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# **Canterbury District**

## **Annual Report 2015-2016**

Charity No 803115

Company No. 02483455

Citizens Advice Membership No 75/0001



**citizens  
advice**



# The Citizens Advice Service Aims

To provide the advice people need for the problems they face

To improve the policies and practices that affect people's lives



The Citizens Advice Service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination

## HOW TO FIND US

### Canterbury

3 Westgate Hall Road  
Canterbury  
CT1 2BT  
Telephone: 01227 452762

### Herne Bay

185-187 High Street  
Herne Bay  
CT6 5AF  
Telephone: 01227 740647

### Whitstable

Outreach service for  
Whitstable residents.  
Telephone: 01227 740647

## OPENING HOURS

### Canterbury

### Herne Bay

### Whitstable Library

Monday

9.45 a.m. - 4.00 p.m.

9.30 a.m. - 4.00 p.m.

Tuesday

9.45 a.m. - 4.00 p.m.

9.30 a.m. - 1.00 p.m.

Wednesday

9.45 a.m. - 4.00 p.m.

9.30 a.m. - 4.00 p.m.

Thursday

9.45 a.m. - 4.00 p.m.

9.30 a.m. - 1.00 p.m.

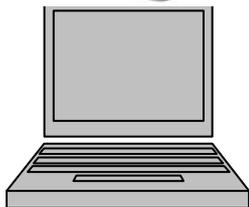
10 a.m. - 3 p.m.

Friday

CLOSED

CLOSED

Telephone Advice on 01227 764206



Online advice can be obtained at

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Information about our service is available at

[www.canterburycitizensadvice.org](http://www.canterburycitizensadvice.org)

Find us on

<https://twitter.com/CanterburyCAB>

<https://facebook.com/canterburycitizensadvice.com>



# Our Organisation

## Board of Trustees

Chair	Ursula Wacher*
Hon. Treasurer	David Cork
Hon. Secretary	Brian Collins
Trustees	Alan Baldock*
	Ian Macathur
	Andrew Maysey
	Frank Pilcher
	Susan Record
	Gillian Reuby
	Shrimati de Silva
	Dave Wilson

## Volunteers

### Canterbury

#### Advisers

Paul Kusel  
Brian Middleton  
Patti Munt  
Terry Gabony  
Gillian Grainger  
Jane Stewart  
Robert Veltman  
Ursula Fuller

#### Gateway Assessors

Ken Beere  
Judy Seymour-Ure  
Helen Hart  
**Administrators**  
Christian Claridge\*  
Irene Sharp  
Katerina Dempli  
Mary Rance  
Jacqueline de Marigny  
Louis de Marigny

### Herne Bay

#### Advisers

Ken Finch  
Robert Veltman  
Heloise Barnard  
Susan Thomas  
Matthew Hubbard\*  
Howard Cohn

#### Administrators

Shirley Bream  
James Foley  
Diana Hill

#### Employment Caseworkers

Dr Geoff Lindley\*  
Terry Gabony

#### Benefits Form Filler

Hilary Claydon

#### Research and Advocacy

Margaret Endersby

#### Financial Capability Worker

Mary Rance\*

#### Finance Department

David Leadbetter  
James Foley

## Core Staff

District Manager	Simone Field
Core Services Manager	Sheila Harrison*
Service Manager Canterbury	Sarah Sayer
Service Manager Herne Bay	Sarah Ciccone
Training Manager	Glenda Hammond*
	Sarah Sayer*
	Matthew Begg
Whitstable Outreach	Catherine Sumner*
	Helen Hart
Advice Session Supervisors	Catherine Sumner
	Lynda Worrall

## Advice Services Transition Fund until September 2015

Business Development	Haydon Rouse*
Project Manager	Sarah Sayer*
Project Co-ordinator	Lesley Brierley*
Debt Case Worker	Sara Byrne*
W B Case Worker	Gerry Smalley*
Administrator	Nitish Matumona*
Service Development Coordn'tr	Lesley Brierley
	Lesley Brierley

## Legal Rota Coordinator

### Macmillan Unit

Case Workers	Alan Lawson
	Sheila Harrison*
	Ryan Cursons*
	Sara Byrne*
	Susan Parker
	Helen Hart
Support Workers	Colin Jones
	Rod Lucy

## IT Consultants

## Homelessness Prevention

Debt Caseworker	Dave Morgan
Budgeting Advisor	Paul Doncaster
	Sara Byrne

## MAS Debt Caseworkers

	Dave Morgan
	Sarah Ciccone

## Foodbank Adviser

## Volunteers - District Trainees

Patience Quartey*	Melissa Wills*
Stephen Smith	Angelique Hook*
Rebecca Cooper	Peter Reynolds
Karem Ortiz	Julie Wilson
Sandy Monahan	Angela Milligan
Clara Citro	
Jacqueline de Marigny	

\*left or changed post during year

## Letter From the Chair: Ursula Wachter 2007 - 2016



For the past 9 years as Autumn has come around I have found myself in front of my computer trying to put into words my thoughts about the past year at Canterbury District CAB for my Chairman's letter. This year is different.

