

# **Canterbury District Citizens Advice**



## **Annual Report 2016 - 2017**



**citizens  
advice**

Charity No 803115  
Company No 02483455  
Citizens Advice Membership No 75/0001

# 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

### Herne Bay

### Whitstable

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

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

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 can be obtained on 0344 848 7978

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	Andrew Maysey
Hon. Treasurer	David Cork
Hon. Secretary	Brian Collins
Trustees	Ian Macarthur
	Frank Pilcher
	Susan Record
	Gillian Reuby
	Shrimati de Silva*
	Dave Wilson*

## VOLUNTEERS

Supervisor Canterbury	Patti Munt
Supervisor Herne Bay	Heloise Barnard
<b>CANTERBURY</b>	<b>HERNE BAY</b>
<b>ADVISERS</b>	<b>ADVISERS</b>
Paul Kusel	Ken Finch
Brian Middleton	
Patti Munt	Heloise Barnard
Terry Gabony	Susan Thomas
Gillian Grainger	Howard Cohn
Jane Stewart	Rebecca Cooper
Robert Veltman	<b>GATEWAY ASSESSORS</b>
Ursula Fuller	Doreen Brookfield
Julie Wilson	Chris Would
Sandy Monahan	Peter Reynolds
	Jeremy Mills
<b>GATEWAY ASSESSORS</b>	Russell Feast
Ken Beere*	Rebecca Cooper
Judy Seymour-Ure	Patricia Prestage
Helen Hart	Robert Veltman

## ADMINISTRATORS

Irene Sharp
Katerina Dempli
Mary Rance
Jacqueline de Maringy
Louis de Maringy
Catherine Hill

## ADMINISTRATORS

Shirley Bream
James Foley
Eileen Griffiths
Jacqui Man
Diana Hill
Julia Hussey

## CORE STAFF

District Manager	Simone Field
Service Manager Canterbury	Sarah Sayer
Service Manager Herne Bay	Sara Ciccone
Training Manager	Matthew Begg
Whitstable Outreach	Helen Hart
Advice Session Supervisors	Catherine Sumner
	Lynda Worrall
<b>MACMILLAN UNIT</b>	
Caseworkers	Alan Lawson
	Sarah Byrne
	Helen Hart
	Susan Parker*

Support Workers	
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## LEGAL ROTA COORDINATOR

## IT CONSULTANTS

## HOMELESSNESS PREVENTION

## Debt Caseworker

## MAS DEBT CASEWORKERS

## FOODBANK ADVISORS

## BENEFITS FORM FILLER

## RESEARCH & CAMPAIGNS COORDINATOR

## FINANCE

## VOLUNTEER DISTRICT TRAINEES

Loveness Williams
Ed Craven
Sarah Mullane
Jennifer Amadi
Arsheen Sorefan

\* staff who have either left or changed post.



Whitstable Adviser 1996—2006  
Much missed by all those who knew her.

# Letter from the Chair

## Andy Maysey



After my first year as Chair I find myself composing my first Letter from the Chair for the Annual Report and I am struck by how similar the issues we face this year are to those addressed over the previous 12 months. Similar but not the same. In some ways more challenging than ever before.

We continue to deliver a first class service into the local community against a number of different pressures on our resources. These include a rising need for our services, changes in legislation and financial and funding difficulties. You will see from the District Manager's Report the depth and extent of the work carried out by our service. We could not possibly have achieved this without the hard work and support of the bureau staff and volunteers, and, for that, the trustees and I would like to extend our grateful thanks.

Inevitably the rollout of Universal Credit is going to introduce increased pressure on our services and we will need to be prepared for that.

As ever, continued funding of the local Citizens Advice is the core issue for the trustees. It constantly surprises me that, when I talk to people, they are unaware that Citizens Advice is a charity and reliant upon grants etc. for funding. Most individuals assume that the service is paid for in some way either by government or, more broadly, by "the Council". Whilst some of the funding comes from Canterbury City Council it is important to be aware that we bid for, and have received, funding from Macmillan, Vatenfall and other sources such as the Canterbury Foodbank, for projects that we deliver into the community.

