attendance Allowance and Disability Allowance' a copy of this with CAB comments was sent to Mr Letwin.

In November regulations were altered regarding Child Benefit. It now became the rule that Child Benefit could be disregarded when calculating people's entitlement to Housing Benefit and

Council Tax Benefit. Joanna contacted West Dorset District Council Housing Benefit office and they said they had done 'a mass recalculation and were sending out letters to all recipients'. She asked what were they doing about all those who had been previously been disallowed from receiving HB/CTB and was told that they had not been contacted at all and the Council would like us, the Bureau, to tell any client we knew of to re-apply. The Bureau Manager issued a press release to alert the public to the changes.

At the end of the year we joined in with the Office of Fair Trading to give out a warning in a press release for the public to be careful about builders who appear on doorsteps and put on pressure to have repairs done.

In January of this year the main activities of the Social Policy worker concerned sending in to central office reports of problems caused by debt, for collation with other reports sent to them. Examples of the problems are: people are using commercial debt advisory agencies which are costly, whereas some agencies, like the CAB, will help for free; people who lose their homes because their landlords have gone into debt and the property has been repossessed; people who have separated and been left with debts by the missing partner. An interesting problem arose for one client who has separated from his partner and, though in full time work, does not have enough savings to make a deposit on rented accommodation. West Dorset District Council was happy to let him have a Deposit Bond but the letting agencies did not understand that this was totally secure and was not just a form of

housing benefit. They would not find a place for him as they say landlords never like tenants who receive Housing Benefit. The Bureau has sent a letter to the Council asking them to clarify what a Deposit Bond is so that the problem will not continually occur.

In April Joanna was able to find out from central office that two banks will provide current accounts for undischarged bankrupts. No other bank will, thus causing problems for bankrupt people. She passed on the names of the banks to all advisers.

The main ongoing issue is the problem of the many tax credit errors that have occurred and the near impossibility of making contact with Her Majesty's Revenue and Customs by phone.

Joanna Clark

My year at the CAB – as Advice Session Supervisor

The Bureau has been growing steadily for several years, and this year another four volunteer advisors completed their training and commenced duties. We were also fortunate to welcome three new volunteers who began their training as advisors. With a total of eighteen trained advisors available for duty, and an enlarged supervisory team, we no longer really match the instinctive self-perception that we are a 'small bureau', and growth has led to the paradox of needing to consolidate whilst continuing to expand.

Our supervisory team now comprises Janet Casely, Ryder Cowan, Dan Davies, Trevor Rogers, Kirsty Rose and Liz Tebbatt. Most newly qualified advisors need extra support during their early months of advising, and this places an unavoidable additional load on the session supervisors as well as our guidance tutor, Sue Gibson. In addition to supporting advisors, the focus has been on maintaining and improving the quality of advice. Case checking procedures have been

strengthened. Growth has also led to a need to formalise our business processes in a number of areas, so that a consistent approach is always taken, and we have reduced the need to handle paper files, saving administrative time.

As explained in last year's Annual Report, we make initial 'gateway' assessments to establish the nature of clients' problems at the point of first contact. We carry out such assessments without appointment, either over the telephone, in person or by e-mail. Where appropriate, we direct clients to relevant information, so that if possible they can then solve problems themselves. Where this is not possible, we arrange to carry out research and call them back. Only if the matter is complex, or we need to review documents and correspondence received by the client, is it necessary to arrange an appointment at the Bureau. During the year we have undertaken training of all advisors to improve the effectiveness of gateway assessment and commenced project work

to introduce a more structured approach to such assessments. We are also training five additional volunteers as gateway assessors. They will not undertake the full advisor training programme, which takes about a year to complete, but a much shorter programme. Once we have a team of trained gateway assessors in place, more of our advisors' time will be available to see clients by appointment.

We have further extended the range of information provided for clients on the Bureau's website, at www.sherbornecab.org.uk. During the year, the website was visited 3,352 times by 1,621 absolutely unique visitors. The Bureau's IntraNet is a private, password protected, area of the website, and as such is accessible only by those authorised. It contains a significant amount of reference material for advisors, which has been further developed during the year.