I retired from the Bureau in the Spring after an association lasting 30 years, so this year I have an opportunity to look back over a rather longer period.

I joined the CAB as an adviser when I believed I had completed my family, after 13 years away from the workplace, to make some use of my training as a barrister. I can say without the shadow of a doubt that it was one of the very best things I ever did.

Canterbury CAB has provided a vital service to the people of Canterbury, Whitstable and Herne Bay for so many years – helping those who have nowhere else to turn in the difficulties that can face any one of us – and I am positive that throughout that time the service has been professional in every way and has done more good for local people than almost any other local charity.

The service has changed over the years with ups and downs in funding and differences in the ethos of advice giving, but one thing has remained constant, the commitment and skill of our staff and volunteers.

I am proud to have been associated with such a wonderful organisation. Thank you for giving me the opportunity.

## Letter From the Chair: Andy Maysey April 2016 to date



I have a background in Consumer Protection which goes back for many years. This includes a career working in Consumer Advice Centres in Brixton and Streatham in South London and for the Financial Services Regulators (LAUTRO, PIA and FSA). I was also a member of the management committee for the North Lambeth CAB.

I took over as Chair from Ursula on April 1<sup>st</sup> this year having been a Trustee of Canterbury District CAB for a few years. One thing that I learned during that time is that Ursula was, and is going to be, a very hard act to follow. I wish her well in her "retirement".

My task as Chair has been made easier by the support of my fellow Trustees and the continuing hard work of the staff at the bureau. I should like to express my thanks to the staff and volunteers for the efforts that they have put in.

However, the challenges we face are largely unchanged from those of my predecessor. We face an increasing pressure on our resources through growing demands on our services and increasing numbers of clients. This is exacerbated by the usual, and on going, funding difficulties.

This is against a background of changes currently being considered by Canterbury City Council in its Strategic Programme for Commissioning and Support which we believe will have a material effect in the future.

The Trustee Board and I will be focusing on these issues in the coming years with a view to maintaining the services currently available to the community.

Congratulations go to our newly qualified

Advisers: Howard Cohn    Jeremy Mills

Gateway Assessors :    Stephen Smith    Peter Reynolds

Helen Hart    Hannah Stockdale

## District Manager's Report: Simone Field



As I look back over the year and consider all the work we have done and challenges we have overcome I am surprised at the extent and range of our work and proud to be part of such a hard working organisation. This year has seen us continue to work in partnership with other voluntary agencies and the statutory sector whilst continuing with 'business as usual' in an increasingly difficult funding environment and whilst our clients battle against benefit reform and growing financial insecurity.

This year the bureau increased the number of clients assisted to 3,655 from 3,433 and raised £711,990 in income gains, secured £2,462 in reimbursements, arranged for £127,376 worth of debt to be written off for our clients and rescheduled £1,272 in repayments; meaning that for every £1 invested by Canterbury City Council Canterbury District Citizens Advice brought in £6.12 worth of financial gain.

