



# **CANTERBURY DISTRICT**

# **ANNUAL REPORT**

## **2017— 2018**

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, where and when to find us

### CANTERBURY

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

Monday	9.45 am — 4.00 pm
Tuesday	10.00 am — 4.00 pm
Wednesday	9.45 am — 4.00 pm
Thursday	9.45 am — 4.00 pm
Friday	CLOSED

### HERNE BAY

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

Monday	9.30 am — 4.00 pm
Tuesday	9.30 am — 4.00 pm
Wednesday	9.30 am — 1.00 pm
Thursday	10.00 am — 1.00 pm
Friday	10.00 am - 1.00 pm

### WHITSTABLE

Outreach service in the Library  
for Whitstable residents  
Telephone: 01227 740647

Friday	10.00 - 3.00 pm
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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://www.facebook.com/canterburycitizensadvice>

<https://twitter.com/CanterburyCAB>

# OUR ORGANISATION

## BOARD OF TRUSTEES

Chair  
Hon. Secretary  
Hon. Treasurer.  
Trustees

Andrew Maysey  
Brian Collins  
David Cork  
Ian Macarthur  
Frank Pilcher  
Susan Record  
Gillian Reuby\*  
Dr. John Taylor

CC Council Representatives  
Marianne Christensen  
Cllr. Bernadette Fisher  
Cllr Robert Jones

## CORE STAFF

District Manager  
Service Manager Canterbury  
Service Manager Herne Bay  
District Service Manager\*\*  
Training Manager

Whitstable Outreach  
Advice Session Supervisors

Simone Field  
Sarah Sayer\*  
Sarah Ciccone\*  
Sarah Ciccone  
Sara Sayer\*  
Matthew Begg\*  
Susan Parker  
Helen Hart\*  
Russell Feast (Vol)  
Catherine Sumner  
Lynda Worrall\*

## VOLUNTEERS

### CANTERBURY

#### ADVISERS

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

#### GATEWAY ASSESSORS

Judy Seymour-Ure  
Helen Hart\*  
Stephen Smith  
Jacqueline de Maringey  
Peter Reynolds  
Sayed Shah

#### ADMINISTRATORS

Irene Sharp  
Katerina Dempli  
Mary Rance  
Louis de Maringey  
Jacqueline de Maringey

### HERNE BAY

#### ADVISERS

Heloise Barnard  
Susan Thomas  
Howard Cohn  
Rebecca Cooper  
Ken Finch

#### GATEWAY ASSESSORS

Doreen Brookfield  
Russell Feast  
Pat Prestage  
Charlie Ferguson  
Peter Davis  
Claire Hanna  
Chris Would

#### ADMINISTRATORS

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

## MACMILLAN

Caseworkers

Support Worker

#### LEGAL ROTA COORDINATOR

#### IT CONSULTANTS

#### FOODBANK ADVISORS

#### VATENFALL PROJECT

#### FINANCE

#### BENEFITS FORM FILLER

#### RESEARCH AND CAMPAIGNS COORDINATOR

#### VOLUNTEER DISTRICT TRAINEES

Loveness Williams\*  
Arsheen Sorefan\*  
Hugh Ridley  
Julie Hannell  
Sarah Fry  
Colin Boddy  
Patricia Galton  
Pat Prestage

Alan Lawson  
Sarah Byrne  
Helen Hart\*  
Gillian Woodfield  
Lesley Brierley  
Colin Jones (Vol)  
Rod Lucy  
Hayden Rouse  
Sarah Ciconne  
Jennifer Amadi

Haydon Rouse  
Peter Davis  
Charlie Ferguson  
Ed Craven  
Claire Hanna

David Leadbetter  
Cliff Barber\*

Hilary Clayden

Mary Rance

\*Either left bureau or changed post

\*\*Post created 1st January 2018

## LETTER FROM THE CHAIR - ANDY MAYSEY



In composing this introduction I was drawn to previous years where the overarching theme of the letter was concern regarding funding and the local Citizen's Advice's continuing existence. On this occasion I can report that we have now secured funding from Canterbury City Council to provide welfare and housing advice for two years. To deliver on this contract we have entered into an agreement with colleagues from Canterbury Housing Advice Centre (CHAC) to supply a proportion of the housing advice element and this arrangement is proving to be a successful partnership.

