

# Winchester Citizens Advice Bureau

The Winchester Centre  
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Open for face to face or telephone advice and information on any subject

## AIM OF THE SERVICE

To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available; 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.

## FOUR PRINCIPLES OF THE SERVICE:

**Free      Confidential      Impartial      Independent**

## SERVICES AVAILABLE - WINCHESTER CITIZENS ADVICE BUREAU

- Advice and information on any subject
- Telephone advice line
- Home-visiting service
- Debt counselling and supported debt management
- Representation at Employment Tribunals
- Representation at Social Security Appeal Tribunals
- County Court Representation and Advice Desk at possession hearings
- Free legal advice (via referral by CAB)
- Outreach to Winchester Prison
- Specialist Mental Health Benefits Adviser  
(via Community Mental Health Team)
- Specialist Money Advice/Benefits Adviser  
(Winchester Housing Association)
- Citizens Advice Outreach Service (including home visiting, disability advice line, and outreach to Alresford and South Wonston GP surgeries)

## **CHAIRMAN'S REPORT - David Marklew**

This has been my first year as Chair of the Trustees and has been a year of consolidation of existing advice services.

The Bureau did however commence another new project during the year, that of Money Advice for tenants of Winchester City Council. This partnership with our main funder, to provide their vulnerable tenants with independent advice, has proved very worthwhile and quickly brought benefits to a number of clients.

Most of the objectives of the Bureau's business plan for the year have been achieved. In particular the number of volunteer advisors has increased through the successful recruitment and retention of volunteers.

The introduction of the national computer programme for storage of client details (CASE) has proved difficult and challenging but is now in full use.

During the year the Trustees have undertaken and implemented a review of staff roles and pay and addressed issues of accommodation and health and safety. The larger number of staff and volunteers has presented accommodation problems and these are now being resolved by the renting of a small amount of additional space. An additional interview room from existing bureau space is a development for the next year.

The Trustees were grateful to Lou Scott-Joynt, the Bishop of Winchester's wife, for hosting a garden party for the Bureau at Wolvesey as part of our celebrations of the bureau's fiftieth anniversary. Also as part of these celebrations a well-attended concert was held at the United Reformed Church with the Winchester Ex Servicemen's Concert Band.

The Trustees continually grapple with reconciling increased workload of the Bureau with budget constraints and the constraints imposed by funders. They are grateful for the enormous energy of staff and volunteers and for the contributions of our various funders without whom the work of the Bureau would not be possible.

David Marklew, Chairman  
Trustee Board

## **Managers Report** - Jenny Meadows (Manager), Mary Barnard (Deputy Bureau Manager)

Once again the main thrust of this report is to inform its readers of the changes that have had to be managed in the bureau over the past year. The introduction of the bureau's 5-year Business Plan indicated a time of consolidation but just general day to day business and with a new project and staff coming on stream, a much larger than usual number of volunteers being recruited and trained and a new software programme being introduced has created a challenge for all staff, volunteers and paid staff alike.

**PAID STAFF** The bureau continues to be very fortunate with very little staff turnover. The Manager and Deputy are in their fifth year of service, Jean Horn completing seven years and Ian Tattersall in his tenth year of paid work. Our Training Officer, Ann Gilbertson left us in September 2003 after 3 years to teach AS-level law at Alton College and the bureau was lucky to recruit Lizzie Williams to the role. Lizzie lectures in Law at the University of Southampton. Lizzie is undertaking her own Generalist Advice Work training, whilst shadowing the Bureau Manager who has taken over the responsibility of training in the bureau until Lizzie is up to speed. The bureau is fortunate to have Jean Horn, Mary Barnard and Jenny Meadows, all of whom are experienced tutors who are able to cascade their experience and knowledge, of welfare benefits, debt, consumer issues and information technology.

**VOLUNTEERS** Our retention of volunteers improved dramatically this year. 24 joined and only 2 (14) trained advisers and 2 (13) trainees left. (Last year's numbers in brackets). We recruited 12 volunteer advisers in April 2003 and a further 4 in January 2004.

