



ROTHER DISTRICT CITIZENS' ADVICE BUREAU ANNUAL REPORT 2014/2015

**FREE IMPARTIAL and
CONFIDENTIAL
ADVICE**

ON

CONSUMER

HOUSING

DEBT

EMPLOYMENT

BENEFITS

RELATIONSHIP

DISCRIMINATION

**LAW
&
RIGHTS**



Chair's Report

Welcome to the 2014/15 Annual Report for Rother District Citizens' Advice Bureau.

This annual report provides an opportunity to reflect on the successes of the Bureau in the past year, made possible by the entire team of volunteers and staff. Despite the challenges, we have been able to provide advice and assistance to members of the community to help solve debt, benefit, housing and employment problems, to name a few. The successes are the result of the diligence and all of the hard work of the staff and volunteers. On behalf of the Board I wish to extend to the staff and volunteer our very sincere thanks.

In 2014 – 2015 Rother District Citizens' Advice Bureau helped 3,042 clients with 5,377 issues. Our Advisers achieved income gains for clients of £98,822 and achieved £333,974 of debts to be written off. Sadly, our Comic Relief funding for our Home Visiting project ended this year. Throughout the life of the Project a total of 3,660 clients benefited from a home visit with over £285,997 in extra benefits gained. Our thanks to all staff and volunteers who made such a valuable contribution to the service.

The main source of funding remains a grant from Rother District Council and we are most grateful for the support the Council provides. I would also like to thank our other funders and the many supporters and friends of CAB; without them we would not be able to operate. In the challenging circumstances faced by many in our community we are pleased that we can continue to provide the impartial and free advice needed and look forward to building on our successes.

Manager's Report

The Organisation started the year with a healthy complement of volunteers and maintained an average of 50 throughout the year. They were made up of trained Advisers, Receptionists, a Trainer, Social Policy Worker and of course our Board of Trustees. 4 new volunteer advisers completed their training within the year, and between them, they have given 6,916 hours of voluntary time which based on National Statistic information has an economic value to the community of £117,648.

We were fortunate enough to get a full debt advice service up and running again early in the year after the problems we faced due to the end of a funding stream, and I am pleased to report that we have two fully trained volunteer Debt Advisers who have worked hard throughout the year to deal with the demand. It is our aim to recruit further volunteers to help develop our capacity and to be able to offer a quick and efficient service to our clients with debt issues. Our Debt Relief Intermediary has assisted clients in writing off £155,584 in debt relief orders (DRO's) and £178,390 through Bankruptcies

It is worth noting that Citizens' Advice Rother District are one of the few Advice Agencies in the area that still offers a drop in service, so clients can receive advice in a timely manner and without having to wait for appointments. Our Debt Advice Service offers face to face support and negotiates with creditors on the client's behalf while involving them closely in the process, unlike many Debt Advice services that are only accessible over the phone or the case work is carried out in another part of the Country. We continue to work closely with other partner Agencies to offer a seamless and extended service to our clients where ever possible and to avoid duplication of services for our funders.

The success of the service is unquestionably down to the dedication and professionalism of our volunteers as, without them, the variety and depth of advice and support given could not be offered.

Bureau Case Study

Client aged 62 suffers ongoing health and mobility problems, having to rely on her husband for help and support to enable her to get around and to manage her daily care needs.

Client was in receipt of Disability Living Allowance and had received a review form, the Bureau helped her complete the form and as the client had significant mobility issues this was carried out by a home visit.

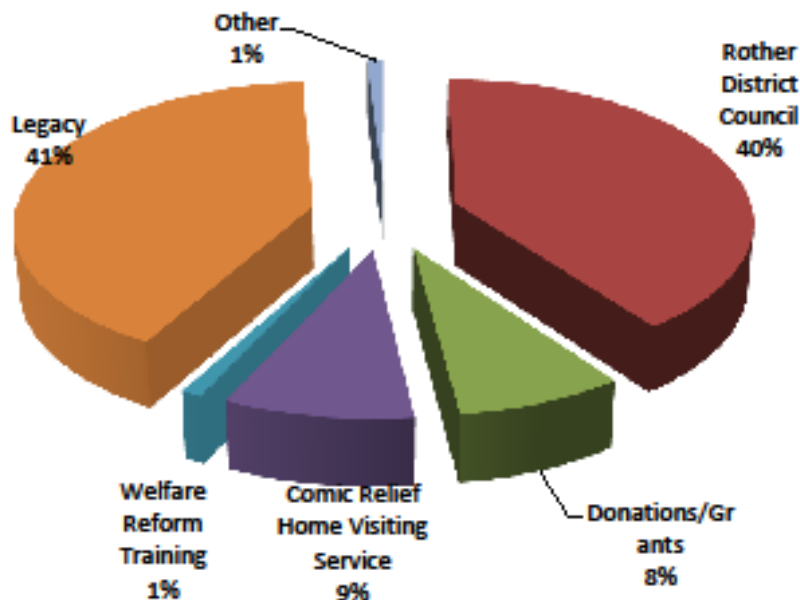
Subsequently the Client informed the Bureau that she had been awarded high rate Care £81.30 per week and middle rate mobility £56.75 per week. These rates were significantly higher than she was previously receiving.

