

**TORRIDGE, NORTH, MID AND WEST DEVON**

LATEST NEWS	2
WHEN CAB WENT TO DOWN-ING STREET!	3
PROJECT UPDATES	4-5
QUARTERLY STATS	6



**Welcome!**

As many of you will know I leave the organisation at the end of March. I have mixed feelings of excitement and sadness. I am excited about having the time to develop new opportunities and explore new horizons. I am sad to be leaving so many good friends and an organisation that provides such a wonderful service to the public. I am sure

the Bureau will benefit from the new CEO, Vicki Rowe. I wish Vicki all the best in dealing with the challenges that lie ahead. I have known many of you for a number of years and admire all of you for the support and hard work you have provided to me and the Bureau. Without this support we would not have achieved what we have over the years. Every day, each one of our volunteers makes a significant contribution

**CAB**

to a Bureau that should now move forward under new leadership and achieve even greater things. Best wishes to you all for the future.

*Steve Davis*  
CEO TNM&WD CAB



**Adviceline**  
**03444**  
**111 444**

Please email [georgia@cab-bideford.co.uk](mailto:georgia@cab-bideford.co.uk) for a form and help support your local CAB!

**Become a friend! £24 annual £200 lifetime**

**Friends of the CAB**

A big thank you to everyone who has so far become a 'friend' of the CAB! We have raised a total of £425 towards the our core service which helps with training, running costs and enables us to continue giving free advice to those who need it most. But we don't want to stop there! If you are not a friend yet, but would like to be— please email [georgia@cab-bideford.co.uk](mailto:georgia@cab-bideford.co.uk) or call 01271 377967 for more information!

**Did you know...**



The Citizens Advice Bureau is an independent Charity. We provide free, impartial, confidential and independent advice to everyone on their rights and responsibilities. We aim to provide the advice people need for their problems and improve the policies and practices that affect people's lives. Citizens Advice Bureaux deliver advice services from over 3,300 community locations in England and Wales, run by 338 individual charities. We value diversity, promote equality and challenge discrimination.



Charity number: 1068496

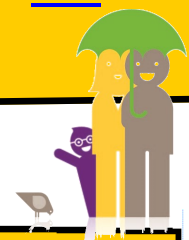
**FIND US ONLINE!**



[@tnmwdcab](https://twitter.com/tnmwdcab)



**[/Torridge, North, Mid & West Devon CAB](https://www.facebook.com/TorridgeNorthMidWestDevonCAB)**





## LATEST NEWS!

### ⇒ NEW CEO

As many of you are aware, Steve Davis, our current CEO is retiring on 31 March 2015. We are delighted to announce that Vicki Rowe has been appointed as the new Chief Executive Officer with effect from 1st April 2015. Whilst we shall be sorry to lose Steve's services, we offer him our very best wishes for his future. In turn, the Trustee Board wish Vicki every success for her future within the Bureau.



Vicki Rowe CEO as of 1/4/15

### ⇒ ADVICELINE HUB

Torrige, North, Mid and West Devon CAB have been successful in the bid for hosting an Adviceline hub as of the 1st April 2015. The service will be operating out of the Barnstaple and Okehampton Bureaux for 2 and 3 mornings a week, covering Monday-Friday. Recruitment is currently underway to find volunteers to undertake these telephone gateway sessions and work is being undertaken to ensure the correct equipment and facilities are purchased. We look forward to being part of this Devon wide service and are excited to offer this extended service for our clients in the community.

### ⇒ GEORGIA IS RUNNING THE MARATHON!

On the 31st May 2015 I will be running the Edinburgh Marathon in aid of Torrige, North, Mid and West Devon CAB! If you would like to sponsor me, I would be incredibly grateful for any amount to help support our wonderful core service. Please call me on 07791671066, email [georgia.ainsworth@btinternet.com](mailto:georgia.ainsworth@btinternet.com) or come up and see me in the Widening Horizons office in Barnstaple. Thank you!



### ⇒ WELCOME TO CAREERS SOUTH WEST

We are delighted to announce that we will be sharing our premises in Barnstaple with Careers South West who are in the process of moving in to their new offices above the Barnstaple Bureau.

