

Annual Report

2016

New Forest Citizens Advice Bureau: Charity Number: 1132425



New Forest

Helping people
in the New Forest

Contents

1	Our aims and principles	3
2	Our service	4
3	Our key achievements	5
4	Chair's report	6
5	Chief Executive's report	7
	The people we help.....	7
	Our support for people.....	9
	Our targeted client work.....	9
	How we help: the impact of our work.....	10
	Our stories.....	11
	How we work.....	12
	Our research and campaigning.....	13
	Our volunteers and staff.....	15
	The quality of our service.....	16
	Our commitment to equality.....	18
	Our partnership with others.....	18
	Our communications and marketing.....	19
	Our financial performance.....	20
	Our fundraising.....	20
	The future.....	21
6	Acknowledgements	22
	Our supporters.....	22
	Our volunteers (October 2016).....	22
	Our trustees (October 2016).....	23
	Our patron.....	23
	Our staff (October 2016).....	23
7	Our Contact and Company details	23



Advice Quality Standard: certified until August 2017

Gratitude to our Funders & Partners:

New Forest
DISTRICT COUNCIL

new forest
advice
network

LOTTERY FUNDED

WE ARE
MACMILLAN.
CANCER SUPPORT

Hampshire
County Council

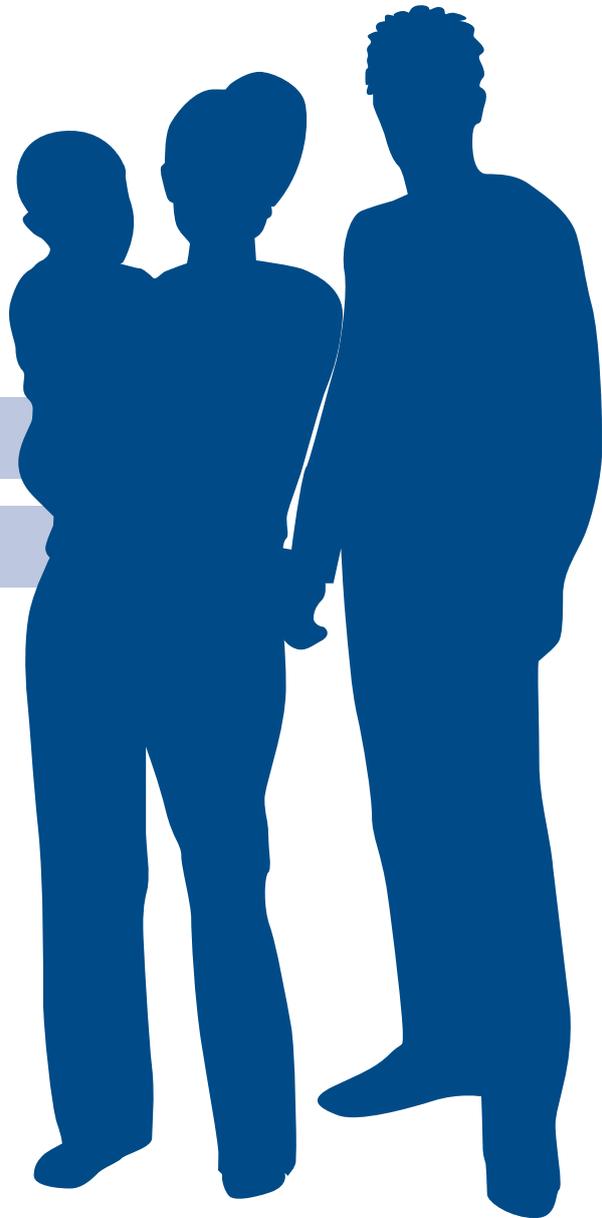
1 Our aims and principles

We provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

We aim:

- to provide the advice people need for the problems they face
- to improve the policies and practices that affect people's lives

By informing clients of their rights, we seek to empower them so that they can help themselves. Through our campaigning activity we use the evidence provided by our clients, on a confidential basis, to positively influence practices and law. We do this at a local and, by pooling our information, at a county and national level.