We are facing increasing pressures on our resources, both physical and financial, through a continuing and growing demand for our services. Increasing numbers of clients combined with the usual funding difficulties make this situation much more difficult to address.

My first year as Chair has been made considerably easier through the support of my fellow trustees and I should like to express my thanks to them for their support. The Trustee Board and I will be focusing on maintaining a continued delivery of high quality services into the community.

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Congratulations go to newly qualified

### **Generalist Advisers**

Jacqueline de Marigny, Helen Hart, Clara Citro and Sandy Monaghan

### **Gateway Assessors**

Karem Ortiz, Stephen Smith and Peter Reynolds

### **Debt and Benefits Adviser**

Becky Cooper

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# District Manager's Report



## Simone Field

During the 2016/17 year the number of unique clients has increased from 3652 to 3887, which is an increase of 6%. The 2016/17 year was the final year of a four year Service Level Agreement with Canterbury City Council and involved an overall 20% reduction in core funding with the core grant remaining at the same level as 2015/16. So although Council funding remained static with no cost of living increase, we managed to increase the number of clients helped.

For these 3887 clients we dealt with 9743 issues over the year. 'Welfare Benefits' is still the largest advice query area and increased its share from 32% to 35% of core work. Debt, the second largest advice category, went from 22% to 21%. Employment, housing and relationship issues which each formed 8% last year formed 7% each this year. We have also seen an unsurprising increase in Immigration and Asylum given the Brexit vote and the anticipated effect on our clients.

In 2016/17 Income gained was £1,346,928 (2015/16: £1,089,272), Reimbursements were £13,692 (2015/16: £2,712), Debt written off was £361,835 (2015/16: £132,130), and Repayments rescheduled were £2,392 (2015/16: £1,272). Our success rate improved over the previous year for all outcome measures bringing in more income for our clients and relieving them of more of their debts thus releasing more income into the local economy.

The bureau has been involved in a number of projects with partners in the district and we are grateful Macmillan for continuing to fund the Welfare Benefits Service for East Kent (see page 8). As part of this project we have worked closely with Ashford and Thanet Citizens Advice and we would like to thank them for their cooperation and support. We are also grateful to the Canterbury Foodbank and to Streynsham's Trust for supporting advice work at St Dunstan's Church and All Saints, Canterbury.

Despite the ending of ASTF Lottery funding in the previous year we have managed to maintain the Pro Bono Family Legal rota which is now well embedded into the bureau service with rota slots booked up three weeks in advance. We are again indebted to the many local solicitors and barristers who have dedicated their time and skills to helping our clients with their family related legal enquiries. This service is vital for people who are affected by the withdrawal of family legal aid and one of the few resources for family help for people who cannot afford to pay for legal advice. Our thanks go to Beckett and Stour Chambers and to the following solicitors firms: Barford Fraser; DSD Law; Furley Page; Girlings; Gurney Harden; Parry Law; Robinsons and Whitehead Monckton. Funding is needed to maintain the family rota as core funding does not cover this service. The bureau is currently looking for £1500 to continue the service.

During the year we were fortunate to secure further funds from the Money Advice Service to pay for debt advice and I am grateful to the paid caseworkers, service managers and volunteers for working so hard on this project and exceeding our target client numbers. This was particularly difficult as the funding confirmation arrived very late and systems had to be put in place at short notice. Casework in Herne Bay was supported by the Herne Bay Area Members Panel and Canterbury City Council also contributed an amount to support debt casework to prevent homelessness in the district.

As the funding for paid benefit casework has now ceased (apart from the Macmillan service) and funding for paid debt casework has reduced our volunteer advisers have had to deal with more and more in depth benefit and debt issues. I am pleased to see they have risen to this challenge and am very grateful to them for this and to our excellent Service Managers and Supervisors (both paid and unpaid) who have worked so hard to maintain such professional standards whilst delivering holistic and complex advice. The continuing high scores recognised by our Citizens Advice Quality Assessors and the continued high satisfaction records from our clients attest to the value and success of our service. The challenge ahead for us now is to ensure we continue to acquire the resources needed to deliver the service and continue to expand our client base.