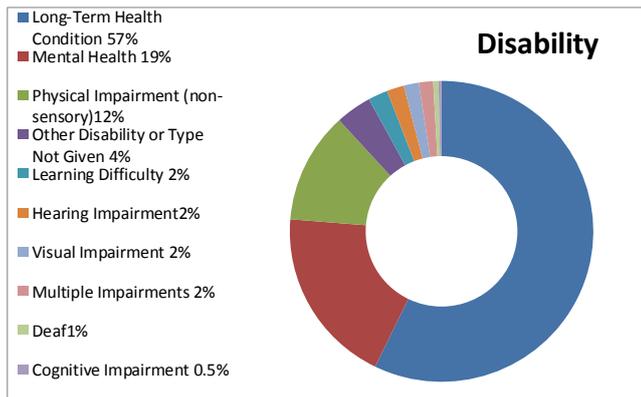
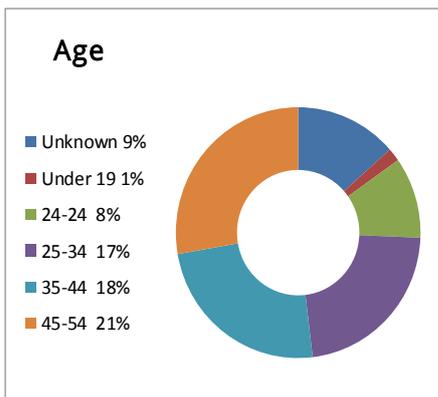
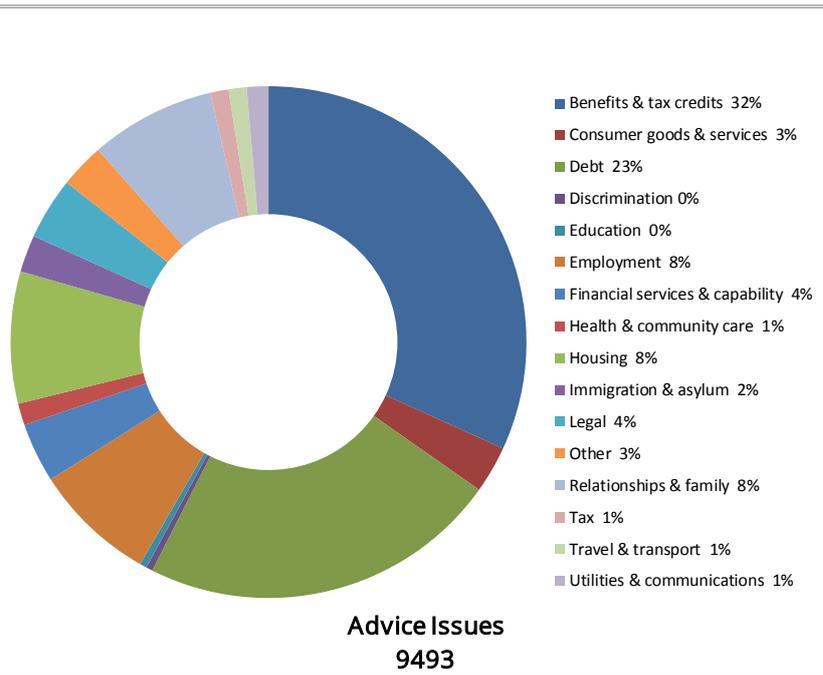
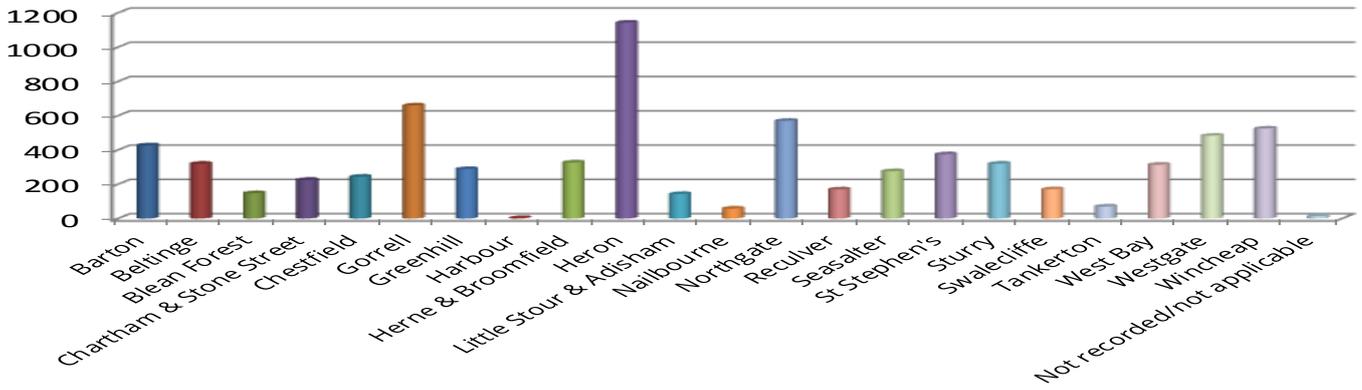
Our local Citizens Advice has been involved in a number of projects some of which are described in more detail in this report. The bureau successfully completed the fifth year leading the East Kent Macmillan Welfare Benefits Service for people affected by cancer. We are extremely grateful to Macmillan for continuing this funding beyond the original four years and are pleased to announce the funding has been extended until March 2018. My thanks go to all the staff and volunteers involved in this project both at Canterbury and Ashford Citizens Advice who share the work with us. We are also grateful to our neighbouring local Citizens Advice who provide outreach locations and refer clients affected by cancer. We could not do the work without the continued cooperation of the NHS staff at the East Kent and Medway Foundation Trusts and we would like to thank them for all their help at a time when they are vastly overstretched.