We are very sad to record the death of Alex Gladstone (24). Alex joined the bureau as a student placement in 2000 and once she finished her degree joined the bureau as a volunteer adviser and did her training fast track. Alex agreed to be the bureau representative on the Winchester Group of Disabled People Management committee and was elected Co-Chair. The bureau also nominated Alex to a vacancy on the national Citizens Advice Equal Opportunities Committee. The 1700 outlets voted and she was successful over some well-known names in the service. Alex was born with a congenital heart disease and died peacefully in March 2004.

The role of Receptionist continues to be developed with retiring advisers being attracted to the role. Volunteers who possess keyboard and computer skills have been recruited to support advisers in getting information into CASE (see below).

We welcomed two law degree students who gained work experience with us for varying amounts of time. They both requested to visit the bureau again once their studies are completed. We feel the service will benefit in the long term by our welcoming such students into the bureau. We also welcomed a local Housing Officer from another area who observed our Court desk as part of his housing qualification.

Chika Akpobire, a student placement from King Alfred's College, started with us in July 2003 and continued working with us on social policy issues until February 2004.

**CASE** Having deferred the use of CASE in January due to its unreliability, CASE became reliable and the bureau closed for a week at the end of March to allow all staff to undergo further training and practice. The bureau started CASE Live on 29 March 2004. Although it has been challenging and time consuming, the general feeling is that we are coming to grips with it.

**PAPER INFORMATION SYSTEM** Due to the total withdrawal of the paper system in March 2005, the bureau took the decision to reduce its two paper systems to one from March 2004. The paper system replicates the Electronic Information System, which is available from the 18 workstations, including the interview rooms. The paper system will no longer be available after March 2005.

**PENSION SERVICE** We are pleased to host a Pension Service surgery staffed by Pension Service employees on Tuesday afternoons from 2- 4 pm. This has been well used both by referrals from the bureau and other members of the community dropping in.

#### **THANKS FROM CLIENTS:**

*"We have found your service invaluable and call upon you every year to help us with our pensions. Your staff are always willing and very pleasant."*

*"My heartfelt thanks for all the help and support you gave my late husband and myself over the past few years. My family and I have really appreciated it."*

*"I am writing to thank the bureau and especially L.. for all the help and support over the last year. Without her help I would never have found my present flat and managed to move. I now feel that I have found a new lease of life. I cannot thank you all enough for everything you have done for me."*

*"I am writing to express my appreciation for the help given to my mother. I am in no doubt that without your advisers assistance her application would not have been successful,. My mother is 91 and the additional income will be used to provide extra care to enable her to remain in her own home for as long as possible. My mother found your adviser to be friendly, helpful, kind, courteous and patient."*

*"Thanks to all the team that work for the bureau. Don't know what would happen to all of us that can't understand the law or not so well educated. Thank you from the bottom of my heart for your help."*

*"Thank you for your help and advice. The DSS did owe me the money and they are sending me a rather large cheque."*

*"I don't think I could have found my way through the benefit system without your help. Thank you, your help was really appreciated."*

*"I want to say how helpful, friendly and efficient all the staff who gave me help and advice were."*

*"Thanks for your help. My son and I have a better quality of life due to your help."*

*"I have won a judgement today in the small claims court. Although it does not compensate for the hassle, the disruption to my home or the time spent in taking action I am pleased that I did so and feel that it was the principle involved more than the money. The experience was time consuming and not very pleasant but in my case a very satisfactory conclusion and even more because I am 60+ and have never had to deal with anything of this nature. Your advice was appreciated and I thank you for encouraging me to follow it through."*

**TRAINING** We have continued our trend of recruiting volunteer advisers 9 monthly. We recruited 12 volunteers in April 03 and a further 4 in January 2004. The first intake are currently interviewing under supervision and the 4 are due to attend their taught course where they gain further interviewing skills in June 04. Due to the Training Officer post being vacant for 4 months the Bureau manager, Jenny Meadows, an experienced trainer, with the help of Mary Barnard, Deputy Manager, and Jean Horn, Project worker, took on the role of getting these trainees through the programme. Lizzie Williams recruited in January 2004 to the Training Officer post is undertaking her CAB training whilst shadowing the training for the latest group.