Additionally we continue to receive funding from a number of other sources including Macmillan and for the supply of Money Advice services. None of this funding could have been secured without considerable effort and hard work on the part of the District Manager and Trustees to whom I extend my grateful thanks.

Of course, this does not mean, in any way, that we are financially secure. However, it does mean that we are able to direct our attention to other issues which confront us on a daily basis, key of which continues to be the roll out of Universal Credit. This has had a major effect upon our community and there appears to be no evidence to indicate that this pressure will alleviate. As a local Citizens Advice we campaign and lobby both nationally and locally to counter the effects which are being felt by our clients as well as our staff who are working hard to help those affected.

We continue to deliver a first class service into the community in all areas of advice. This would not be possible without the hard work and support of the local Citizens Advice staff and volunteers and to whom I and the Trustees extend our grateful thanks.

My role as Chair is made considerably easier by my fellow Trustees and I should like to extend my personal thanks to them for their support and hard work. Our efforts over the next twelve months will continue to be focused on maintaining delivery of high quality services into the community.



## CONGRATULATIONS GO TO NEWLY QUALIFIED GATEWAY ASSESSORS

Sarah Mullane  
Peter Davis  
Charlie Ferguson  
Ed Craven  
Claire Hanna

## DISTRICT MANAGER'S REPORT SIMONE FIELD



This year has been a challenging one for Canterbury District Citizens Advice as we were faced with the with the tasks of controlling our current budget, dealing with standstill core, seeing a client base with increasingly complex needs and dealing with the onerous demand of securing core funding for the next two years.

Over the year we saw 3871 clients whom we helped deal with 9793 issues, an increase of 50 issues from the previous year. The local Citizens Advice service has also successfully coped with a change of staff in some of the key strategic posts. Sarah Sayer left the Canterbury Service Manager's position in December 2017 and I would like to express my thanks to Sarah for successfully managing the very busy Canterbury office on a limited three day post. The excellent advice record and happy volunteers are a credit to her hard work. Fortunately for us Sarah Ciccone bravely undertook the challenge of becoming the District Service Manager, running both offices in Canterbury and Herne Bay whilst overseeing the outreaches at two Foodbank venues and the Whitstable outreach. This has been an enormous challenge which she has ably managed and her hard work is greatly appreciated. Sarah has luckily been assisted by an experienced Supervisor in the form of Catherine Sumner and her help has been invaluable.

The contraction of funding would have caused significant reductions in service had it not been for the help of a number of volunteers who have contributed some key work, this has included Heloise Barnard who has started to deliver voluntary supervision work; Russell Feast who has kindly taken over the Outreach Service at the Whitstable Library and Colin Jones who retired as our IT Consultant in December only to take up an IT Volunteer role in January, proving that there truly is no escape from Citizens Advice... Many thanks to them all.