# On behalf of the Service Managers

## The 'Two Sarahs' - by Sarah Sayer

I am writing as the bureau Manager for Canterbury and on behalf of Sarah Ciccone at Herne Bay. I have been in position just short of two years. It has been a lot of hard work for both of us! But, both offices have vastly increased the numbers of clients we have seen whilst managing to keep to the highest audit quality. We have lots of new volunteers and have supported the longer standing ones through yet more changes! I can't thank the volunteers enough as they are very dedicated and have been enormously supportive. Both bureaus are dynamic and continuously improving and it has been a very exciting place to work.

This year we have had the further implementation of the Citizens Advice new strategy. This has meant lots more work but has been worthwhile. Auditing is now a continuous process. Each manager (also supervisor Catherine) has to score a random sample of cases. These scores have to match the auditors scoring and keep to a high standard. The bureau has been very successful at this. We have also put all advisers through the new debt training required. The bureau now has in place the national 'Ask' programme. In all enquires a standard question is asked to uncover any situations of domestic violence or abuse. I delivered the training for this and it has been a challenge, it can be very daunting to ask about a sensitive issue like this as a matter of course. The volunteers all took this on board and it has been very successful in exposing abuse and getting people support.

From the front desk to the most complicated cases, volunteers are doing more work than ever before. We have invested time in supporting the reception so that advisers cover the desk in the mornings to give out assisted information where possible and filter the clients as pro-actively as possible. This has been very successful in increasing the numbers helped and getting more assistance to the most in need. Losing the debt casework support has meant that volunteers have had to take on the daunting task of complicated debt work for clients. This can take weeks to complete and needs persistence. It is much to the volunteers' credit that they have managed to do this.

Thank you to Catherine our supporting supervisor across both offices. Thank you to all the advisers, administrators and receptionists. I hope we can continue to grow and improve as we have been. It has been a privilege.

## Food Bank Report Sarah Ciccone

I have been working at the St Dunstan's Canterbury Food bank since May 2015, the purpose of which is to ensure that those who have self-referred are able to access advice. This has enabled me to assist the clients with the underlying cause of their financial difficulties and give them the help and advice they need.

In the last nine months I have assisted 45 individuals, some of whom have visited on more than one occasion and I have issued 43 vouchers. The food bank clients are used to me being there and sometimes will visit me for advice or just a chat without requiring a food voucher. I advise on a whole range of subjects but the main enquiry areas are debt and benefits. Wherever possible I deal with the client's immediate problem, but on occasion a more in-depth interview is required and I will refer this to our local office. Working at the food bank is very unpredictable and can be very fast paced at times, my current record is seven people in one morning (2 hours) and I am eager to break this.

We are always looking for funding to support our work at the Foodbank and are very grateful to Streynsham's Trust (at St. Dunstons) and Canterbury Foodbank for funding the work this year. We would like to extend our thanks to the trustees of these two organisations for their kind donations. Donations of both food and money are always needed and welcome.



← Citizens Advice Outreach Worker Jennifer Amadi at the Canterbury Foodbank at All Saints Church. Citizens Advice Outreach Worker Sarah Ciccone at the Canterbury Foodbank at St Dunstons →