**IN-HOUSE TRAINING** Due to the size of the volunteer team and the bureau only being able to access limited places on the CAB experienced worker training opportunities, the bureau continued to offer in-house training mainly provided by bureau staff on their area of expertise, eg debt, welfare benefits etc.

A particular training opportunity was undertaken by Kevin Hopkins, our Volunteer IT Co-ordinator who ensured all staff were trained in basic IT skills. He has also supported the bureau and staff with the introduction of the CASE programme.

**FUNDING** We were successful in grant applications to Friends of Citizens Advice for money to cover training in basic IT skills and the Citizens Advice Outreach Service were successful in getting a grant from the Citizens Advice Rural Bureau Grants which purchased for IT equipment for the project.

The Winchester district does not have access to many charitable funds and each year we are successful in getting small amounts from Winchester Welfare Charities for client need and we would like to thank them for their continued support. We also

continue to hold a small amount of money from Winchester Rotary club to allow us to make small contributions to client need when all other avenues are exhausted.

**COUNTY COURT DUTY DESK** The bureau continues with its service at the fortnightly possession hearing days, and staffed the desk on 25 sessions during the year. The team advised 76 tenants, all resulting in the clients' homes being secured, no mean feat when facing a list of 15 hearings in a time limited slot.

A Tenancy Support Officer from Kingfisher Housing Association as part of his Chartered Institute of Housing qualification spent three days at the bureau and at our Court desk. He wrote in his Association's newsletter "One thing that impressed me was the advisers' ability to retain information about individual cases, without getting them mixed up. There was a lot of thinking 'on their feet'. When the usher calls, you have no time to stop and gather your thoughts. ...I was impressed by the database used by the CAB and their extensive use of IT. It struck me that the team of advisers and managers was a close-knit group, well motivated and mutually supportive."

**CITIZENS CONNECT** The bureau went live and was connected to the Citizens Advice Central computer in November 2003. This has enabled all 18 personal computers to be connected to the Internet and have email facilities. The 3 laptops used by Citizens Advice Outreach Direct can be connected to the network on their return from their outreach appointments. All staff, both paid and volunteer, have received computer training to enable them to use the equipment.

**WINCHESTER PRISON** Four volunteer advisers continue weekly visits to Winchester Prison. A 35% percent increase in the number of enquiries (415) has been achieved. The main enquiry areas are now around legal and immigration issues. The bureau has been providing this service free for 16 years. The prison continues to fund the out of pocket expenses for the bureau to enable us to offer this service.

**REPRESENTATION** Kate Gedye, David Ross and Jean Horn continue to be successful at Independent Tribunals on Benefits, Housing Benefit and Disability Appeal Tribunals.

**PREMISES** Our interview rooms continue to be used by Olive Branch Christian Counselling in the evenings to make full use of our facilities.

A digital telephone system was installed in June 2003, which caused some disruption to bureau service but is now working well.

As part of the bureau's Business Plan an increase in the number of interview rooms in the bureau has been identified as a priority need. Steps are being taken into looking into the possibilities open to us and the work will be carried out during the next financial year.

**PUBLICITY** We have continued our monthly Advice Column in the Newsextra. The Bureau Manager and Deputy Manager have given a number of radio interviews on Win FM. We have given talks to various groups including the Giles Group, Face to Face and to the Local Information Point Network.

**BENEFIT TAKE UP** The bureau worked in partnership with Winchester City Council, Jobcentreplus, the Pensions Service and Inland Revenue This was completed during the month of November and 252 calls were taken by Winchester and Bishops Waltham bureaux. All who were involved felt it very worthwhile exercise as a considerable number of clients were identified as being eligible for benefits.

**COMMUNITY LEGAL SERVICE PARTNERSHIP** The bureau continues to be active in this partnership and has been active in the creation of the strategy and priorities for action for the local area.