A very BIG thank you to the lovely Volunteers, Jane, Keith, Donna, Felicity, Beth, Ruth and Viki from the Tiverton Bureau who stood outside Morrisons Supermarket on Saturday 24th January and shook their buckets (literally, due to the cold!) for the Bureau.

They managed to raise a fantastic £154.72!

Watch this space as we are due to appear at other leading supermarkets throughout the year!

In 2014, our Benefit decision Appeals team dealt with 40 cases, 30 of which were upheld. Despite having a 67% drop in appeals, we are delighted that we were able to support these clients.

03444  
111 444

Want to speak to someone over the phone about a problem? Feel free to call our Adviceline number on **03444 111 444** to speak to a trained adviser who will endeavour help you resolve your issue!

Open from 9:30-4:00pm.



Recently two of our Macmillan case workers, Ros Thomas and June Travers-Wakeford, attended an Ageing Well Day networking event on behalf of the Macmillan Project. Whilst there, promoting the project, they were approached by a cancer survivor who had lasting disabilities and wanted help completing an Attendance Allowance claim form. The lady had brought the form with her on the off chance and had not otherwise known where she could access such help. Fortunately a side room was made available for Ros and June to use, and they were able to complete the form there and then. The lady was delighted to be awarded the higher rate of Attendance Allowance and her eligibility for an additional premium increased her entitlement to State Pension Credit. She said that if she had not heard the event being advertised on Radio Devon, she would not have known where to go and would not have ended up as better off as she did. A big thank you to our Macmillan team for their constant hard work!

## When CAB went to Downing Street!

On Tuesday 13th January, our Bureau Manager, Sarah Davis, was invited to Downing Street to attend a 'Charity Champions' reception. Here she met with Samantha Cameron about the work that has been done within our Bureau in the past year. Mrs Cameron gave a short speech thanking the Champions: " The amazing work these people do are changing the lives of individuals and families and it has been an honour to celebrate this with them."



Sarah Davis with Samantha Cameron at 10 Downing Street

## healthwatch Devon

Healthwatch is the consumer champion for health and social care, making sure people's views and experiences are heard by those who run, plan and regulate the services. Healthwatch gives local people a voice about health and social care which can influence the delivery of the services they receive. Many CABs have a Healthwatch Champion who will happily discuss your views or experiences. Champions can assist you in a complaint, signpost you around the complicated world of health and social care and feedback compliments or complaints about services you have used. To make an appointment or get in contact with your local Healthwatch Champion either visit your local Bureau or telephone

**03444 111 444.**

[www.healthwatchdevon.co.uk](http://www.healthwatchdevon.co.uk)



**A BIG thank you to all of you who bought Christmas cards in the Bureau We managed to raise £63 for the Core Service!**

# #advice4future



Since the last newsletter the Advice West Devon partnership has continued to develop its work to improve access to information and advice in West Devon and help information and advice providers achieve more sustainability. The scope of our local advice website [www.advicewestdevon.org.uk](http://www.advicewestdevon.org.uk) is gradually being extended to include more self-help resources and useful contact information. A marketing campaign through local media and distribution of leaflets and branded goods has also been running to build awareness of the site amongst local people. You can now also find Advice West Devon on Facebook and Twitter.

Advice West Devon is also participating in some new service initiatives, such as the Friday Hub in Okehampton. Led by our partner the Ockment Centre, the Hub brings together various agencies under one roof every Friday morning to provide a more joined-up service to those needing help to resolve their problems. We are also inviting local organisations to become members of Advice West

Devon for free to benefit from our resources, training and online referral network.

Also following a decision to restructure the CAB Advice-line service across Devon, we are substantially increasing the Citizens Advice telephone helpline “Adviceline” in Okehampton. Press coverage and an open day produced a good response from locals responding to our call for volunteers. The new team is nearly complete but we would still welcome one or two more people, so if you know of someone that might be interested, please encourage them to get in touch. Full training commences early February.

