

TORRIDGE, NORTH, MID AND WEST DEVON



Welcome!

Welcome to our second quarterly newsletter of 2014 and our first edition from our new premises in Barnstaple, which will act as the headquarters for our Bureau. We are very excited to be up and running in a fantastic building and location in Barnstaple and it has created some good opportunities for working closely with other charitable organisations in the area. We are as busy as ever and it is fascinating to be in such a historic building with character. In other news,

after reviewing our service delivery in Holsworthy, we have decided to remain at Manor Offices. We have lots going on in the next quarter including the introduction of a fundraising group which covers all four of our dis-



tricts. If you would like to know how to get involved, keep on reading to find out more!

I hope you enjoy reading though our newsletter and see you all next time.

Steve Davis
CEO TNM&WD CAB



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Did you know...

the charity for
your community



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.

**OFFICE SPACE
TO LET!**

TNM&WD CAB have office space to let in their new Barnstaple premises in The Square. 100 sq.m set out over 2 floors with kitchen/toilet facilities and separate access. Available as 1x100sq.m or 2x 50sq.m. For more info or to view the property, please call **Vicki Rowe** on **07436 090 299**
vicki.rowe@cab-bideford.co.uk

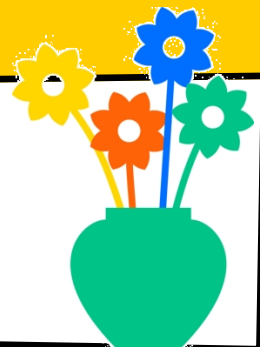
**FIND US
ONLINE!**



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



[Torridge,
North, Mid &
West Devon
CAB](#)



LATEST NEWS!

⇒ Barnstaple CAB has moved! Due to an increase in demand, our Bureau in Barnstaple has moved to a bigger, better and more centralised location in Barnstaple's Square. We have since been as busy as ever and with more interview rooms, clients are able to be seen in good time. The building has also become the 'hub' of the organisation with many staff collating in one centralised location.



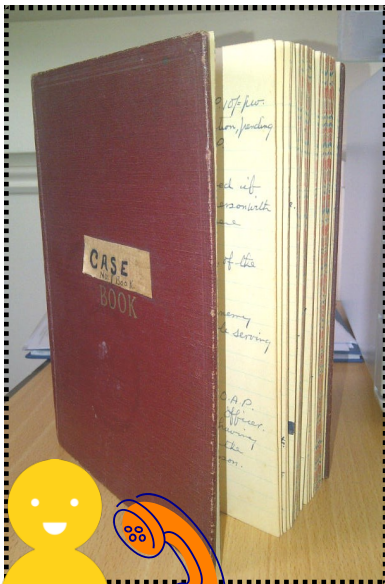
⇒ This year the Citizens Advice Bureau celebrates 75 years of service! To mark this special occasion, the Torridge, North, Mid and West Devon CAB have set up a Fund-raising group who will be out and about in the community at a number of events to help build awareness of our charitable status and raise some funds! Found out how YOU can get involved on page 3!

⇒ Help support the future of the Bureau by signing our online pledge at www.citizensadvice.org.uk/adviceforthefuture

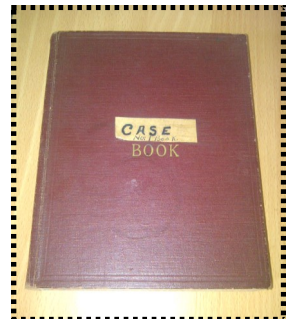


Blast from the past...

75 years of Citizens Advice!



While clearing out our old premises in Barnstaple, hidden amongst years of paperwork, lay this gem! Case Book number 1 for the Citizens Advice Bureau. The book contains 1003 entries between July 1940 and May 1942. The first entry was a client who's money had been stopped as her husband was thought to be a deserter from the army. With the intervention of the CAB, her weekly money and the arrears were reinstated. Each case and the result take up 3 or 4 lines... very different from todays system where we need so many profile details for our database! The book generated a huge amount of interest on social media- reaching tens of thousands of people! Follow on us on Twitter to join in the conversation [@tnmwdcab](https://twitter.com/tnmwdcab) Long may the good work of the Citizens Advice Bureau continue!



08444
111 444

Want to speak to someone over the phone about a problem? Feel free to call our Adviceline number on **08444 111 444** to speak to a trained adviser who will try their best to help you resolve your issue!





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

08444 111 444.

www.healthwatchdevon.co.uk

Employment Case examples from the Tiverton Bureau

The Tiverton Bureau assisted a multiple claim of 3 clients to win an Employment Tribunal against their employer for; Breach of contract, holiday pay, unauthorised deduction of wages and a redundancy payment. The total amount awarded was £41,500.

However the Judgment remained unpaid by the employer so the bureau assisted the clients to petition a winding up order against the company through the County Court. The

winding up order was successful and the end result means that the clients can claim all the amount awarded from the National Insurance Fund.