This year saw the end of our Advice Service Transition Funding from The Big Lottery Fund which has enabled us to deliver advice through partnership work with other local agencies in the Canterbury District. This enabled us to take 151 electronic referrals from our partner agencies, three times the amount before the start of the project. We dealt with 98 consultancy queries and 68 people received Pro Bono family legal advice by the end of the Project. In addition to funding debt, welfare benefit and housing casework the project enabled joint training across the district with a range of agencies contributing and benefitting in subjects such as debt, benefits, housing and immigration. The electronic referral service, the joint working with the legal profession in Canterbury through the continuation of the legal rota and the relationships forged with other voluntary agencies will continue after the funding ends. Let us hope that some of the funding bids which have grown out of the ASTF partnership succeed and bring in resources for extra casework in community settings for people in Canterbury. My thanks go to all the staff and partners involved in this project and to the Big Lottery for providing the funds.

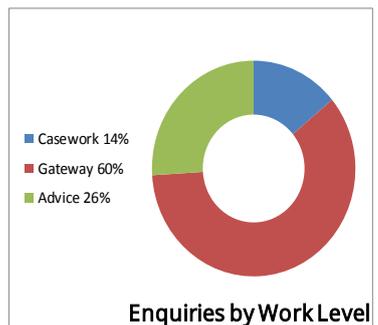
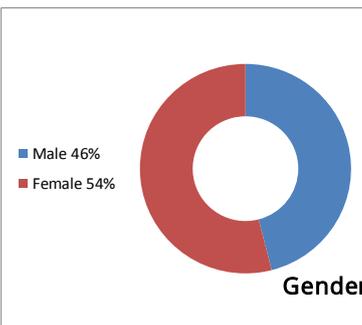
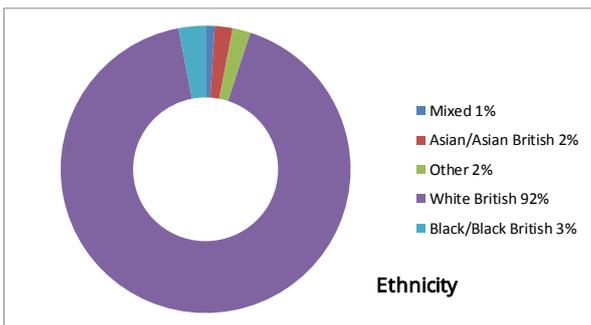
Looking forward -the Advice Outreach at The Canterbury Food Bank's St Dunstan's branch and the introduction of the Pension Wise service, delivered at our Canterbury office by our colleagues from Maidstone Citizens Advice, are other new services which we hope will continue to flourish in the coming year. Funding obtained this year from the Herne Bay Area Members Panel is much appreciated and will help us deliver ongoing casework in Herne Bay which is essential given that 16% of our clients from the Canterbury District are concentrated in Heron Ward. We were also fortunate this year to receive funding from the Money Advice Service for debt work and my thanks go to all the caseworkers, supervisors and volunteers who worked so hard on this project.

My final thanks this year of course go to all the volunteers and staff who have kept the service going at this particularly tough time for our clients whilst they face the roll out of universal credit, growing benefit caps and the repercussions of the bedroom tax. All the hard work of the organisation has only been possible because of the steady guidance of our Chair and her Trustee Board. I am indebted to Ursula and the cool and calm way she has steered the bureau through the many challenges of the past ten years. I am sure, however, that we will be in safe hands with Andy Maysey in control and am pleased that Ursula can retire confident in the knowledge that Canterbury District Citizens Advice is well placed to meet the challenges of the coming years.

## Advice Issues by Canterbury District Local Authority Ward



54% of our clients have a long-term health condition or disability



## Training Manager Matthew Begg



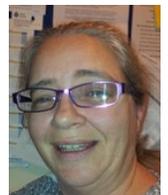
I started as Training Manager in January 2016, taking over from that hard act to follow, Sarah Sayer (who of course took over from Glenda). Luckily Sarah's still with us as Service Manager at Canterbury and has been a great source of help and advice. I'd like to thank all the staff and volunteers for making me feel very welcome.