Upcoming events include two information and advice events in Tavistock on 5<sup>th</sup> March 5pm-8pm, and in Okehampton 10<sup>th</sup> March 12.30-3.30pm. Local voluntary and community groups, statutory agencies and care and support organisations of all shapes and sizes are welcome to attend the event. We will be talking about the value of information and advice, what resources are available through Advice West Devon and how you could get involved to

benefit both your organisation and service users directly. The event is a half-day commencing with buffet lunch or tea, and all delegates will also be given a useful bundle of goodies to take away.

The Advice West Devon project is funded by the Big Lottery through until September 2015, and we are now researching ways to enable it to continue its work beyond this point, so that local people can continue to get the help they need quickly and easily.

For further information on any of the above, please contact the Project Service Manager, Shirley, on 01837 54840 or email

[info@advicewestdevon.org.uk](mailto:info@advicewestdevon.org.uk).



In-house volunteer recruitment day  
Dan Burton and Charlotte Bond– Adviceline Supervisor and Operator.





**Vicki Rowe**  
Project Manager

Those who have read the comments from Steve Davis CEO will know that I have accepted the challenge to take over as CEO from 1<sup>st</sup> April 2015. That said I continue to be committed to the Widening Horizons project until its end in September. Many aspects of the project will grow and develop long after the project finishes and I see my new role as a continuation of the transition of Advice Services within our organisation.

The Widening Horizons project continues to progress well especially in relation to the Information Technology work package with our partner COSMIC. All of our 11 Bureaux now have up to date IT hard ware systems. The next stage is to bring all offices under a cloud based system for a more uniformed approach. COSMIC are also developing our new state of the art website complete with Staff and volunteer

portal for better internal and external communications. We look forward to its launch in the spring.

We continue to work with our partner Age UK Devon on the Rural Outreach work package, we are looking to visit a number of towns and villages in the coming months to pilot Rural outreach services. If any partners which to be involved please contact my office.

Our Young Advice work package is ready to be rolled out at the Barnstaple campus of PETROC College and we are hopeful this service may be extended to cover Tiverton in the future.

We have been working with our partners AB+ and JCP to develop 3 financial awareness training package's, these consist of a one day package, a half day package and a bite size package which we hope to offer externally from April 2015.

Under our Commercial Opportunity work package we are delighted to welcome Careers South West who

are about to take up residency in our office at Bridge Buildings in Barnstaple. Their main entrance will be on Maiden Street just off the strand.

We continue to look at new ways to generate income to include developing a fundraising group and approaching local business for Corporate Sponsorship and 'Charity of the year' status. If you are a local business and interested in finding out how you can support the CAB please get in touch.

Widening Horizons is also responsible for the creation of this quarterly Newsletter which due to the hard work and creative flare of our admin assistant Georgia Ainsworth seems to be well received.

I look forward to sharing the next update with you all in April.

**Vicki**  
**01271 3779647**  
**georgia@cab-bideford.co.uk**

## Widening Horizons– In partnership with the following



## Macmillan Fundraising

Following the retirement of Tony Hare, Chairman of Barnstaple's Macmillan Fundraising team, our Macmillan Welfare Benefit Outreach Officer, Phil Pennington, has taken a moment to recognise and pay tribute to the man who helped to raise over £340,000 for the Charity. Phil, who works from our Bideford Bureau described Tony's service as "tremendous".

"During Tony's time as Chairman there have been considerable changes to those facing cancer. Survival rates are now better than ever and the work of the fundraising committees have

played an instrumental part in assisting families through difficult days. Macmillan has worked tirelessly to improve life chances of those diagnosed. This help includes a GP based in Caen Medical Centre, a specialist cancer nurse on the chemotherapy unit at North Devon District Hospital and a new post for a medically qualified officer to look at the survivorship issues. Our work within the CAB has now assisted in over 2,000 referrals in the last five years. To all fundraisers, a huge thank you. The work of the fundraising committees are a vital part in contributing to the quality of life for many"