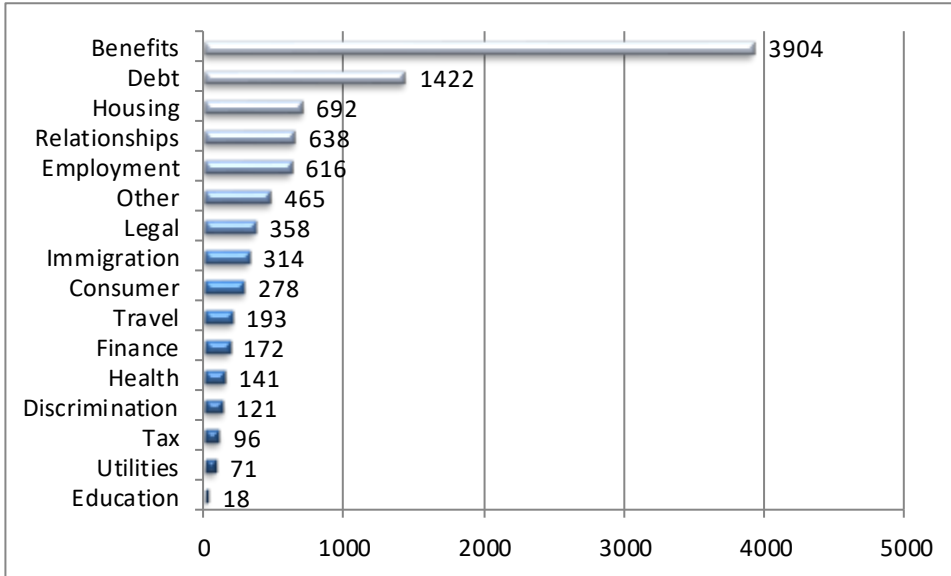
Through the year we have also had a change of Training Manager, with Matt Begg leaving us for pastures new to be replaced by Sue Parker who returned to try her hand at yet another role within the Local Citizens Advice service. I would like to thank Matt for his hard work and thank Sue for all the great innovations she has already introduced, helping develop training pathways for our new volunteers.

Our Project work also saw big changes with new projects being started and old ones undergoing radical redesigns. Our Macmillan Welfare Benefits Service which covers East Kent has, for the last seven years, been delivered with the assistance of our colleagues at Ashford Citizens Advice. This arrangement ended in March 2018 and I would like to thank all the staff who have worked so hard on this project throughout its lifetime and welcome the three new members of staff who have joined the service which is now being delivered solely from Canterbury. We are ever grateful to Macmillan who have extended the funding for this service until December 2019.

Other Project work includes the continuation of the legal rota and I am grateful to Lesley Brierley and all the solicitors and barristers in Canterbury who have kept this vital service available to people dealing with family legal matters yet who do not have the funds necessary to obtain specialist legal advice. This service is a real lifeline and I would like to thank the Whitehead Monckton Charitable Foundation for their funding in support of this project. We are also extremely fortunate to be able to continue our work in partnership with the Canterbury & District Food Bank. The work of this project continues to expand and sadly the number of clients assisted with food bank vouchers issued through our offices and the Food Bank outlets reached 837 this year, 275 of which were children. It is a chilling thought that so many in our district are reliant on food parcels and the prospect of Universal Credit Full Service roll out, whenever that may be, is one of the biggest threats to our community at the moment. You can read more about the excellent work delivered by our Food Bank advisers on page nine. The great success of the Vatenfall project also makes inspiring reading and demonstrates what a truly valuable community resource the local Citizens Advice can be.

My biggest thanks, as ever, must be given to our volunteers who keep the service running, adapting to the continuing demands of our funders whilst responding to the growing complexity of issues for an increasingly disenfranchised client group. Without their help many people would have nowhere to go, and their help makes all the difference.

# ADVICE ISSUES



Benefits 41%  
Debt 15%

### Top Benefit Issues

Employment Support Allowance (ESA) 21% of Benefit Issues  
Personal Independence Payments (PIP) 20%

### Top Debt Issues

Council Tax arrears 15% of Debt Issues  
Credit, Store and Charge Card debts 11%

# SERVICE MANAGER'S REPORT SARAH CICONNE



I have been the service manager for Herne Bay since December 2015 which seems a lifetime ago now. We have seen several changes throughout the last year, including the implementation of Adviceline and Casebook. Both of which required a lot of hard work, patience and the assistance of the apprentices. Speaking of apprentices, we were lucky enough to have employed two full time apprentices through the Vattenfall project. They assisted the service managers with