# Our Statistics

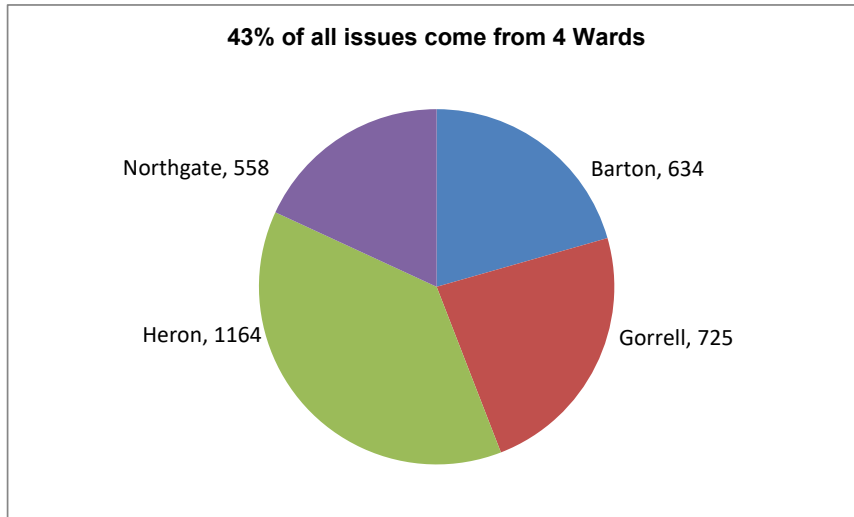
Top four issues per ward

## Northgate

Benefits	194
Debt	117
Relationships	35
Housing	49

## Heron

Benefits	407
Debt	352
Relationships	59
Housing	77



Top four issues per ward

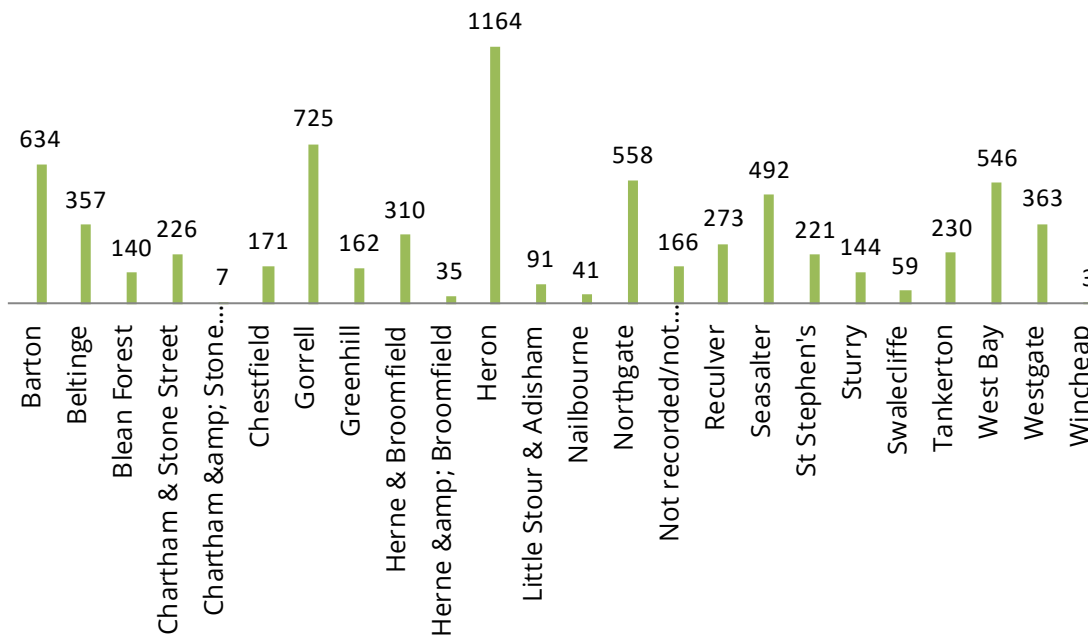
## Barton

Benefits	205
Debt	145
Relationships	35
Housing	50

## Gorrell

Benefits	305
Debt	169
Relationships	38
Employment	34

## Advice Issues per Local Authority Ward



### Total Issues for the Canterbury District

Benefits	2548	Legal	211
Debt	1713	Consumer	103
Relationships	492	Travel	71
Employment	477	Utilities	71
Housing	446	Health	60
Immigration	312	Tax	54
Financial	264	Discrimination	30
Other	249	Education	17



# Macmillan Report



The Macmillan Welfare Benefits Service (East Kent) provides welfare benefits information, advice and advocacy to people affected by cancer and also helps their families and carers. The Service has been in operation since 2011 having just completed its sixth successful year. The Service was originally funded by Macmillan for four years with the intention being that continuation funding would be found locally. Such funding has proved hard to find although the service was fortunate this year to secure £1933 in funding through a Kent County Council Members Grant, thanks to Councillor Geoffrey Lymer who is on the Macmillan Welfare Benefits (East Kent) Steering Board. Macmillan has now renewed the original funding for a further two years and the Service is currently funded to 31 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 22% of clients live in Thanet, 23% Canterbury, 14% in Ashford, 11% in Shepway, 13% Dover and 14% in Swale.