In the last year, Howard Cohn has qualified as a Generalist Adviser and Stephen Smith, Jeremy Mills, Hannah Stockdale and Peter Reynolds are now qualified as Gateway Assessors. I'd like to congratulate them all.

In April, Citizens Advice is moving over to a new training programme. It has been designed to be more user-friendly, and has replaced a lot of the paper packs and journals with e-learning. There will be just one Learning Journal, and the Enquiry Area Learning Journal will be replaced by on-line assessments.

The new programme is designed to be flexible and used for Gateway Assessors and Advisers alike. It will also let us train specialist positions, like a benefits form filler, by letting us pick and choose the relevant parts of the training and create bespoke programmes. Depending on where trainees are in their current training, they will either stay with the 'old' programme, or migrate over to the new one.

We continue to get a lot of people wanting to volunteer with us, from students at the University of Kent and Christ Church University to retirees. It's great that so many people want to volunteer here, even though there are far easier opportunities available. That we have so many people wanting to work with us makes me confident that we can continue to provide the great service we give to the people of Canterbury District for years to come.



## Food Bank Outreach Sarah Ciccone

I started at the St Dunstan's Canterbury Foodbank in May 2015. The purpose of this funding was to ensure that those people who self-referred into the Foodbank were able to access advice about the underlying cause of their financial crisis. In the first eleven months I assisted 53 individuals, some of whom visited on more than one occasion and issued 71 food vouchers. Subjects advised on which had prompted the Food Bank visit covered a range of topics with welfare benefits and debt being the main enquiry areas. Wherever possible I deal with the underlying issue at the Food Bank but when longer investigation and sustained work is needed referrals are made to our local offices for follow up where advisers can read the exiting case history and pick up on the work started at the Food Bank. The work is varied, sometimes very fast paced and I have had considerable successes with some people coming back just for advice who no longer need to rely on the Food Bank parcels. The funding for this project came from Canterbury City Council and the bureau is very grateful for this. We have fundraised for the 2016/17 year and are currently looking for local funders to help us continue this valuable partnership work. We are very grateful to the Canterbury Foodbank and St Dunstan's Church for making this work possible. I would like to thank the volunteers and staff at the Foodbank for all their help and support.

## Our Thanks go to our Funders

- ◇ Canterbury City Council for our Core funding, Prevention of Homelessness funds and their parking credit for our volunteers
- ◇ Macmillan Cancer Support for funding Welfare Benefits Service (East Kent)
- ◇ The Money Advice Service
- ◇ Advice Services Transition Fund—The Big Lottery Fund
- ◇ Pension Wise
- ◇ Healthwatch Kent
- ◇ Herne Bay Area Members Panel
- ◇ Friends of Canterbury District CAB Bridge Event and general donations
- ◇ The Canterbury Music Makers Orchestra for 75th Anniversary Concert
- ◇ R.G.Hills Trust for Training
- ◇ Furley Page Solicitors
- ◇ The King's School for free printing of Annual Report
- ◇ Mrs Ursula Wachter
- ◇ Mrs Pi Townsend
- ◇ Clients of Canterbury District Citizens Advice



**WE ARE  
MACMILLAN.  
CANCER SUPPORT**



LOTTERY FUNDED

**healthwatch**

## Free Legal Advice Rota Report Coordinator Lesley Brierley



Free family law advice sessions began at Canterbury and Herne Bay Citizens Advice in September 2013 when The Big Lottery Funding was awarded through the Advice Service Transition Fund for a period of two years.

When the funding ended we successfully secured additional funds to continue this service in an attempt to offset the effects of Government's removal of legal aid funding from family law.

We owe our success to the generosity of several local solicitors and barristers who agreed to attend our Free Family Law advice sessions which throughout the year (apart from school holidays) and were initially scheduled to run every fortnight.

After some time running the legal rota it became obvious that holding weekly sessions would prove more accessible and timely for our clients. We began weekly sessions from March 2016 and this has allowed our clients to seek reassurance and guidance in a very short timescale, when they are most in need of advice.

None of this would be possible without the enthusiasm, drive and huge support we have received from local solicitors. Nameeta Gujral, a partner at Robinsons and an accredited member of the Advanced Family Law Panel, collaborated with Emma Palmer from Whitehead Monkton and Sarah Finnis at Girlings Solicitors to set up the legal rota. It is thanks to the persuasive skills (and strong arm tactics) of these three solicitors that the pro bono family Law Rota really took off in Canterbury as they networked with colleagues and encouraged them to join our list of pro bono volunteers.