2 Our service

To provide an effective and valuable service to the local community we:

Work from 5 offices in the district at:
Hythe, Lymington, New Milton, Ringwood and Totton
together with an outreach facility
in Fordingbridge

Advise clients face-to-face, by email and
correspondence, and through our
Adviceline telephone and webchat service

Use up-to-date and accurate information
and training resources provided through our
membership of the National Association of CABs
(Citizens Advice)

Guarantee the quality of our service by accreditation
to the Advice Quality Standard

We are a local independent registered charity. Without funding from our supporters and the contribution of our many volunteers we could not continue to provide our services for the benefit of local people.

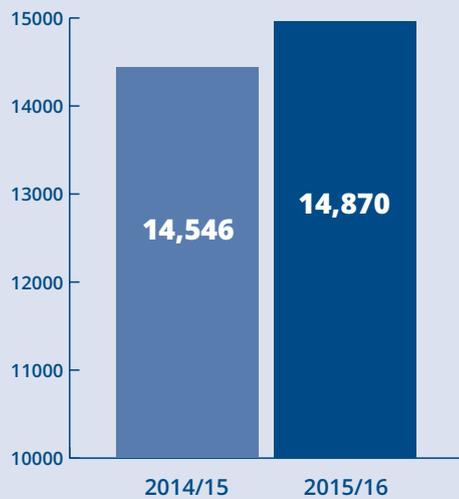
3 Our key achievements

In 2015/16:

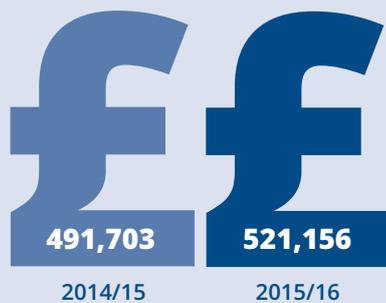
Clients we helped



Client problems we dealt with:



We assisted clients to achieve financial outcomes amounting to:



Other notable achievements in the year:

- 1 Successful completion of the New Forest Advice Network project and publication of final report
- 2 Continued development of Research and Campaign activity including publication of research on private sector rented accommodation
- 3 Successful completion of Phase 1 Webchat project as a new channel of service, and commitment to its continuation
- 4 Successful delivery of four separately funded contracts to support specific needs in the community
- 5 Developing our fundraising strategy and holding a major event in December 2015
- 6 Continued focus on improving governance with the appointment of five new Trustees and a program to update the bureau's policies and procedures
- 7 Rebranding to 'Citizens Advice New Forest' in line with the national service

4 Chair's report

This has been another good year for Citizens Advice New Forest. Our volunteers, supported by their managers, have maintained high standards both in terms of the numbers of people helped and the quality of advice they give. They are also embracing new ways of working including the Webchat service and a more flexible service response to clients coming to our offices.

We have continued to have an excellent working arrangement with the New Forest District Council and have collaborated with them on a number of joint projects to the benefit of the community. We are, of course, also very grateful to the Council, and the parish and town councils for their continuing funding support. This year, due to more focus on fundraising, we also include far more supporters in the Acknowledgement section of this Report and we hope to grow this further in the coming years.

I would also like to thank my fellow trustees for the support they have given myself and Andy Clapper over the last 12 months. Whilst their role is not always fully appreciated outside the Board Room, it is vital to the continuing health and development of the Charity, especially in challenging times. I am particularly pleased that we have recruited 5 new trustees in the past year and they are all already demonstrating their commitment and value to the Bureau.

So, thank you to all but especially our volunteers and advisers working in our offices without whom we would not be able to continue to provide such a vital service to the community.

Les Sutton, Chair



5 Chief Executive's report



There are changes in this year's Annual Report: not just updating, but changes which reflect the time of transition we are in. We know that times remain financially challenging for our funders and the people that our advisers help. We know we must change to ensure we remain able to support those who need our help. This means proving our value for money by demonstrating the need for our service, the quality of our work and the difference it makes to people's lives: and, of course, that we manage the charity's finances responsibly and efficiently.

We have always known that we do these things. In these challenging times, we now need to ensure that we demonstrate it to our funders and the local community. We are a local charity reliant on support from our local community: without that support we cannot continue. I hope this report will describe clearly the value of what we do and the importance of continuing to support us.

I thank volunteers, staff and trustees for enabling me to demonstrate such a powerful case in this Report.