**DOMESTIC VIOLENCE REFUGE** The Manager, took over as Chairman of the Domestic Violence Forum. Over 60 people attended a successful seminar held in Winchester organised by the Forum, which enhanced their knowledge and awareness around the subject. The forum is working with a number of local agencies on publicity and information material to be available locally.

**WINCHESTER AND DISTRICT SAVERS (WADS) - CREDIT UNION** The Manager continues to be a member of this steering group to try and get this project off the ground in Winchester.

**NEIGHBOURHOOD MEDIATION** This project secured funding and starting take cases this year. However, it continues to have difficulty in securing long term funding.

#### **WINCHESTER CITY COUNCIL (WCC) MONEY ADVICE WORKER**

Andrew Sedden, caseworker (10 hours pw)

Lynne Vincent, administration officer (3 hrs pw)

After a considerable amount of development work by Mary Barnard, Andrew Sedden was recruited in September 2003 as the 10-hour per week project worker and Lynne Vincent, a volunteer within the bureau, was recruited to the 3-hour post of Administration Officer to the project. Andrew takes referrals from WCC Housing Officers to provide a CAB service to their tenants. The project also includes regular training provision to WCC staff on welfare benefit and debt.

## Citizens Advice Outreach Service

Maggie Schofield, Manager (20 hours pw)

Denise Cox/Kate Gedye/David Ross, Adviser (37 hours pw job-share)

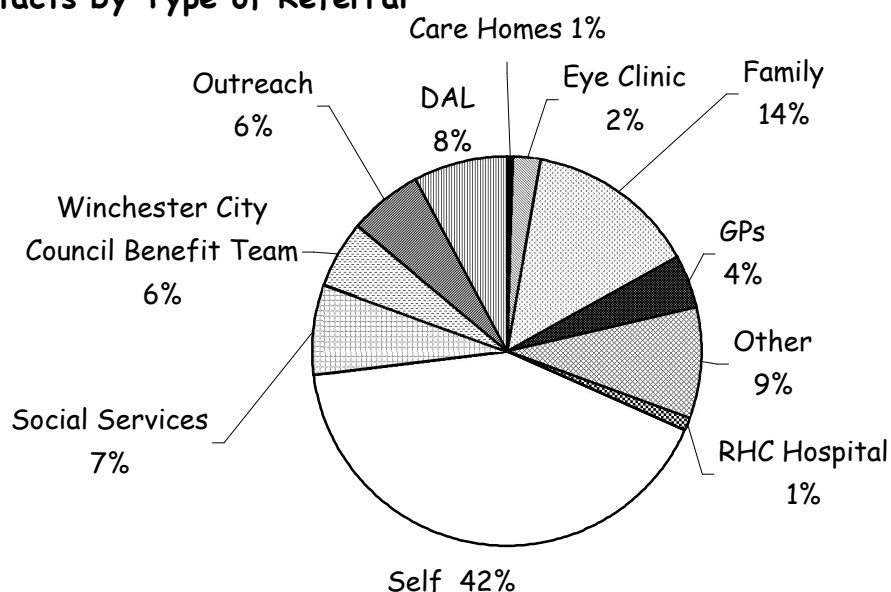
Denise Cox, Administration Officer (4 hours pw)

January 2003 marked the beginning of the new Citizens Advice Outreach Service based in the Citizens Advice Bureau in Winchester. The service provides home visits in Winchester city and the northern parishes, a Disability Telephone Advice Line and an outreach service for rural communities. The aim is to offer advice and information to people who would not easily be able to access the Bureau because of transport, mobility, family, health reasons or caring responsibilities.

Rural Citizens Advice Bureaux throughout the country are running successful advice sessions in a healthcare setting and research has shown that there is a direct link between ill health and financial problems. In November we started a weekly advice session on Mondays, in the Alresford Doctors' Surgery, on a drop-in basis. We are available to all members of the community and will advise clients on a wide range of subjects. In April 2004 we will start a similar service on Wednesdays in South Wonston at the branch surgery of the Sutton Scotney Doctors' Practice.