Since Free Family Law advice commenced Nameeta at Robinsons has been our main stalwart, always finding the time to review & schedule the list of pro bono solicitors and barristers at the end of each year and more importantly always providing back up when nominated solicitors are unable to attend.

I would like to give a special mention to Sophie Lambert at Robinsons who has substituted on many occasions, promptly, cheerfully and is always willing to do so. We cannot thank all at Robinsons enough for filling in the gaps and providing a steady hand.

I would also like to thank the clerks at Beckett and Stour Chambers who have been great communicators and have coordinated the barristers in their respective chambers.

In 2015 106 clients requested free family advice and thanks to all our pro bono solicitors 73 clients benefitted from their help and advice.

In 2016 (January to September) the rota has so far provided 52 clients with the same opportunity. Please bear in mind that due to the nature and difficulty of our clients, not all of the clients we book in for appointments do attend and we have had 24 clients this year who have cancelled for various reasons. This deserves to be highlighted because the pro bono solicitors, who have made the effort to attend the Free Family Law sessions, often in haste having spent the day in court, do so for clients who occasionally do not appear but take all of this in their stride and with good humour.

Our Satisfaction Survey shows that all of our clients who have completed our survey have stated that they left feeling heard, supported and were clearer about their course of action.

If clients do need to return for further help and advice they are encouraged to do so and can return to both the rota and the general service offered by Citizens Advice.

Some of our clients have travelled a good distance on public transport to benefit from half an hours free advice and in some instances the solicitor will spend much longer than the allocated half hour providing other clients are not waiting. The solicitors help them with paperwork or form filling and often spend extra time just listening to the client's story.

We would also like to take this opportunity to thank everyone who has supported us in the past and also all those who continue to do so in the future and also those who can no longer attend for personal or business reasons.

A big thank you and a round of applause to all the 2016 pro bono family advice solicitors and barristers:-

Sophie Lambert & Nameeta Gujral of Robinsons, Sophie Gray & Holly Coates of Becket Chambers, Michael Clarke, Peter Donaghey & Louise Carberry of DSD Law, Naomi Hayward & Laura Sinclair of Furley Page, Sarah Finnis, Gordon Johnson & Anila Naeem of Girlings, Gemma Duckworth of Fairweathers, Emma Monkton of Whitehead Monkton, Parveez Sethna of Parrys, Joanne Illingworth of Gardner & Croft, John Moorland of Barford Frazer, Kerry Pritchard of Fosters Law, Stour Chambers.

## Macmillan Welfare Benefits Service



The Macmillan Welfare Benefits Service (East Kent) provides information advice and advocacy regarding welfare benefits for people affected by cancer. The service also offers similar help to the family and carers of people affected by cancer. The Service has been in operation since 2011 having just completed its fifth successful year. The Service was originally funded by Macmillan for four years with the intention that local funders would subsequently be found. Macmillan subsequently renewed the funding for a further 3 years and the Service is currently funded by Macmillan until the end of March 2018. The Clinical Commissioning Groups of six areas are assisted including Ashford, Canterbury & Coastal, South Kent Coast, Swale, Thanet and part of Medway. Currently 25% of clients live in Thanet, 15% Canterbury, 14% in each of Ashford, Shepway and Dover, with 13% in Swale.

In 2015/16 the Service helped 660 people across East Kent opening 551 new cases. Clients are referred in the main by Macmillan nurses at the East Kent and Medway Hospital Trusts although a high proportion also self-refer. The Service works closely with hospital staff who provide the medical evidence needed as a basis for benefit claims. Literature about the service is also included in the hospitals' patient information packs.

In 2015/16 the Service raised £1,946,938 in benefit income, with a further £11,460 gained in re-imburements, services and loans. We ensured £4,754 worth of debt was written off and helped reschedule £1,272 in debt repayments. The service is delivered through the channels of telephone, face to face meetings and home visits across East Kent stretching from the Marshes to Sheppey.



### The Macmillan Team

(from left to right)

Alan Lawson  
Simone Field  
Susan Parker  
Charlotte Foad  
Gary Winham  
Lynn Perryman

Seventy nine per cent of the work is benefit related, the remainder covering debt, housing, employment, financial capability, health and community care, education and immigration. Where more than 'one off' advice is needed in these other subjects referrals are made into the clients' local Citizens Advice service. User satisfaction rates are currently 98% and 74% report a reduction in stress.

The Service also delivers training to health professionals and patient support groups across East Kent and works with all the local Citizens Advice across the county referring people affected by cancer into the other services and projects such as energy and pension advice programmes.