The Bureau also establish eligibility and assisted client with application for a Blue Badge, a RADER key and a local Disabled Parking Permit for use in Rother District pay and display car parks. The Client thanked the Bureau for all our help, support and for the additional information we provided, she also stated that she now felt more confident in leaving her home with the use of the extra facilities now available to her.

Rother District CAB

2014 - 2015

INCOME 2014/2015



Rother District Citizens' Advice Bureau: Financial review for year ended 31/03/2015

The Bureau recorded a satisfactory performance this year with both core and project costs fully covered by income as can be seen in the summary below.

This outcome was achieved by maintaining tight control of costs and by the ongoing financial support from our core funder Rother District Council, and from grants given for various projects. These include Comic Relief's grant for our Home Visiting/Benefits advice project, East Sussex County Council's Support for Children's Centre work and Welfare Reform Adviser training.

We also received Parish Council grants for outreach and core funding and donations from The Friends of the Bureau, other Charities and individuals and a substantial legacy from the estate of a former Bexhill resident.

This support enables the Bureau to continue providing this essential service to our clients and to utilise the funds to improve this service as and when new demands arise.

Our reserves at year end were: Unrestricted £93,944 and Restricted £86,289



FINANCIAL INFORMATION

UNRESTRICTED:

INCOME	£ 92,543.00
EXPENDITURE	£ 81,119.00
SURPLUS:	£ 11,424.00

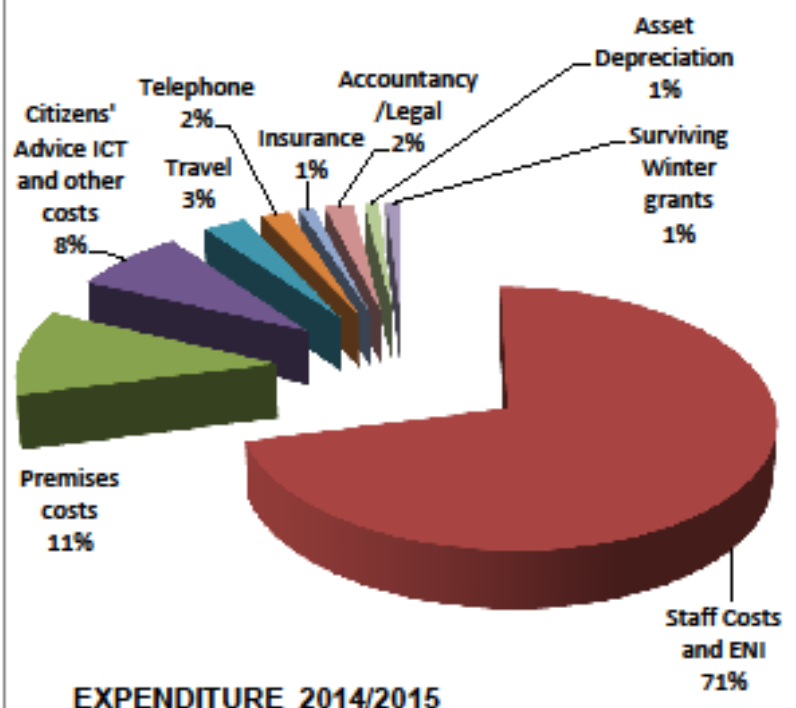
RESTRICTED:

INCOME	£114,524.00
EXPENDITURE	£ 31,744.00
SURPLUS:	£ 82,780.00

NET ASSETS AT YEAR END:

FIXED	£ 1,488.00
CURRENT	£178,745.00

TOTAL: £180,233.00



EXPENDITURE 2014/2015

Northiam

Sedlescombe

RYE

Peasmarsch

Westfield

Pett

Icklesham

Guestling

Ewhurst

Crowhurst

Udimore

Brede

Dallington

Brightling

Hurst Green



Camber

Burwash

Playden

Whatlington

Rye Foreign

Mountfield

Iden

Fairlight

Etchingham

East Guldeford

Ticehurst

Catsfield

Ashburnham & Penhurst

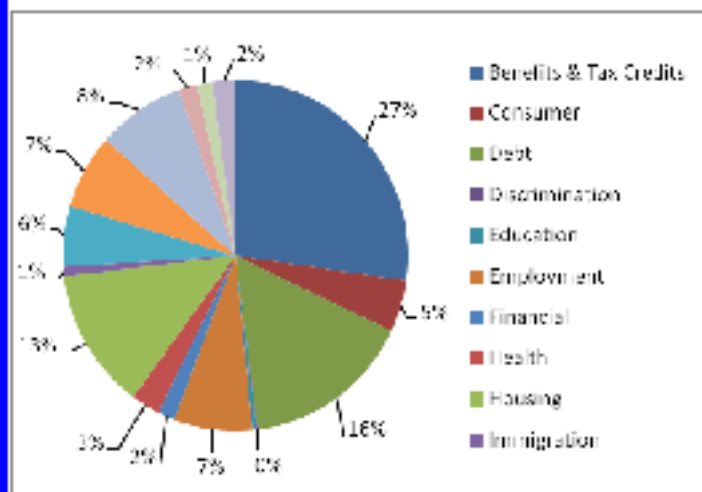
Battle

I Feel a lot better having spoken to someone

A big thank you for all your help

The help you gave has made so much difference to our lives

Enquiry Areas



Salehurst & Robertsbridge