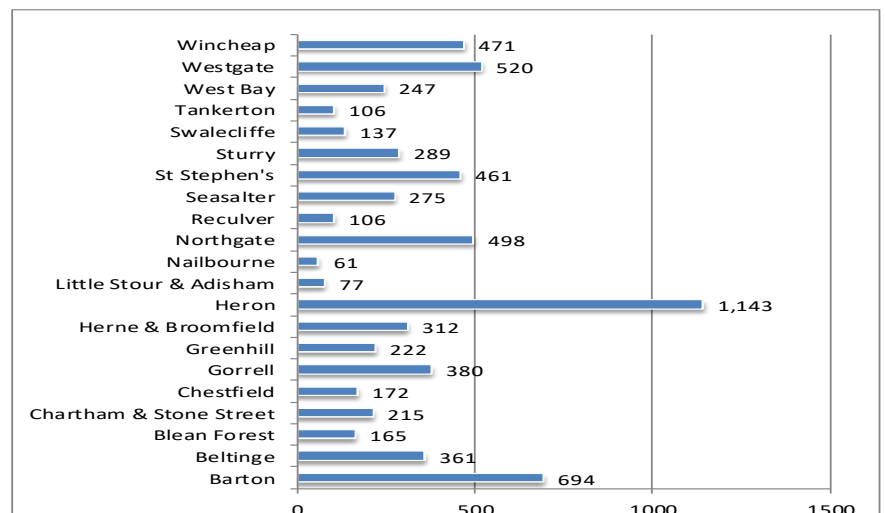
Implementing all the training for Adviceline and Casebook and we would not have managed without them, thank you

Charlie and Peter. This was on top of all their other office duties as well as training to become gateway assessors. I am very pleased to say that both Charlie and Peter have gained further employment with our service.

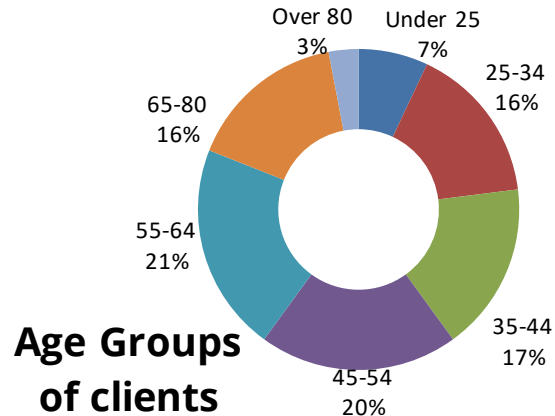
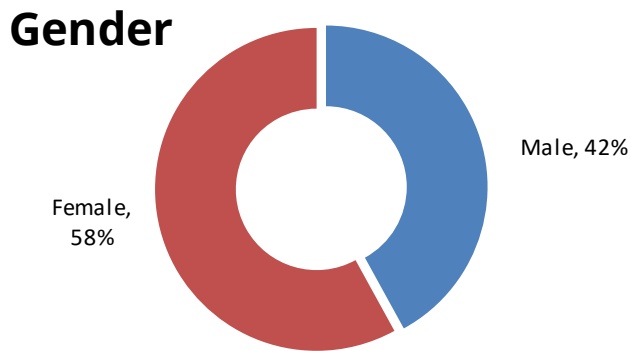
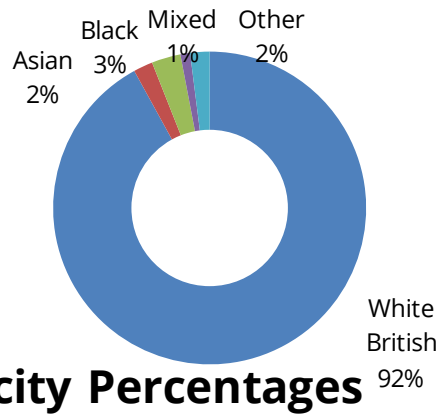
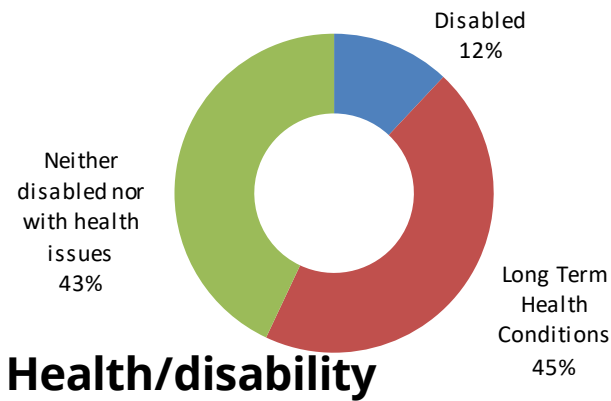
We continue to score very well in our Quality of Advice Assessments, which highlights the high standard of advice given. This comes down to the hard work of the advisers and their commitment to helping our clients. It also falls onto the supervisors who have to check the cases; this comes with great thanks to Catherine and Heloise. There isn't a week that goes by that I am not asking the advisers for more: can you add this, can you add that, can you make sure, don't forget to.....and they do this without question. For this I am truly grateful and thankful to the advisers and I feel very humbled and honoured to work with such wonderful people, long may it continue.