Andy Clapper, Chief Executive Officer

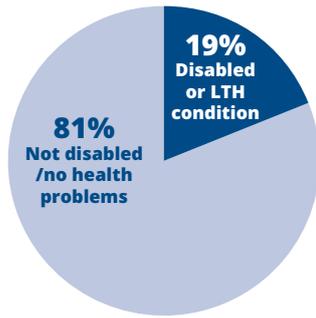
The people we help

We are here to help the people of the New Forest. We know from national research* that we deal with some of those most in need. Compared to the general population, people who come to us are:

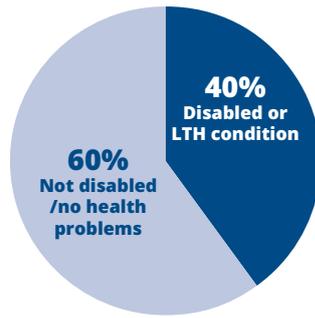
- more likely to be on a low income
- be unemployed
- rent their home
- be disabled or have a long-term health condition

*Reference to national research in this report, unless otherwise stated, is to the National Outcomes and Impact research undertaken by Citizens Advice in 2014.



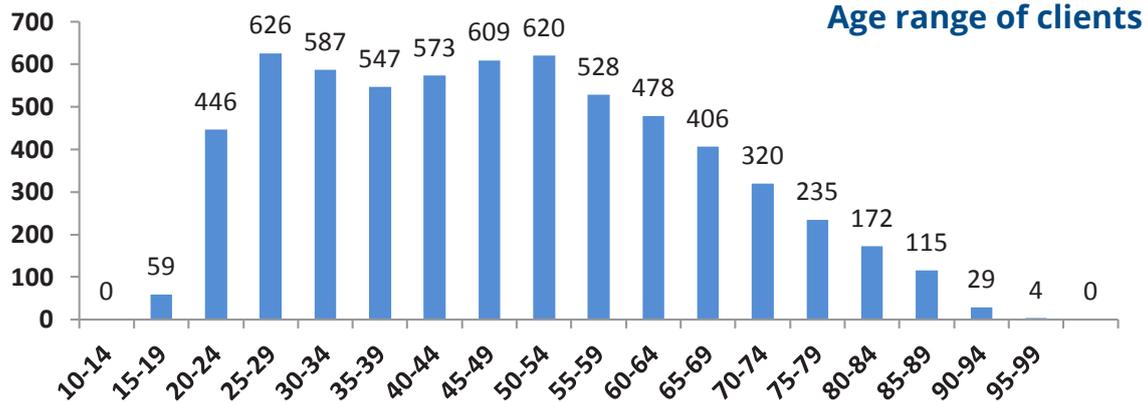


New Forest population



Clients of Citizens Advice New Forest

Whilst many of the people who come to us are disadvantaged, we are a universal service. In 2015/16 we helped people aged from 15 to 99 years of age.



Again, from national research, we know that the issues people come with will also be causing difficulties in other parts of their lives.

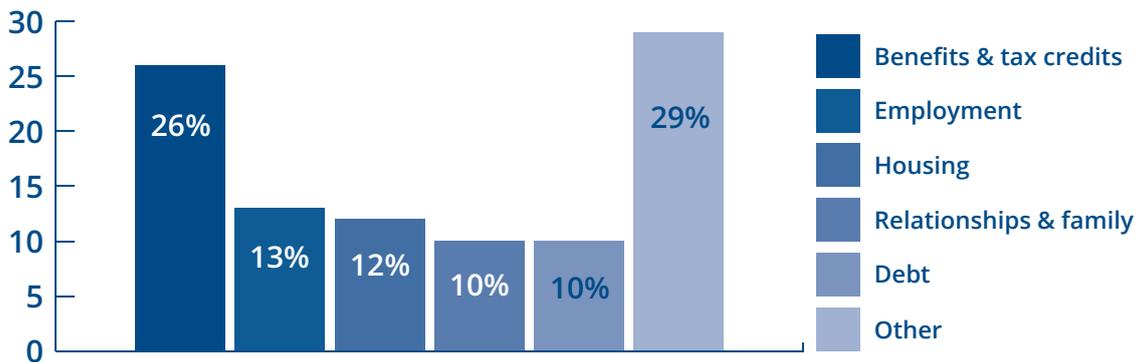
Impact of problems on our clients:

- 2 in 3 felt stressed, depressed or anxious
- Nearly 1 in 3 had less money or escalating financial difficulties
- Nearly 1 in 3 felt their physical health has got worse

Our support for people

Giving high quality advice to help people with their problems is our principal aim. As noted in our Key Achievements (Section 3), we saw more people and helped with more problems in 2015/16 than in the previous year. So, the demand for our services has increased and we have risen to the challenge of meeting it.