The future plans include invigorating the Macmillan Steering Group, in particular engaging the NHS Hospital Trust, the local hospices and the Clinical Commissioning Groups in order to further publicise the service and ensure the future stability of the service for people in East Kent. This is particularly crucial given that projection models estimate that between 60,000 and 80,000 people in Kent will be living with and beyond cancer by 2030 and that cancer incidence rates are higher amongst those living in more deprived areas.

The Service works in partnership with Ashford Citizens Advice. None of the excellent work delivered by the Service would be possible without the hard work and dedication of our staff and volunteer teams across Canterbury and Ashford Citizens Advice. We are also very grateful for the support and assistance of other local Citizens Advice, in particular Thanet District Citizens Advice who house the Thanet outreach, the Macmillan Partnership Manager for Kent, Rachel Pedder and to our colleagues at the NHS Hospital Trusts in East Kent and Medway.

# Research and Advocacy

One of the aims of Citizens Advice is to 'improve the policies and practices that affect people's lives'. Some of the research and campaign work of the year includes the following:

We signed a Macmillan Campaign letter calling on the then Chancellor, George Osborne, to deliver on his pre-election promise to fund essential improvements to end of life care. The letter was sent prior to Government's spending review in November 2015. The letter pointed out that 44% of those at end of life rely only on friends and family for support, 84% of these people should or could qualify for social support. Financial and practical support would enable people to die at home. The matter was discussed at the Macmillan Welfare Benefits Service (East Kent) Steering Group.

We took part in the 16 days of action to raise awareness of domestic abuse, including placing posters in waiting rooms, circulating case studies, promoting awareness through social media and writing to our MPs Roger Gale and Julian Brazier to support the campaign to raise awareness of domestic abuse.

We supported 'Catching Lives' Homeless Centre, our Advice Service Transition Fund partner, in their campaign to raise awareness of the rehabilitation needs of prisoners on release:

*'By 2020, people who have complex needs are dealt with using more cost effective alternatives to prison; and those released from prison in Kent are released to suitable accommodation with support or to rehabilitation services - resulting in improved health and opportunities to contribute within their community.'*

Herne Bay Adviser Matthew Hubbard contributed to Canterbury City Council's consultation about forms for the general public across a range of services including Council Tax - Moving Home, Council Tax - Single Persons Discount, Council Tax - Change of Circumstances and Council Tax - Make an arrangement to pay your Council Tax.

The District Manager was quoted in an article publicised on the Kent Media Hub to raise awareness about scam prevention, in partnership with Kent County Council Community Wardens. Community Wardens won 'Hero' Award at the Chartered Trading Standards Institute's Conference in Bournemouth.

We signed the Citizens Advice petition to achieve a better deal for prepay energy customers. As a result of this campaign OVO Energy released a new app to help prepay customers manage their energy more easily, and Utilita has publicly backed Citizen Advice's Consumer Demand, which calls for a fairer deal for those using prepay energy. Citizens Advice is currently talking to other energy suppliers to secure their commitment to the Demand.

Macmillan caseworker, Alan Lawson, wrote to Thanet MP Craig Mackinlay about difficulties a Macmillan benefits client in Thanet was having in relation to her transfer from Disability Living Allowance to Personal Independence Payment. The client had a brain tumour and had received a terminal diagnosis with life expectancy under 6 months but due to an anomaly in the benefits regulations the client was going to have to wait eight weeks to transfer from one benefit to another because her disability and rate of entitlement had increased. Our caseworker joined with other advisers in writing to MPs and Sheffield Citizens Advice persuaded their Member of Parliament for Sheffield Central, Paul Blomfield, to table an amendment to Welfare Reform and Work Bill to deal with the unfair clause. Our MP acknowledged our letter. Success. This clause was eventually revoked and the time delay for terminal patients has now been removed. Sheffield Citizens Advice won 'Most Influential Campaign or Research Project Award' at Citizens Advice Annual Conference 2016.

We wrote to MP Julian Brazier about cuts to Employment and Support Allowance for people who are in the 'Work Related Activity Group' which could result in a reduction of £125 per month. MP wrote back explaining that the government is putting the funding gained from cuts in Employment and Support Allowance into schemes that are aimed at getting people with disabilities into work.

Through involvement with The Ethnic Minority Independence Council (to which we act as consultants) a 'Language Card' has been introduced by the Community Health Trust to be used in medical settings by people whose first language is not English. Citizens Advice representative involved in this work.