## ADVICE ISSUES BY CANTERBURY DISTRICT LOCAL AUTHORITY WARD

ADVICE CHANNEL  
81% Face to Face Interview  
11% by Telephone  
7% Adviceline phone  
1% Other

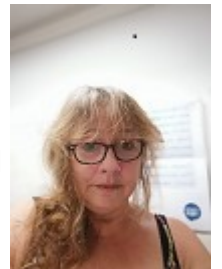


## OUR CLIENT PROFILE



## TRAINING REPORT SUE PARKER

This year we were privileged to receive one year funding from Vatenfall to recruit and train three Advisers, three Gateway Assessors and two Administrative Apprentices from within Herne Bay, for the purpose of building employment opportunities in Herne Bay and developing community support networks. The work of the apprentices was supervised by Haydon Rouse, Training and Development Coordinator, who liaised with Canterbury College throughout the apprentices' NVQs.



When I took over the training manager's role from my Matt Begg, in October 2017, the training of our new recruits was well underway and they were already advising clients in our Herne Bay office. During this time Citizens Advice rolled out a whole new electronic case recording system and our apprentices devised training materials and supported our advisers across the district to become competent users of the new computerised program. Further recruitment took place during the latter part of the year as two of our Vatenfall trainees became unable to continue in their positions, but they were replaced with two equally eager individuals who worked closely together to become part of the competent team that has arisen out of Vattenfall's investment programme.

Aside from the Vatenfall trainees we also had other advice recruits funded via our core service who were developing in their roles and at the end of March 2018 we saw the qualification of five Gateway Assessors, with another six who should be following closely in their footsteps as we move into the new financial year. We also received funding from the Crown Charitable Trust part way through the year which has helped the Service Manager and I train and support volunteers to undertake increasingly complex work, mainly within the areas of welfare benefits and debt work. The Crown funding will continue in to the coming financial year. Having access to a large training room at our Herne Bay office has been such an asset for offering group training sessions in our core subject areas to our trainees. Being part of their learning journey and development has been a pleasure.

We are currently in the process of designing a new training pathway to offer the best support, supervision and training that we are able to provide. Whilst this is challenging we envisage it to be profitable to both our volunteers and to the service we offer our community.

Watch this space!