The “Big Five” problems for our clients remain the same: Benefits & Tax Credits, Employment, Housing, Relationships & Family and Debt but it is interesting to note there has been a shift in the relative order between 2014/15 and 2015/16.



Benefits & Tax Credits remains the most common problem but debt has been overtaken by employment, housing and relationships & family. It is easy to see how many of these problems are interrelated but it may be that the impact of continuing austerity is now affecting more parts of people's lives.

In addressing this, it is helpful that our advisers are skilled in identifying when people have multiple problems: Indeed, often the initial issue presented is the symptom rather than the cause of the difficulties being experienced.

Our advisers provide a vital service in helping people to address their problems and, as a result, contribute to the health and wellbeing of the community.



Our targeted client work

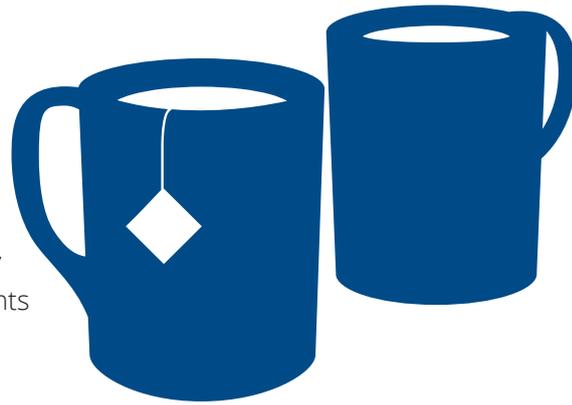
In addition to our general advice we provide more targeted advice in a number of important areas as a result of specific contracts, as follows:

Macmillan

Through a contract with Citizens Advice Hampshire, in partnership with Macmillan Cancer Support, we are proud to deliver an advice service for people affected by cancer. In addition to offering services in the Bureau with initial contact by telephone, we also operate outreach services at the Oakhaven Hospice, Lymington. In 2015/16 our specialist MacMillan Adviser helped 168 people with cancer or affected by cancer in their families.

Energy Best Deal

The Energy Best Deal project is aimed at raising awareness and empowering customers to make better decisions on energy savings in the face of rising energy costs. In 2015/16 we delivered 10 group awareness sessions and 127 face-to-face energy consultation appointments against a target of 100.



Healthwatch

As part of Healthwatch Hampshire we provide an information and signposting service to people who have queries or concerns about health or community care services. In 2015/16 we helped 260 people with 374 health and community care related issues.

Pensionwise

We supported the introduction of the national Pensionwise pension guidance service by assisting 16 clients to book specialist appointments. This was a fixed term contract, which expired in March 2016.

How we help: the impact of our work

National research shows that our advice does more than help solve the immediate problem: it can reduce stress, improve finances and improve physical health.



In 2015/16 for every £1 invested in Citizens Advice across England & Wales:



£1.52

was generated in savings for government e.g. NHS, homelessness services, out-of-work benefits

£8.08

was generated in public value i.e. wider economic and social benefits including improvements in community participation and productivity for clients and volunteers

£10.97

was generated in benefits to clients through benefits gained, debts written off and consumer problems solved

In the New Forest, we recorded financial outcomes amounting to £521,156 and suspect the true number is far higher. The new information system we will be introducing in 2017 should help us in capturing more outcome data.

Our stories

Here are some stories illustrating the various ways we have been able to help people of the New Forest over the last 12 months:

Lymington: A thank you letter from January 2016

"Heartfelt thanks, visiting the CAB has resulted in changing our lives, for the better, permanently. Not only that but everyone, whether it has been a telephone conversation or face-to-face, have been exceptionally kind, knowledgeable & helpful. Amazing, that all are volunteers giving their time & expertise freely. Well done to everyone concerned in this invaluable but, it seems to us, modestly promoted charity."