A client with learning difficulties also won an unfair dismissal claim after they were treated unfairly by their employer. The case was prepared by the Tiverton Bureau and the Specialist negotiated a settlement prior to the hearing and the client gained almost £8,000 in compensation.

Thanks to the CAB, clients have saved thousands in legal fees. Last year a Tiverton client was told her legal fees would be around £12-15k, but thanks to the Bureau running the case for free, she saved her money and won nearly £30k. A big thank you to everyone from the Tiverton Bureau who was involved in helping these people.



The Torridge, North, Mid and West Devon FUNDRAISING GROUP

As a charity, we need to increase the income into our Bureau. To help this, we want to set up a fundraising group and we are inviting volunteers to get involved.

Each Bureau has always done some form of fundraising, including collections, donations, raffles and events etc. Now, along with many other local charities, we are facing an uncertain financial future. Adverts have been placed in local papers as we are on the hunt for people who can help us fundraise for the future of the CAB! Get in touch if you think you can!

**Call 07436 090 299 or email
georgia@cab-bideford.co.uk for an application form**





Devon's five Citizens Advice Bureaux (CAB's) across district council areas are taking part in the two year Advice Services Transition Fund (ASTF) programme running from 2013 to 2015. This programme has been set up by the The Big Lottery Fund to assist providers of advice services to continue to give vital help to local people and local communities.

The Lottery wants to help the not-for-profit sector

transform and adapt to the new funding environment by renewing its service models to reduce duplication, bring providers together to be more efficient and effective and to work with other advice and information partners to be more enterprising and resilient. In West Devon, the Advice West Devon Project is well underway and have been using their funds to tackle a number of issues in the community. The project have also recruited a Project Service Manager, Caroline Nightingale, who started her role at the beginning of the month.

After discussions with partners, it was decided that 'Advice West Devon' would replace the project's previous name, 'OATIS'.

Advice West Devon Funding

- Trial an extension to the CABs Adviceline, the telephone helpline, by recruiting and training more volunteers to answer calls
- Develop and deliver training packages for use by volunteers in other charities
- Support the training of all partners in developing their charities and helping them to be sustainable
- Trial and develop new funding streams including setting up a fundraising committee.
- Develop a new website called Advice West Devon that provides self-help information and includes details of the services offered by local partners. These partners are West Devon Community & Voluntary Services, Okehampton and District Community Transport Group, Tavistock Area Support Services, Tavistock Youth Café, The Ockment Centre and Kingdon House.



Caroline Nightingale
Project Service Manager
Advice West Devon
caroline@cab-bideford.co.uk

**An Evening Cruise On The
MS Oldenburg**
Friday 29th August
6.30pm @ Bideford Quay
In Aid of the
Devon Air Ambulance
Music by Linda Knight and Friends
GRAND RAFFLE
Tickets: **£20.00 per person**
including free buffet
Ships Bar available (not included in ticket price)
Tickets from: **Minxy's Sweets,**
1 Butchers Row, Bideford, EX39 2DX
Tel: 07456661124



Minxy's Sweets



AWD Training Supervisor, Shirley Hooton (left), Trainee Adviser, Morag Landers (middle), Trainee Gateway Assessor, Christine Newberry (right). Christine and Morag have both been recruited for CAB through the Advice West Devon project. Thank you to Helen Alcock, an experienced volunteer adviser, who gave up her day to help recruit new volunteers.



Widening Horizons



LOTTERY FUNDED

Information Technology:

COSMIC, the ethical I.T social enterprise, have now completed the installation of new I.T equipment in the Barnstaple premises which has been a success. Focus now turns to the remaining Bureaux and a schedule is in place to ensure that all offices have their new I.T by October 2014.

Rural Outreach:

We are meeting with Age UK Devon to discuss the feasibility study that they have been carrying out and the next steps in this work package. We look forward to sharing more about this with you soon.

Young Advisers:

The feasibility study at PETROC is now complete and we are delighted to learn that there is a demand

for our service with young people. We will be meeting with Darren Armstrong from PETROC again soon to discuss the next stage.

Financial Awareness Team:

We will be meeting with our partners Advice Bureau Plus, in July who specialise in HR business support to discuss the development of financial education materials and the delivery plan for financial advice.

Commercial Opportunity:

The TNMWD Fundraising Group has now been set up with an aim to increase the profile of the local CAB and raise money. We are in the process of recruiting volunteers to assist us with this work package.

We have now successfully moved to our new premises in Barnstaple. As well as providing improved facilities for our clients, we also have the opportunity to sublet offices on the 1st and 2nd floor as part of our income generation plan. In addition, we are looking at ways to be cost effective and generate income across our Bureaux.

Please feel free to come and visit the Widening Horizons team on the top floor of the Barnstaple Bureau. We are always happy to hear suggestions and ideas that will benefit the Bureau going forward.