**CASE STUDY** After many months of preparation an adviser helped a client at a Tribunal to appeal against a low rate care award of Disability Living Allowance. The primary aim was easily achieved with a suggestion that the client may qualify for high rate in the future. Following this the client's wife has now been awarded Carer's Allowance and will also be eligible for Income Support which has increased the client's income by £85 a week.

### New Contacts by Type of Referral



DAL = Disability Advice Line

- A total of 1,236 contacts and 304 home visits were made. 312 were new cases and on average 2 people were helped per case.
- 57% of new clients were older people, 50% had a physical illness, 33% were disabled, 6% had a mental illness and 30% were people on low income.

## TRAINING

**Ann Gilbertson (until September 2003)  
Lizzie Williams - Training Officer (15 hours)**

Training in and out of the bureau continues to be an important and ongoing process in order to provide and maintain a very high standard of accurate and informative advice given to our clients. This includes the *Generalist Advice Work* training programme; increasing and updating the knowledge, skills and attitudes of experienced advisers and paid workers and is facilitated by continual assessment, organisation and support. Many bureau staff have such a wealth of experience and knowledge that many of the training opportunities are provided in the bureau itself.

Trainees follow a set programme based around five stages. The four volunteer trainees who started at the end of January 2004 are already approaching stage three having completed the induction and advice process. After the 5-day taught course in June they will be approximately half way through their training and will be ready to interview clients with support. Finally they will work through stages 4 and 5 as trainee advisers, interviewing clients on their own. Their work will be closely supervised and checked during this final stage, which can take a further 6 months to complete. Meanwhile, courses in specific areas will be provided to broaden their knowledge; covering many aspects of bureau work.

We have a total of 18 trainee advisers, of whom 12 started in 2003. They are all on the last stage of their training; many of them have almost completed their training to a competent level, having attended a variety of courses on employment, welfare benefits, debt and housing.

In-house training for advisers has included: Pension Credit, Common benefit problems and Disability benefits, run by Jean Horn. Mary Barnard has delivered the Consumer update and Debt training. Further courses on Developing Basic Benefits, Advising on Employment Enquiries and computer training on the welfare benefit packages: 'Quick Ben and Lisson Grove Benefits' are provided by Jenny Meadows.

During the course of the year our training needs are also met through the many speakers who accept our invitation to come and talk to us at the monthly Workers Meetings about what they do. This enables us to have a broad appreciation and understanding of the many organisations within the area. These speakers work for such groups as the Child Support Agency, Citizens Advocacy, NHS Foundation Trust and Independent Complaints Advocacy.

## Social Policy Report-

Lizzie Williams - Training Officer with lead responsibility for Social Policy

As part of our twin aim, "to exercise responsible influence on the development of social policies and services both locally and nationally" the bureau continue to identify and pursue important issues by completing bureau evidence forms which are forwarded to our national association Citizens Advice. Information is collated and used to raise awareness and bring about necessary change relating to such policies and procedures, which have a major influence over the lives of our clients.

During the last 12 months Winchester bureau sent in 157 evidence forms to Citizens Advice providing just this type of information. They fell into the following categories:

Benefits	78
Housing	12
Immigration	2
Employment	9
Debt	7
Utilities	8
Medical/Social Services	2
Banking	4
Consumer	22
Education	2
Other	11

### Case Study

The bureau has raised the issue of irresponsible lending and miss selling with the Independent Financial Ombudsman, highlighted by a client who took out a student loan with Lloyds TSB for £6000. Later, unable to repay the client was persuaded to take out a further loan of £16000, even though unemployed and on Income Support - a means tested benefit. Her repayments were £417.74 per month, including £74.39 for loan protection. Due to her long-term sickness she was not able to claim on the policy. The bureau managed to get all the premiums refunded.