Debt Relief Orders provide an alternative to bankruptcy for clients who satisfy particular conditions, and the Bureau is now an 'approved intermediary', able to submit applications direct to the Official Receiver without involvement of the courts. Debt Relief Orders have been made for five Bureau clients, and we are currently in the process of helping another six clients with their applications. This work is very demanding of the money advice caseworkers involved, Liz Tebbatt, Jill Thorley and Christine Wills, and thanks are due to them for their hard work and persistence.

Each Thursday evening, the Bureau continues to staff the Dorset Citizens' Advice Rural Out of Hours Service. It has mainly been staffed by Janet Casely, Doey Harris, Liz Tite and Val Waterfall, and we thank them for working late in order to extend further the advice services available to Dorset residents. Other Dorset bureaux staff the Service at various times out of normal bureau hours.

There has been distinctly more than average change during the year, which has been received with much patience and good humour by our excellent and growing team of volunteer advisors and reception staff. The Bureau would not exist were it not for their dedication week in and week out, fair weather and foul – and we had some of that this past winter! We thank them all.

Ryder Cowan

Training in the CAB

I have been guidance tutor at Sherborne & District CAB for a number of years now and have seen many changes, all for the better.

I have always enjoyed my work, which entails supporting volunteers through the training, the standard of which is very high as you can well imagine since we are having to deal with all sorts of different enquiry areas.

However, in the midst of this, there is a dedicated team of volunteers who know that the work we do is needed by people who otherwise would not know where to turn.

Although the area of enquiries can sometimes be very sad and mentally and physically draining on the advisers, I never cease to be amazed by the amount of time advisers give up of their own personal lives.

Recently we have seen a lot of legal students, some of whom have joined us to train as advisors. Not only have they given up their time but they are also very often working as well to support themselves.

It is a lovely office to work in, where we all support one another, and are all there for the same purpose, to help people.

To this end we are always trying different ways to raise funds and by doing so we have also had a lot of fun, and pride in the work we do.

Sue Gibson

Becoming a Trainee Adviser

I first approached Sherborne & District Citizens Advice Bureau, in August 2009, in the hope of gaining experience that is so vital to pursuing a career in the legal profession – my chosen career path. Initially, I had a handful of ideas as to what I thought the CAB stood for and how it operated, but I think it was the then bureau manager who really surprised me by greeting me with the following words when I first joined the bureau: 'If you think the CAB is just a bunch of old ladies handing out leaflets then you are in for a big surprise!'

Such a view of the CAB could not be any further removed from the truth! The CAB's A–Z advice system is one of the most extensive resource systems I have ever come across, covering advice on all the main enquiry areas: benefit, debt, employment and housing to name but a few. Quite simply, there is not an area of life where the CAB cannot offer advice. The fact the CAB offers free, confidential and impartial advice to anyone I have found to be very commendable.

I have learnt a great deal in my short time at the CAB, both from my fellow advisors and from the enquiries raised by the clients we advise. The training provided through the self-study packs was very enlightening and the guidance tutor has been exceptional in guiding me through the training process and becoming a generalist advisor.

Advising clients has certainly increased my confidence and communication skills and whilst the prospect of advising clients, at first, was inevitably a daunting one it is a great comfort know you have the support of the whole team behind you.

I would recommend becoming a trainee advisor to anyone as the bureau welcomes advisors from all walks of life and from all types of backgrounds. I came to the CAB in the hope of gaining some life skills, but, will leave knowing that I have helped fight social injustice and made a difference to the lives of citizens in my local community, which I think is what matters the most.

Sam Hamblin

Administration in the CAB

Behind the scenes much vital the work goes on as ever... file maintenance, ordering stationery, filling up printers, buying milk and biscuits and so it goes on... otherwise known as 'admin'. This term seems to encompass a multitude of items that cannot be parked elsewhere.

More volunteers, more travel expenses to process, more personnel files to open. Alongside this we have of course to house all the client files and this is becoming quite a storage issue by itself. In an effort to tackle this difficulty, we have identified what steps need to be taken to address this and have put in a bid for additional funding to purchase more storage units, a shredder to remove ourselves of surplus archived confidential waste paper and a scanner. It remains to be seen whether we are successful in this bid.