In 2016/17 (1 April 2016-31 March 2017) the Service helped 906 people across East Kent (660 in 2015/16) opening 710 new cases (551 in 2015/16). 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 2016/17 the Service raised £2,444,415 (£1,946,938 in 2015/16) in benefit income, with a further £38,653 (£11,460 in 2015/16) gained in re-imburements, services and loans. The service is delivered through the channels of telephone, face to face meetings and home visit across East Kent.

The Service is currently working hard to meet the ever-growing need for support from people affected by cancer and is engaging with the national Macmillan service in its review of Welfare Benefits services. Macmillan has kindly agreed to extend the funding again beyond March 2018 and we are currently awaiting confirmation of the length of this extension.

Category	Benefits & tax credits	Debt	Employment	Housing	Other	Total
Income gain	£2,398,573	£0	£3,801	£0	£40,041	£2,442,415
Re-imburements, services, loans	£0	£0	£0	£0	£38,653	£38,653

Cancer Stage	2016-17	2015-16	Cancer type	2016-17	2015-16
DS1500	41.77%	42.75%	Blood & Lymphatic	2.11%	7.61%
Initial period	33.23%	29.77%	Bone and cartilage	0.91%	2.62%
Living with cancer	7.32%	11.96%	Brain, eye and other CNS	0.91%	3.67%
Not patient	0.00%	1.27%	Breast	12.39%	16.01%
Not known	11.59%	9.67%	Colorectal	14.20%	8.92%
Recurrence	6.10%	4.58%	Digestive - General	15.41%	12.34%
Total who replied	100.00%	100.00%	Female Genital	2.72%	1.31%
			Lip, oral cavity and pharynx	3.63%	7.09%
			Liver	1.21%	3.15%
			Lung	23.87%	16.80%
			Male Genital	0.60%	1.05%
			Mesothelial and soft tissues	0.91%	1.57%
			Non-Hodgkins Lymphoma	0.30%	1.57%
			Not Known	2.11%	0.26%
			Ovarian	3.93%	2.10%
			Prostate	6.04%	5.77%
			Renal	3.63%	1.05%
			Respiratory & Intrathoracic		
			Organs	0.00%	1.05%
			Skin	1.81%	0.26%
			Thyroid & Other Endocrine	0.30%	2.62%
			Urinary Tract	3.02%	3.15%