### MID HANTS SOCIAL POLICY GROUPS IN ACTION

Andover, Basingstoke, Romsey and Winchester bureaux have clustered together as a small social policy group and is making headway in shared social policy issues that are common to the group and giving cause for concern. One of these in particular is the level of debt that we are seeing, where clients have more creditors and higher volumes of debt, which is growing in numbers and complexity of cases. We are, therefore, presently undertaking a debt project as our main campaign for 2004. Instead of just collecting statistics, we are profiling the debt clients that come to us in terms of age, gender, marital status, number of children, employment status, disability, postcode and type of debts. We intend to produce a comprehensive report early next year based on a whole year's profiling for each bureau.

## MENTAL HEALTH ADVISER

Jean Horn, (20 hours per week)

This project takes referrals from the Community Mental Health Team and staff at Melbury Lodge Psychiatric Unit at The Royal Hampshire County Hospital. Most of the clients seen suffer from severe and enduring mental health problems. Others are having a blip in their mental health caused by life events.

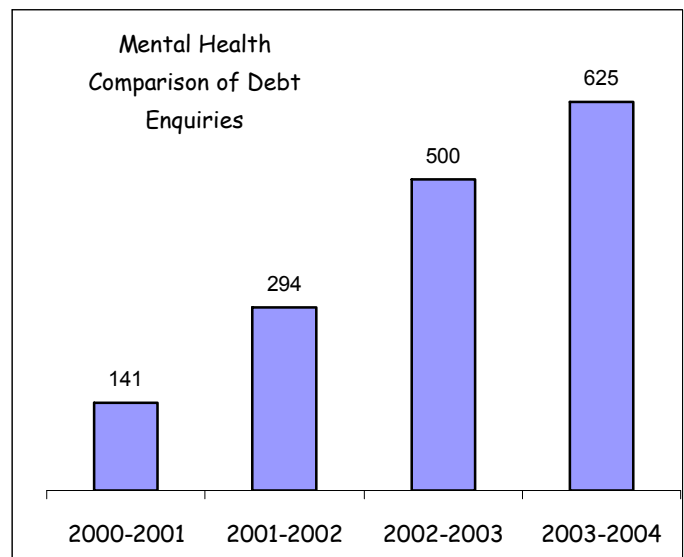
The statistics this year show that the number of debt enquiries is now almost reaching the same number for those for welfare benefits. The chart shows how debt enquiries have increased since we have been keeping statistics for the project. This increase reflects the greater indebtedness of society in general. There was also an increase in enquiries concerning housing issues. This demonstrates the impact that debt, and problems claiming benefits, can have on a client's security of tenure.

The project worker had 799 client contacts throughout the year and handled 2244 enquiries mainly around welfare benefits and debt but including housing, education, health, employment, legal, relationships and tax.

### Case Study

A client suffering from severe depression was referred to the project. He was self employed and his wife had died suddenly. He was unable to work, had got into debt, and because he had not paid his rent he was about to be evicted from his privately rented accommodation. The adviser helped him prove vulnerability and that he had not made himself deliberately homeless. He could then be rehoused under

homelessness legislation. The adviser assisted him to claim Income Support and negotiated with his creditors. When his move was imminent an application was made to obtain a Community Care Grant to pay for the removals. The client is hoping to be able to return to work in the near future.



## WINCHESTER HOUSING ASSOCIATION MONEY ADVICE WORKER

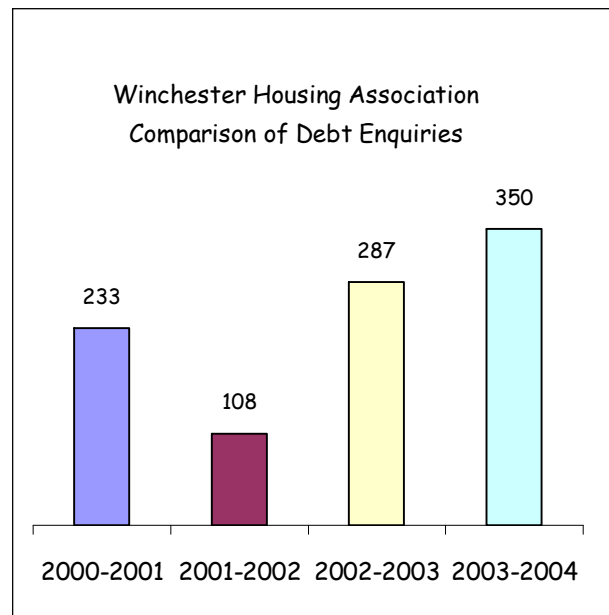
Jean Horn - 10 hours pw

Chris Janson - 3 hours pw Administration Officer

This project takes referrals from the Winchester Housing Association Housing Officers. Vulnerable tenants are referred when they are in rent arrears and could be facing possession proceedings. The tenants are represented in Court if necessary.