Canterbury CAB research on 'People in Poverty in Canterbury', written by Service Manager, Sarah Sayer was tweeted by Head of Families, Welfare & Work at Citizens Advice, Rachel Badger, who described it as 'a nice combination of Households Below Average Income (HBAI) data and new research'. Poverty Report (Feb 2015) led to funding for Advice Outreach at the Canterbury Food bank in 2015/16 which will continue into the second year in 2016/17.

# Accounts

## Statement of Financial Activities (including Income & Expenditure Account) for the year ended 31st March 2016

	<u>2016</u>	<u>2015</u>
<b>Income</b>		
Canterbury City Council	137,863	134,868
Legal Services Commission	455	109
Advice Services Transition Fund	31,485	113,572
Macmillan Cancer Support	126,241	126,610
Money Service Advice	24,583	-
Other Grants and Funding	9,562	7,600
Donations	6,131	13,030
Rental Income	5,847	6,280
Bank Interest	24	501
	<u>342,191</u>	<u>402,570</u>
<b>Expenditure</b>		
Staff Costs	265,030	278,967
Establishment Costs	23,462	28,534
Travelling Costs	10,381	12,524
Administration Costs	3,005	8,301
Client Support Costs	77,432	92,083
	<u>379,310</u>	<u>420,409</u>
(Deficit) on total funds for year	<u>(37,119)</u>	<u>(17,839)</u>
<b>Arising from</b>		
Unrestricted funds (Deficit)	(3,305)	(2,788)
Restricted funds (Deficit)	(33,814)	(15,051)
(Deficit) on total funds for year	<u>(37,119)</u>	<u>(17,839)</u>

### Balance Sheet as at 31st March 2016

	<u>2016</u>	<u>2015</u>
<b>Fixed Assets</b>	251,645	255,774
<b>Current Assets</b>		
Debtors and Prepayments	23,816	16,832
Cash at Bank and in Hand	77,279	106,156
	<u>101,095</u>	<u>122,988</u>
Less: Liabilities	28,067	16,970
	<u>73,028</u>	<u>106,018</u>
<b>Net Assets</b>	<u>324,673</u>	<u>361,792</u>
<b>Being:</b>		
<b>Unrestricted Funds</b>		
General Fund	25,484	14,681
<b>Designated Funds</b>		
Property Fund	251,558	-
Management & Maintenance Fund	36,877	-
<b>Restricted Funds</b>		
Management and Maintenance Fund	-	46,877
Leasehold Property Fund	-	131,993
Legacy Fund	10,754	10,754
Freehold Property Fund	-	123,673
Advice Services Transition Fund	-	33,814
	<u>324,673</u>	<u>361,792</u>

The core funding from Canterbury City Council reduced by £6,569 (2015: £6,984) compared with the previous year. We also received £35,000 (2015: £25,436) funding for debt advice, for which we are grateful.

The income from the Legal Services Commission ceased in 2013, and there was a further small surplus of £455 (2015: £109) on the contract. All cases have now been closed or transferred back to the Legal Services Commission.

The funding from Macmillan Cancer Support, run in conjunction with Ashford CAB continued in the year. Funding of £126,241 (2015: £126,610) was received of which £45,752 (2015: £46,211) was paid to Ashford CAB, which cost is included in Client Support Costs.

# CITIZENS ADVICE

## Advice for the residents of Canterbury, Herne Bay, Whitstable and Rural Areas

In the last year **Canterbury District Citizens Advice** has dealt with 9,493 individual queries on a variety of subjects taken from the following categories:-

### General Advice

Benefits, Debt, Legal, Education, Housing, Health, Family, Consumer, Relationships, Travel, Finance, Tax, Utilities, Immigration and Employment

### Specialist Units

Homelessness Prevention and Debt Advice  
Macmillan Welfare Benefits for people affected by cancer

**Nationally Citizens Advice** reports that



Without us  
many people would have no-one to turn to  
Without you  
we could not continue to help  
To donate £5 text CCAB22 £5 to 70070  
or



- ◇ Join the Friends of Canterbury District Citizens Advice and support a valuable charity. Please contact District Manager for details on 01227 364725 or [distman@canterburycab.cabnet.org.uk](mailto:distman@canterburycab.cabnet.org.uk)
- ◇ Join us and become an adviser or administrator by phoning 01227 740647 for details
- ◇ If you would like to remember Canterbury District CAB in your Will please contact the District Manager on 01227 364725 or [distman@canterburycab.cabnet.org.uk](mailto:distman@canterburycab.cabnet.org.uk)

Our thanks go to The King's School and Lee Rigley for the printing of this report and to Diana Hill for the design