## VATTENFALL



### VATTENFALL TEAM (left to right)

Claire Hanna-Volunteer Adviser  
Julie Hannell-Volunteer Adviser  
Sue Parker - Bureau Training Manager  
Sarah-Volunteer Gateway Assessor  
Sarah Ciccone- Bureau Service Manager  
Haydon Rouse- Vatenfall Training and Development Coordinator  
Janita Rayment-Volunteer Adviser  
Patricia Galton -Volunteer Gateway Assessor  
Peter Davis- Apprentice  
Charlie Ferguson- Apprentice

The purpose of the Vatenfall funding was to support people from Herne Bay into employment and build community support networks. The apprentices, volunteer advisers/gateway assessors and staff employed on the Project have all made great contributions to the service over the year and have helped strengthen our community support links and provided a boost in employment skills. Herne Bay has traditionally been a more difficult town to recruit volunteers from than the more affluent parts of the district. This year we have recruited seven gateway assessors/advisers and have also benefitted from the newly developed advice skills of our apprentices. Six out of eight of the advice based volunteers recruited have stayed and have now formed a useful recruitment pool of ready trained, quality assured, advice staff who will be willing to apply for future advice roles. In fact, by October 2018, both apprentices and four out of six volunteers are now in paid employment in the bureau and the remaining two are still volunteering at Herne Bay Citizens Advice.

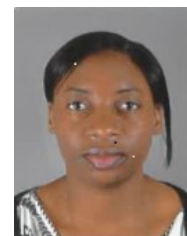
The apprentices have been a great success, and have worked well to meet all the requirements of their Business Administration Apprenticeship with Canterbury College. They regularly met with College representatives, along with the Vatenfall Training and Development Coordinator, who has successfully steered them through their apprenticeships. As they showed such promise we decided, in addition to their business administration training, to train them as Citizens Advice advisers. They have acted as a useful back up resource, supporting the service delivery when the rota was sparse and on one occasion keeping the Herne Bay office open when volunteers and staff from outside Herne Bay could not get in because of the snow. Their completion of the Citizens Advice training programme means they are even better placed to apply for jobs which require advice competences and has introduced them to an interesting and challenging career opportunity which it is unlikely they would have discovered had they not become Vatenfall funded apprentices. The influence of the Vatenfall recruits on the local Citizens Advice office has been enormous and they have acted as real tonics to the sometimes overworked staff and volunteers of a busy advice agency. The internal competition between the two apprentices has also added a bit of levity to our working day. What is most reassuring however is our growing knowledge and confidence in Citizens Advice as a supportive environment from which to develop

Individuals' work skills. The change in confidence levels brought about in our new recruits was particularly noticeable in their ability to deal with complex advice queries and their enthusiasm for tackling public questions at information stalls at various local community events. This year we were able to increase our representation at Carers' Events which was a particular target of our local advice need analysis. This resulted in Citizens Advice being invited to deliver Universal Credit training to a group of young carers. We plan to use the Vatenfall model to secure future funding for other training and development opportunities. The Trustees, staff and volunteers of Canterbury District Citizens Advice would like to thank Vatenfall for providing the funding to enable us to successfully deliver all the outcomes of this project and thank all our new recruits for their enthusiasm and hard work.



Colin Boddy - Vatenfall Volunteer Gateway Assessor





It is a great honour and privilege to be working with the food bank centres in the Canterbury district and to be able to offer help to clients that access the food bank, assisting them with the underlying issues that have resulted in them asking food bank for help.

Being passionate about the work I do with the clients and the community as a whole, I have carried out the role of Foodbank Adviser based at the Canterbury Food Bank centre at All Saints Church since January 2017, including a period of voluntary cover when the funding ran out for three months at the start of the 2017-18 financial year. I extended my work in this area in January 2018, taking over the Food Bank Outreach role at the St Dunstan's venue when Sarah Ciccone moved on to other Citizens Advice work. I have since advised over 95 clients and issued 194 food vouchers to date between the two food bank centres.

The scheme with these two organisations working together was to allow clients who are not able to access the local Citizens Advice due to difficulties like mobility, distance, childcare, health, etc. to get the help they need through a quick gateway session and could result in a further appointment in the Citizens Advice office at a later date when they have had time to prepare and plan what paperwork to bring in with them for the appointment to finally sort out the main reason they had to access the food bank.