As usual the statistics show that debt and problems claiming benefits are the main enquiry areas. Tenants referred to the project commonly have more non-priority (credit cards, loans etc) than priority debts (rent, council tax etc). Problems arise because clients pay the non-priority creditors first. By writing to the non-priority creditors and negotiating with them to accept lower payments, or no payments at all, the adviser can free up money so that the tenant can pay their rent and other priority debts.

The chart shows the increase in the number of debt enquiries dealt with by the project. While the number of referrals has remained fairly steady the amount of debt incurred by each tenant has increased.



### Case Study

A gap in claiming Housing Benefit or making a claim but then not providing all the evidence needed within the month allowed is often a cause of rent arrears. In a recent case the tenant, who lived in a rural area, was caring for her elderly mother who suffered from rheumatism and dementia. The tenant was unable to go to bed at night as her mother needed attention every half hour day and night. Although she made a claim for benefit the tenant did not manage to provide all the evidence in time so the claim was disallowed. The adviser was able to make a case for backdating and personally took all the evidence needed to the Housing Benefit department. This resulted in a considerable sum being paid in backdated benefit.

## WINCHESTER CITY COUNCIL MONEY ADVICE WORKER

Andrew Sedden - 10 hours pw

Lynne Vincent - 3 hours pw Administration Officer

The Money Advice Caseworker commenced work at the beginning of October 2003, taking referrals from the City Council Housing Officers. The process is that a referral letter, containing a brief outline of the case, with an attached rent statement is sent to the caseworker. The tenant has been informed in advance of the service and is then contacted to arrange an appointment. This report covers the first half-year of the project and demonstrates both the need for the project, and breadth of issues covered.

**Case study 1** The client who is a single person registered as disabled for employment purposes and classified as having learning difficulties left a long-term employment situation in response to chronic bullying, and received benefits for a period. Having been found a job by Jobcentreplus the client assumed that all appropriate agencies would be automatically informed. The client did not understand the disjointed system, which currently operates. As a result a benefit overpayment occurred. The client was interviewed alone under caution about this matter and accused of housing benefit fraud. Upon discovering the situation, the clients parents immediately repaid the overpayment, but the fraud officer continued to pursue the matter through criminal proceedings and seek an administrative penalty, which would have added some £600 plus to the debt. Through intensive bureau involvement and evidence gathering, this decision was reviewed and proceedings dropped.

**Case study 2** The client is a pensioner in his 70s. He grew up in a local Dr. Barnardo's Orphanage, and spent time in a Borstal in his teens and subsequently served several terms at HMP Winchester for burglary. In his late 20's and shortly before the last of these terms came to an end, he telephoned the personnel section of Hampshire County Council and explained that, without some form of employment he would doubtless be back at Her Majesty's pleasure and the taxpayers' expense in due course. He was provided with employment and remained a council employee for several decades, until retirement. Wishing his daughter a somewhat better start in life, he borrowed sums of money to fund her education, taking a number of small jobs to service the loans. He did not advise the Housing Benefit department of his extra income and a considerable benefit overpayment situation arose. Having gained the confidence of the client, the caseworker was able to produce a Financial Statement and negotiate terms for repayment of the outstanding sums to Winchester City Council.