Project Manager Vicki Rowe
vicki.rowe@cab-bideford.co.uk
 07436 090 299

Friends of the CAB

The Torridge, North, Mid and West Devon CAB cover a vast area of Devon, servicing a population of 289,000 people. We intend to maintain a professional, quality advice service for the community by recruiting and training volunteers. Whilst the majority of our workers are volunteers, it takes a lot of money to pay our running costs. It has become increasingly obvious to us, that whilst we are extremely grateful for the grants we receive from local Governments and other organisations, we need to look for additional regular income

streams to support the future of the CAB. We have set up a 'friends' society which means people just like you can help support us and safeguard our long term future. It's a simple process of a one off payment that will help the CAB in the ever more uncertain financial future. You would also be kept up to date on all things CAB throughout the year! For more information, please email

georgia@cab-bideford.co.uk
 or call 07436 090 299



Torridge, 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

Become a friend!

Please email for an application form and help support the CAB for the future!

Torridge, North, Mid and West Devon
 Citizens Advice Bureau

H/Q:
 1-3 Bridge Buildings
 The Strand
 Barnstaple
 North Devon
 EX32 8LW

www.cab-bideford.co.uk

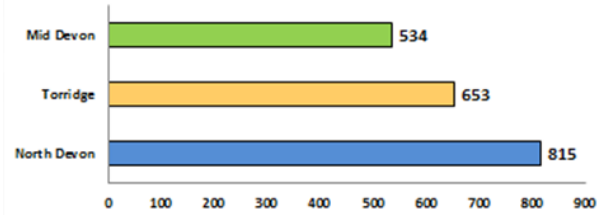
cab-bideford@cab-bideford.co.uk

Torrige, North, Mid and West Devon CAB Quarter 1 Stats 2014/15

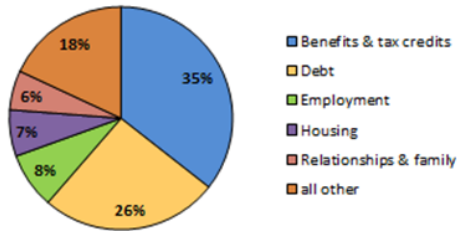
Key Statistics

Clients	3,256
Advice Issue Codes	6,131
Client Contacts	5,494
Enquiries	2,703

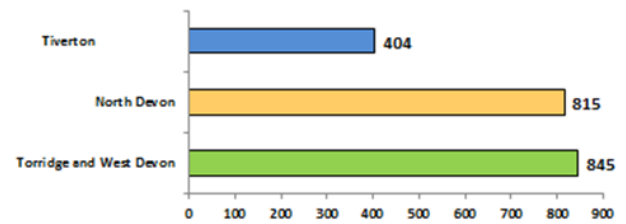
Client advised - Top 3 local authorities



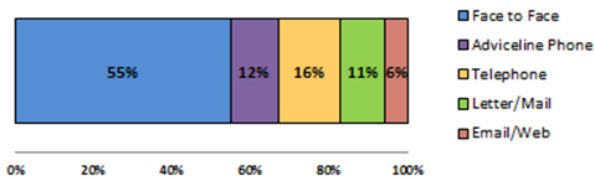
Top 5 advice categories



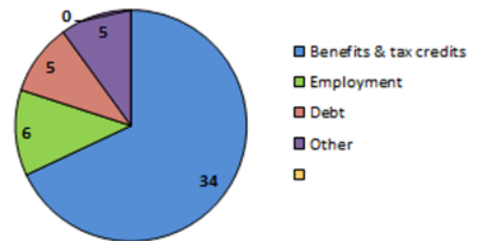
Client advised - top 3 constituencies



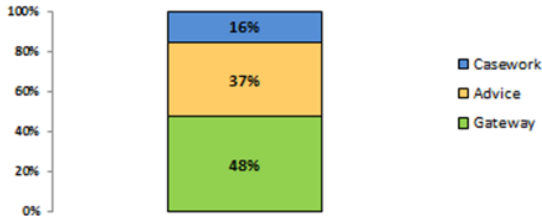
Client contacts by channel



Bureau Evidence Forms (local social policy)



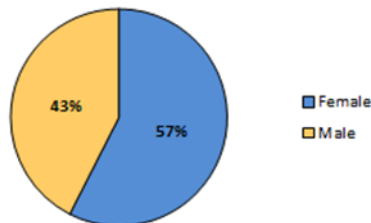
Enquires by Worklevel



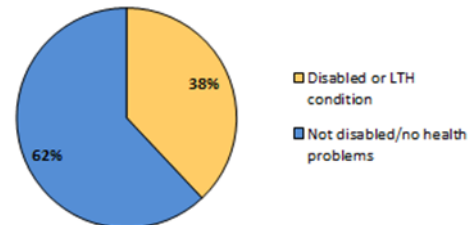
Financial Outcomes for the period 2014-15

Income gain	£578,774
Debts written off	£364,679
Repayments rescheduled	£46,721

Gender of Clients



Disability



Age range of clients