Clients' circumstances change all the time for either good or bad and some end up struggling for a short or longer term and as a result end up being dependant on food bank, because either their benefits, housing/homelessness, low income, health issues, debt, Universal Credit, employment issues and other enquiry areas have not been dealt with, the sorting process is taking longer than expected or even a different issue has arisen which will affect their standard of living.



A typical case occurred earlier this year when a client first visited the food bank regarding her recently reduced income as a result of her working hours being cut down; the client did not have enough money to cover expenses related to her children. The client showed the Citizens Advice adviser her bank statement and her balance was just £0.86 after paying all her bills. In this situation immediate help was given through the issuing a food voucher for client and her children and we discussed with the Food Bank the possibility of more parcels being issued until the benefit the client had just applied for came through. A couple of months later the same client returned for help regarding a debt and Citizens Advice was there to help the client with money management and resolved the debt issue by doing a benefit check to make sure client was continuing to get all the benefits for which she was eligible, we helped the client draw up a personal budget, prioritised the debts and contacted the creditors with a payment plan. That client was grateful for the help that was given to her when she needed it, which is the aim of Citizens Advice.

Having this service offered at the heart of Canterbury, next door to the council offices, royal mail office, church, nursery and other amenities enables and empowers clients to get the help they need to improve their lives where necessary.

Finally I will like to thank all the individuals and organisations that have done their best to raise funds and donations to allow this project to continue. More importantly there is always the need for more donations and resources to sustain the community and this project.

Every little helps.

We're one of the local Citizens Advice offices that offer the government's face-to-face Pension Wise service. Launched in April 2015, Pension Wise provides free pension guidance across the UK. As of March 2018, the service had delivered 214,000 face-to-face and phone appointments.

We host regular Pension Wise appointments in our local office for people aged 50 and over with a defined contribution pension. This means people across Canterbury have access to free, impartial pension guidance and are given help to plan for their future.

2017-18 was the most successful year for Pension Wise so far, with nearly 90,000 appointments delivered. An independent evaluation into the service by Ipsos Mori showed 94% customers were satisfied with their appointment, and 93% felt informed of their pension options afterwards.

**MACMILLAN**

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**

Total number of new cases opened	Total number of non casework contacts	Total gained in benefit income (regular on-going payments)	Total gained through one off payments (grants, compensation and arrears, etc)	Total projected gains (identified but not secured through casework)	Total number of volunteers involved in delivering the service	Average total number of hours provided by volunteers per week
<b>720</b>	<b>26</b>	<b>£2,424,836</b>	<b>£86,418</b>	<b>£47,317</b>	<b>3</b>	<b>5</b>

	Macmillan Primary Channel						Macmillan Primary Channel				
	No of cases						No of cases				
	Q1	Q2	Q3	Q4	Total		Q1	Q2	Q3	Q4	Total
In Person	16	16	23	25	80	In Person	14	13	22	25	74
Telephone	177	205	249	169	799	Telephone	145	154	183	164	646
Other	11	23	13	4	51	Other	10	21	11	4	46

Macmillan Financial Outcomes Summary						
	Number of Outcomes	Client Count	Amount (£)	Average per Outcome (£)	Average per Client (£)	
Income Gain	811	434	2,502,579	3,096	5,766	
Re-imbursments, services, loans	175	168	52,090	298	310	
Debts written off	1	1	300	300	300	
Other	27	24	3,902	145	163	