## THE BUREAU TEAM

### Paid Staff

Jenny Meadows	Bureau Manager, 37 hours
Mary Barnard	Deputy Bureau Manager, 20 hours, 2 hours Mental Health Project, 4 hours Acting Bureau Manager, 2 hours WCC Money Advice (from July 2003),
Ann Gilbertson	Training Officer, 15 hours (until September 2003)
Lizzie Williams	Training Officer, 15 hours (from January 2004)
Jean Horn	Mental Health Benefits Adviser (Social Services), 20 hours Money and Benefits Adviser (WHA), 10 hours
Andrew Sedden	Money Advice Officer (WCC), 10 hours (from July 2003)
Maggie Schofield	Citizens Advice Outreach Service (CAOS) Manager, 20 hours
Denise Cox	Citizens Advice Outreach Service Adviser )job share, 12 hours
Kate Gedye	Citizens Advice Outreach Service Adviser )job share, 12.5 hours
David Ross	Citizens Advice Outreach Service Adviser )job share, 12.5 hours
Denise Cox	Administration Officer CAOS) job share, 4 hours
Liz Sladen	Administration Officer CAOS) job share, 6 hours (from Jan 2004) Administration Officer (Finance) 10 hours
Chris Janson	Administration Officer, WHA, 3 hours
Ian Tattersall	Administration Officer, 9.5 hours
Lynne Vincent	Administration Officer, WCC, 3 hours from (July 2003)

### VOLUNTEER ADVICE WORKERS (joined 2003/04\* left 2003/04\*\*)

Andrew Beadle	Dave Hall	Belinda Padilha
Sarah Boas	John Harvey	Francoise Renwick
Toni Booth	Margaret Heffer	David Ross**
Angela Brett	Bridget Hickey	Liz Sladen**
Fiona Brett	Lorraine Howell	Michael Stevens**
Trish Brownlow	Alison Horne	Jenny Streat**
Ann Burr	Lynette Joly	Merial Walton
Denise Cox**	John MacAuley	Annie Whale
Gay Finn-Kelcey	Harry Mowat	Alan Whetman**
Kate Gedye**	Shirley Nicoll	Carla White
Alex Gladstone (deceased)	Sheila Norman	Marian Witcomb

### TRAINEE VOLUNTARY GENERALIST ADVISERS

Barbara Baynes*	Libby Neale*	Manjit Singh Bjorn*/**
Dagmar Burnet-Godfree*	Lynne Newhall*/**	Jane Taylor*
Sally De-Bargeton*	Tina Over	Judith Trayhurn*
David Hinchcliffe*	Lesley Rose*	Martin Tringham*
Debby Gardiner*	Janet Qualters*	Pauline Turner
Pat James*	Lesley Rose*	Jo Watson
Donna Lambert*/**	Maggie Schofield	Linda Warren
Fatima Mitchell	Richard Selman*	Ali Wellby*

### VOLUNTEER ADMINISTRATION SUPPORT

Manjit Singh Bjorn*	Gillian Hammill**	Kim McDonnell*
Clare Cooper*/**	Nancy Hanton	Cheryl Morris*
Cherry Darling*	Marie Haythornthwaite*	Audrey Mould
Jane Farr**	Kevin Hopkins	Beth Taylor*
Jean Griffiths	Gavin Lebborn*	Lynne Vincent
Margaret Gunn		

### VOLUNTEER RECEPTIONISTS

Tony Keates	Michael Stevens
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**Student Placement:** Chika Akpobire, July 2003 - February 2004



**Back Row:** Judith Trayhurn, Ann Burr, Marion Witcomb, Dave Hall, Kate Gedye, Richard Selman, Gay Finn-Kelcey, Michael Stevens.

**Back middle row:** Shirley Nicoll, Toni Booth, Margaret Heffer, Mary Barnard (Deputy Manager), Sheila Norman, Audrey Mould, Belinda Padhila, Alison Horne

**Front middle row:** Barbara Baynes, Linda Warren, Jean Griffiths, Lizzie Williams (Training Officer), Manjit Singh Bjorn, Libby Neale, Tony Keates

**Front Row:** Margaret Gunn, Cheryl Morris, Trish Brownlow, Jenny Meadows (Manager), Fiona Brett, Lesley Rose, Pauline Turner, Dagmar Burnett-Godfree