# Research and Campaigns

- ⇒ Herne Bay office took part in consultation on proposal for the future of Whitstable and Herne Bay jobcentres. We surveyed 94 clients who used the service in the 30 day consultation period and obtained 44 completed forms. 98% objected to the closure. A letter was sent to Job Centre Plus (JCP) Manager for Kent quoting clients' comments on the proposed closure and gave statistics for those clients already helped that year who were already in debt, providing a synopsis of the travel costs likely to ensue. Both Jobcentres are still due to close but Herne Bay Job Centre is considering the provision of outreach to clients via the Herne Bay office of Citizens Advice five afternoons per week for six months, with review frequency for the rest of the year.
- ⇒ We signed and tweeted St Mungo's #StoptheScandal campaign demanding that David Cameron ensure better support for people with mental health problems who are stuck sleeping rough (Private Member's Bill of Bob Blackman). We also wrote to MP Julian Brazier about St Mungo's campaign to support Homelessness Reduction. MP J Brazier agreed to examine content of Bill when published. Consequently the leader of the opposition and then the Government came out in support of the Homelessness Reduction Bill. On 28.10.16 MPs turned up in Parliament to debate the Homelessness Reduction Bill and unanimously backed the Bill.
- ⇒ We contributed to seventeen consultations covering local and national issues including the Kent Integrated Domestic Abuse Service Consultation, Improving Local NHS care, G4S Patient Transport Service, Big Lottery Fund Research Customer Survey and Local Citizens Advice Pensions Survey amongst others.
- ⇒ We signed the Macmillan petition to support the Cancer Carers' Strategy to make sure carers do not struggle alone.
- ⇒ District Manager spoke publicly at Policy and Resources Committee Meeting of Canterbury City Council against the introduction of changes to the local Council Tax Reduction Scheme. Points raised were quoted in a KM Gazette newspaper article on the scheme proposals and speech was also posted on the 'Stop the Cuts' website. During this speech we highlighted issue of poor financial capability of young adult non-dependents of people on means tested benefits. Parents are often in debt as a result of lack of knowledge about the non-dependent's responsibilities to contribute to household income. Citizens Advice offered to engage with Canterbury City Council to promote awareness. Citizens Advice volunteer devised training resources which East Kent Services Payments Manager used on the Council's website.
- ⇒ Whitstable Outreach Worker engaged help of MP Julian Brazier with a DWP issue for a Whitstable client. MP wrote on client's behalf and matter was sorted by DWP.
- ⇒ We took part in CPAG Campaign and wrote to MP Julian Brazier to encourage Chancellor to drop the tax on work imposed by cuts to the 'work allowance' in Universal Credit, regarding the rules that set how much parents can earn through work before their benefits start to be withdrawn.
- ⇒ Quarterly reports to main funder Canterbury City Council include bureau evidence forms submitted and advice issue codes by ward to keep council aware of local issues.
- ⇒ Benefit and Council Tax Citizens Advice Issues statistics supplied bi-monthly via Universal Credit Forum to representatives from CCC and DWP to show nature of Universal Credit and welfare reform issues affecting public. At these forums we discuss client cases and policy issues. As a result the Council have altered the text on their website describing the Council Tax Support Scheme for people who are self-employed.
- ⇒ Funding bid to Vatenfall was successful and included several Research and Campaign outcomes. These are being delivered by Vatenfall team in 2017/18.
- ⇒ We have joined and responded to the National Citizens Advice Network Panel surveys
- ⇒ We were interviewed by Radio Kent on the likely impact on pockets of deprived communities in the Canterbury District by the proposed merger of East Kent local authorities.
- ⇒ We have proactively used social media to promote research and campaigns issues on Twitter and Facebook including the following: Scams Awareness Month, the 'Tax on Work' in Universal Credit, Personal Independence Payment changes jeopardising progress on mental health, the effect of rough sleeping on people with mental health issues and changes needed to the Universal Credit roll out amongst people with mental health issues and more general changes needed to Universal Credit procedures

# Training Managers Report

## Matt Begg



In the last 12 months, training has been dominated by two big projects – the (MAS) Money Advice Service accreditation for debt advisors and “Ask” campaign to raise awareness of gender based abuse (GVA).

Every local Citizens Advice office now has to be accredited by MAS if they want to continue giving debt advice. As we do, all advisers, supervisors and managers completed an on-line course called Giving Good Debt Advice, while receptionists attended a short presentation. Supervisors and managers also had to attend a course on supervision skills, which was held in Canterbury. I’m pleased to say that every adviser, supervisor and manager passed. After a trial where 27% of clients disclosed that they had been victims of GVA (Gender Violence & Abuse, Citizens Advice’s term for domestic violence), it was decided that every Citizens Advice would routinely ask clients if they had ever experienced GVA themselves. Sarah Sayer, Sarah Ciccone and I attended a two-day course in December so we could cascade that training down to advisers and gateway assessors. We did this in two sessions led by Sarah Sayer and we are now asking all face to face clients if they have been affected by GVA as long as they aren’t accompanied in the interview. We’ve had a lot of clients disclose to us that they’ve suffered GVA, and many of those who haven’t are glad we’re asking, which makes the whole thing feel worthwhile.

After all that you’d think that we could all put our feet up and have a rest, right? No. In September 2017 comes the replacement of Petra (our client case note management system) with a new system called Casebook, and we’ll be training everyone how to use it. Early indications are that Casebook will be much easier to use and more intuitive than Petra.

Finally, I’d like to congratulate Jacqueline de Marigny, Becky Cooper, Helen Hart, Clara Citro, Sandy Monaghan and Karem Ortiz, who all qualified as Advisors or Assessors in the last year.