**Phil Pennington**  
Macmillan Welfare Benefit  
Outreach Worker



## FACT SUMMARY

1st Oct-31st December

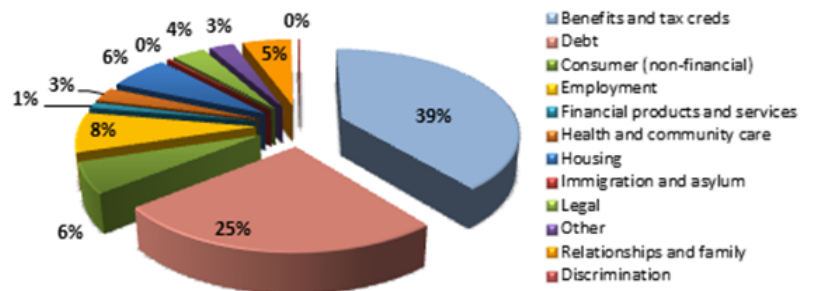
- In the last quarter, Torrridge, North, Mid and West Devon saw more than 2,100 people on over 5500 issues.
- Over 60% of client issues were in relation to benefits and debt
- Over 40% of those seen had a disability
- We have helped local people to receive over £800,000 worth of income gain that they did not know they were entitled to
- We have helped to write off more than quarter of a million pounds worth of debt
- North Devon is currently our busiest district in terms of clients seeking help and advice
- Nearly 60% of our clients prefer to come in and talk to us face to face

Torrridge, North, Mid and West Devon CAB Stats  
01 October 2014- 31 December 2014

## Headline Statistics

New Enquiries	2,172
Client Contacts	4,639
Advice Issues	5,515

Advice issues by category



Did you  
Know?

Nationally,  
CAB open  
6,500 new  
debt cases  
every single  
day

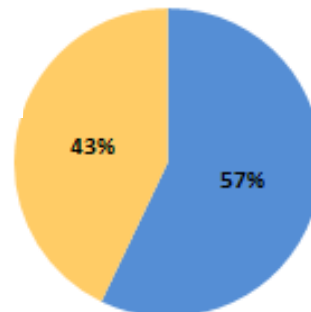
(Channel 5,  
'Can't Pay? We'll  
Take it Away')

## Top 3 Advice categories

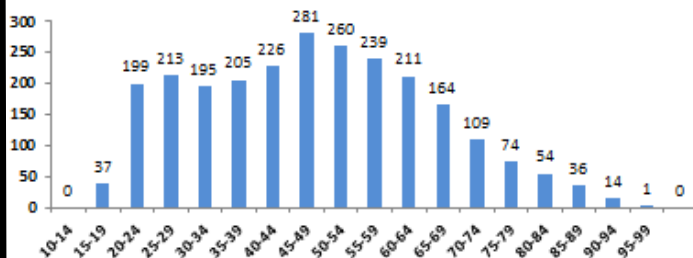
Benefits and tax credits	2,158
Debt	1,390
Employment	418

## Gender of Clients

Female  
Male

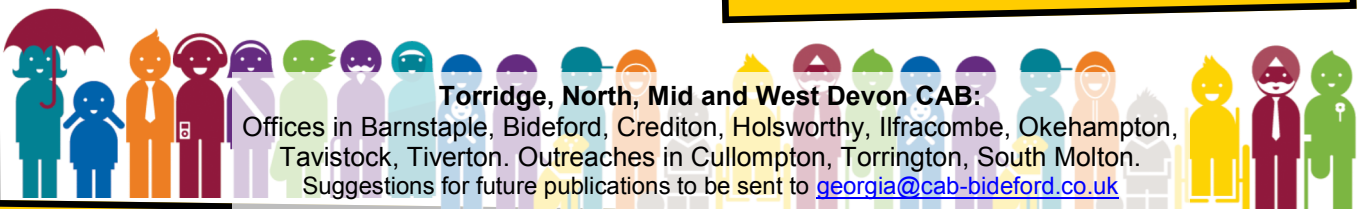


## Age range of clients



## Adviceline Statistics

We are now recruiting more volunteers in order to expand our Adviceline hubs. From the 1st April, we are committed to answering more calls, delivering more advice to clients over the phone. Watch this space for upcoming Adviceline Statistics...



Torrridge, North, Mid and West Devon CAB:

Offices in Barnstaple, Bideford, Crediton, Holsworthy, Ilfracombe, Okehampton, Tavistock, Tiverton. Outreaches in Cullompton, Torrington, South Molton.

Suggestions for future publications to be sent to [georgia@cab-bideford.co.uk](mailto:georgia@cab-bideford.co.uk)