Leaflets form a large part of our information service, and whether they are from HMRC or the DWP or somewhere else, we endeavour to house them. They come in all shapes and sizes and this presents a challenge in storage terms. However, we are pleased to announce that, having acquired the expertise of

Tony Sandom, the husband of one of our volunteers, we now have a handsome new set of bespoke shelving. This has been an enormous help and we are now in the final stages of labelling, so many thanks to Tony.

To assist the overall smooth running of the Bureau, we have also allocated further administrative staff to cover reception during increased opening hours.

In addition to all the other tasks, assistance is often required to support our Rural Outreach Worker. This may involve chasing up forms, copying, phoning up clients for feedback, taking telephone messages and the like.

It is important to thank our team, Brenda Harper, Sarah Headlam and Diana Sandom for all their help throughout the year and we welcome Joanna Lowndes and wish her well in her accounts role.

We continue to aim to please; it may not be all of the people all of the time but we live in hope. We are looking forward to making positive changes in working with Dorchester CAB.

Karen

Fundraising

Friends of Citizens Advice Bureau

Up until this year we have been operating a combined Friends of CAB in West Dorset and the proceeds of any fundraising have been divided up between three bureaux, namely Dorchester, Bridport and Sherborne. This combined team has now disbanded and it is appropriate to record here our many thanks for all the financial assistance this group has given us over so many years. It is much appreciated. Good luck to all those in retirement.

Friends & Business Friends of Sherborne & District CAB

Our new Chairman, Michael Kay, is pleased to announce our new fundraising group, namely Friends & Business Friends of Sherborne & District CAB which he hopes will be as successful as FOCAB above in raising much needed funds for the Bureau. More details of this will be announced at the Annual General Meeting on 16 June 2010 in the Digby Hall.

Join us and get involved! If you interested in fund raising, please contact Alex on 01935 815694

Our special thanks to the following for their support over the year

West Dorset District Council

Dorset County Council

Sherborne Town Council

Simon Digby (Sherborne) Memorial Trust

Parish Councils

Lottery

Wessex Water

FOCAB (Friends of Citizens Advice Bureau)

CRISIS

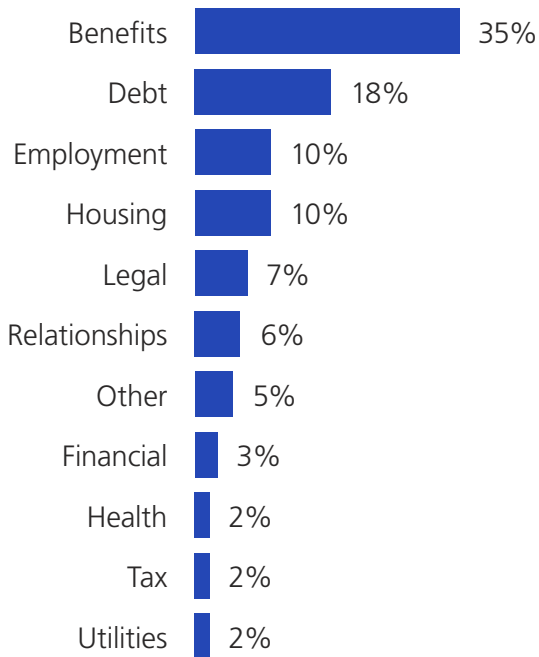
Lions Club Sherborne

A big 'thank you' to our Polish translators and interpreters, Michael Wasilewski and Mrs Griffiths Jones. who not only help this Bureau, but other bureaux around the country, and Arek Wytrykowski.

In next year's Annual Report, we plan to include the names of Friends & Business Friends of Sherborne & District CAB, and thank them formally for their kind support.



Statistics



This chart shows the variety of issues we deal with and demonstrates that the vast majority of our time is spent on benefits and debt work.

This chart shows number of contacts with the Bureau and reflects that we are currently handling more work on behalf of clients than in the previous year. This is due to the complexity of the issues concerned and also reflects the increased needs of clients seeking our help.