## 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
- ◇ Pension Wise
- ◇ Herne Bay Area Members’ Panel
- ◇ Friends of Canterbury District Citizens Advice
- ◇ The King’s School for free printing of Annual Report
- ◇ Streysham’s Trust for foodbank
- ◇ Canterbury Quakers
- ◇ Clients of Canterbury District Citizens Advice
- ◇ Dean and Chapter of Canterbury Cathedral
- ◇ Canterbury Food Bank
- ◇ KCC Members’ Grant
- ◇ Citizens Advice Grant
- ◇ Awards for All, The Big Lottery Fund
- ◇ Whitstable and Herne Bay Lions



**Summary Statement of Financial Activities (including Income & Expenditure Account)  
for the year ended 31st March 2017**

		2017	2016
<b>Income</b>			
	Canterbury City Council	113,024	137,863
	Legal Services Commission	-	455
	Advice Services Transition Fund	-	31,485
	Macmillan Cancer Support	134,864	126,241
	Money Service Advice	6,920	24,583
	Awards for All	9,997	-
	Other Grants and Funding	14,759	9,562
	Donations	8,434	6,131
	Rental Income	10,916	5,847
	Bank Interest	19	24
		<u>298,933</u>	<u>342,191</u>
<b>Expenditure</b>			
	Staff Costs	186,773	265,030
	Establishment Costs	24,663	23,462
	Travelling Costs	10,901	10,381
	Administration Costs	2,854	3,005
	Client Support Costs	99,107	77,432
		<u>324,298</u>	<u>379,310</u>
	(Deficit) on total funds for year	<u>(£25,365)</u>	<u>(£37,119)</u>
<b>Arising from</b>			
	Unrestricted funds (Deficit)	(25,365)	(3,305)
	Restricted funds (Deficit)	-	(33,814)
	(Deficit) on total funds for year	<u>(£25,365)</u>	<u>(£37,119)</u>
<b>Summary Balance Sheet as at 31st March 2017</b>			
		2017	2016
<b>Fixed Assets</b>		247,520	251,645
<b>Current Assets</b>			
	Debtors and Prepayments	11,041	23,816
	Cash at Bank and in Hand	64,463	77,279
		<u>75,504</u>	<u>101,095</u>
	Less: Liabilities	23,716	28,067
		51,788	73,028
<b>Net Assets</b>		<u>£299,308</u>	<u>£324,673</u>
<b>Being:</b>			
<b>Unrestricted Funds</b>			
	General Fund	14,227	25,484
	<b>Designated Funds</b>		
	Property Fund	247,450	251,558
	Management & Maintenance Fund	26,877	36,877
<b>Restricted Funds</b>			
	Legacy Fund	10,754	10,754
		<u>£299,308</u>	<u>£324,673</u>

The core grant from Canterbury City Council amounted to £103,024 (2016: £102,863) and comes to an end on 1st April 2018 when the bureau must bid for a new contract. We also received £10,000 (£5,000 from The Herne Bay Area Members' Panel and £5,000 from Canterbury City Council) for debt advice (2016: £35,000). We are grateful to the Council for their support.

The funding from Macmillan Cancer Support, run in conjunction with Ashford Citizens Advice, continued in the year. Funding of £134,864 (2016: £126,241) was received of which £54,432 (2016: £45,752) was paid to Ashford Citizens Advice which cost is included in Client Support Costs.

A copy of the full accounts is available and will be filed shortly with Companies House and the Charity Commission. These full accounts include a statement explaining The Board of Trustees responsibility for the bureau accounts and a statement that it has complied with the relevant standards.



Herne Bay Office



Canterbury Office

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

### 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

Without **YOU** we cannot help those who are in need

- Join us and become **an adviser, an administrator, a trustee or a fundraiser** [phone 01227 740647](tel:01227740647) for details
- **To donate £5 text CCAB22 £5 to 70070**
- 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)

### REASONS TO VOLUNTEER WITH US

- ⇒ **I can make a difference in people's lives**
- ⇒ **I can use my experience in a productive way**
- ⇒ **I can help my local community**
- ⇒ **I can try something new**
- ⇒ **I can develop new skills and talents**
- ⇒ **I can gain work experience**
- ⇒ **I can challenge myself**
- ⇒ **I can increase my confidence**
- ⇒ **I can inspire others to help people**



Looking for help? Come to Citizens Advice