# ACCOUNTS

## Summary Statement of Financial Activities (including Income & Expenditure Account) for the year ended 31st March 2018

	2018	2017
<b>Income</b>		
Canterbury City Council	102,866	113,024
Vattenfall	38,258	-
Macmillan Cancer Support	135,913	134,864
Money Service Advice	-	6,920
Awards for All	-	9,997
Other Grants and Funding	16,296	14,759
Donations	6,998	8,434
Rental Income	8,024	10,916
Bank Interest	17	19
	<u>308,372</u>	<u>298,933</u>
<b>Expenditure</b>		
Staff Costs	196,704	186,773
Establishment Costs	20,583	24,663
Travelling Costs	9,739	10,901
Administration Costs	2,733	2,854
Client Support Costs	80,416	99,107
	<u>310,175</u>	<u>324,298</u>
(Deficit) on total funds for year	<u>(£1,803)</u>	<u>(£25,365)</u>
<b>Arising from</b>		
Unrestricted funds (Deficit)	(1,803)	(25,365)
Restricted funds	-	-
(Deficit) on total funds for year	<u>(£1,803)</u>	<u>(£25,365)</u>

## Summary Balance Sheet as at 31st March 2018

	2018	2017
<b>Fixed Assets</b>	243,393	247,520
<b>Current Assets</b>		
Debtors and Prepayments	15,825	11,041
Cash at Bank and in Hand	56,727	64,463
	<u>72,552</u>	<u>75,504</u>
Less: Liabilities	18,440	23,716
	<u>54,112</u>	<u>51,788</u>
<b>Net Assets</b>	<u>£297,505</u>	<u>£299,308</u>
<b>Being:</b>		
<b>Unrestricted Funds</b>		
General Fund	16,532	14,227
<b>Designated Funds</b>		
Property Fund	243,342	247,450
Management & Maintenance Fund	26,877	26,877
<b>Restricted Funds</b>		
Legacy Fund	10,754	10,754
	<u>£297,505</u>	<u>£299,308</u>

- The core grant from Canterbury City Council amounted to £102,866 (2017: £103,024) and came to an end on 1st April 2018, but a new two year contract has recently been signed. We also received £2,998 from Canterbury City Council for the roll out of Universal Credit. We are grateful to the Council for their support.
- Through Canterbury City Council, we received £38,258 from Vattenfall for employment skills and improving community cohesion. The funding from Macmillan Cancer Support, run with the assistance of Ashford CAB continued in the year. Funding of £135,913 (2017: £134,864) was received of which £56,936 (2017: £54,432) was paid to Ashford CAB, 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 Local Citizens Advice accounts and a statement that it has complied with the relevant standards.



**Canterbury District**

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

### **GENERAL ADVICE**

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

### **SPECIALIST SERVICES**

Macmillan Welfare Benefits for people affected by cancer  
Pro Bono Family Legal Rota  
Foodbank Outreach

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 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)

### **OUR THANKS GO TO OUR FUNDERS**

- ⇒ Canterbury City Council for our Core Funding and their parking credit for our volunteers
- ⇒ Macmillan Cancer Support for funding the Macmillan Welfare Benefits Service (East Kent)
- ⇒ Vatenfall
- ⇒ Streyntsham’s Trust, Serco and the Canterbury Foodbank Trustees for the Foodbank Adviser
- ⇒ Co-op Local Community Fund for equipment for Whitstable Outreach
- ⇒ Crown Trust
- ⇒ Whitehead Monckton Charitable Foundation
- ⇒ The Community of the Presentation
- ⇒ CCC Innovation Fund—roll out of Universal Credit
- ⇒ Energybest Deal Extra
- ⇒ Dean and Chapter of Canterbury Cathedral
- ⇒ The Friends of Canterbury District Citizens Advice
- ⇒ Clients of Canterbury District Citizens Advice
- ⇒ The Kings School for printing of the Annual Report
- ⇒ Awards for All



## **FUNDRAISERS NEEDED**

**In these difficult financial times, we, like all charities, are always on the lookout for funding. Have YOU the skills to join us as a Volunteer Fundraiser?**

**Contact [distman@canterburycab.cabnet.org.uk](mailto:distman@canterburycab.cabnet.org.uk)**