Trustee Board

On 31 March 2010

The role of the Board of Trustees is to maintain and develop the CAB service to meet the needs of the local community.

Its efforts are concentrated on fundraising and forward strategy. It is drawn from the local community and members are people representing local groups or individuals elected at the AGM.

Staff members attend Board Meetings by invitation of the Board as observers. They advise the Board on operational matters but do not vote and do not take part in decision-making.

If you are interested in becoming a Trustee, please contact the Chairman, Michael Kay, care of the Bureau. Contact details are shown on the back cover.

Staff Representatives

Bureau Manager

Clare Walsh

Deputy Manager

Alex Elliott

Worker's Representative

Val Waterfall

Officers

Chairman

Malcolm Stevens

Vice Chairman

Stella Cook

Hon Treasurer

Richard Thorley

Elected Trustees

Michael Kay

Gerry Horne

Jenny Vaughan-Jackson

Derek Long

Karen O' Donoghue

Robert Harris

Nominated Trustees

West Dorset

District Council

Mr D Elliott

Sherborne Town Council

Malcolm Boustead

Job Centre Plus

Brenda Andrews

Bureau staff

On 31 March 2010

Bureau Manager

Clare Walsh

Deputy Manager

Alex Elliott

Admin Manager

Karen Ponsford

Welfare Benefits/

Housing Caseworker

Julie Oates

Guidance Tutor

Sue Gibson

Social Policy Coordinator

Joanna Clark

Session Supervisors

Janet Caseley

Ryder Cowan

Dan Davies

Trevor Rogers

Kirsty Rose

Advisers

Lou Austin

William Christopher

Patrick Durell

Sam Hamblin

Doey Harris

Janet Maugham

Liz Tebbatt

Jill Thorley

Liz Tite

Val Waterfall

Valerie Webb

Christine Wills

Jessica Winter

David Wright

Gateway Assessors

Pat Allen

Tom Balfour

Janet Briggs

Jackie Leask

Diana McDonough

Peter Stickland

Trainee Advisers

Diana Churchill

Margaret Cressey

Andrew Oliver

Peter Shaw

Joe Sherwood Taylor

Sue Single

Malcolm Smith

David Whittle

Reception

Lorna Allen

Brenda Harper

Ken Hart

Administration Support

Sarah Headlam

Joanna Lowndes

Goodbye & thank you

Brenda Baker

Richard Lewis

Julia Norman

Clare Walsh

Linda Watts

Is this you?

Do you have a lively mind?

Enjoy research?

Empathetic, with good social skills?

Fair-minded?

Like a challenge?

If so you could be an ideal person to be a volunteer adviser at Sherborne & District Citizens Advice Bureau. Every week dozens of people seek free information or advice on a problem that is affecting their well being in today's complex and challenging society. Relationship breakdown, handling debt, claiming benefits, threat of homelessness or redundancy are just a few of the topics dealt with by the CAB advisers.

If you could commit yourself to two half-days a week helping people cope with their difficulties please contact Alex on 01935 815694 for an initial chat – you will be very welcome!

Or could you help with administration or IT? If you have a few hours to spare then come and join our merry team.

Or you could become a Trustee and help support us at Board level.

If interested in any of the above roles, please do not hesitate to contact Alex on 01935 815694.

Opening hours

	Drop-in	Appointments	Telephone advice
Monday	10am – 4pm	10am – 1pm	10am – 4pm
Tuesday	10am – 4pm	10am – 4pm	10am – 4pm
Wednesday	10am – 4pm	10am – 4pm	10am – 4pm
Thursday	10am – 1pm	10am – 1pm 4.30–6.30pm	10am – 1pm 4.30–6.30pm
Friday	10am – 1pm	10am – 1pm	10am – 1pm

Sherborne & District Citizens Advice Bureau
Manor House, Newland, Sherborne, Dorset, DT9 3JL
Telephone 0844 848 7939
Fax 01935 815694
E-mail bureau@sherbornecab.org.uk

There is access for people with restricted mobility at Sherborne & District CAB.
Company Registration Number 6789942
Charity Registration Number 1128591