This followed support received from our specialist adviser in writing off a £8,000 debt.



New Milton: Her Majesty's Revenue & Customs (HMRC) Decision ruled unlawful in December 2015

Our advisers, in conjunction with Oxford Welfare Rights, supported a parent in submitting an appeal against the HMRC resulting in the Judge at an Upper Tribunal Hearing overruling the HMRC decision and the appellant remaining entitled to Child Tax Credit for the full tax year.

The claimant was found to be a victim of complex legislation drafted in a way which makes it inaccessible to ordinary citizens and the Bureau made a representation to this effect to the local MP.

Totton: Sustained support: Totton January 2016

A client had been visiting the office since 2010 with relationship breakdown, housing and benefit related issues. He had been homeless since then, sleeping rough: he had an alcohol dependency problem and mental health issues which impacted greatly on his ability to manage his own life.



The client was offered a private rented caravan on a site and, with our assistance, was able to secure a tenancy agreement, money for a deposit, housing benefit and council tax reduction.



25

Over 12 months, we conducted in excess of 25 phone calls relating to his benefits and housing issues and saw him face to face 17 times.

Ringwood: Somewhere to go in an emergency: October 2016

A 68 year old lady attended the office at 12 o'clock one Friday afternoon. She was distressed and informed us that she had left her abusive partner of 11 years. She had £50 to her name, had been staying in B&B and now had no money left and nowhere to stay for the weekend.

We referred her to Nightstop who found her emergency accommodation for the weekend. We advised on benefit support and the client was ultimately placed in a refuge near her family in Wales.

Hythe: Mental health and debt: May 2016

A lady unable to work due to mental health and physical health problems had got into debt having had to pay for her mother's funeral and also because of heating bills. She was being chased for payment and had also had her Employment Support Allowance stopped for missing an appointment.

Our review estimated that it would take her 300 years to pay off her debts and her situation was exacerbating her health problems. With her consent, we submitted a "Debt and Mental Health Evidence Form" to her creditors and were successful in securing a write-off of over £20,000 debt.

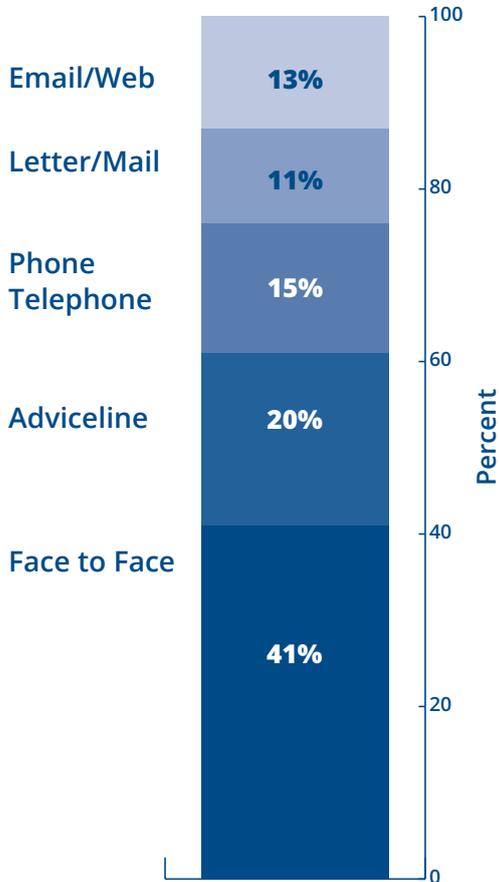
Macmillan Specialist Adviser: Testimony from Oakhaven Hospice

"The overall feeling is that the caseworker is wonderful and works wonders! She just managed to find a policy that gave my patient a £100,000 pay out which has taken away all the financial worry of her children's future."

How we work

We provide advice in many ways as can be seen by the following chart:

Client contacts by channel



The above data has been changing in recent years reflecting the changes in the way people choose to access our services, moving away from face-to-face towards telephone and digital media. We anticipate this shift will continue and the Bureau is continuing to develop its Adviceline and web-based channels in line with the strategic direction of Citizens Advice nationally.

Already in 2015/16, as part of a national pilot, we have conducted 920 webchats to help clients visiting the national Citizens Advice website. Our goal is to be easily accessible by whatever means the public wishes to contact us: we are firmly committed to maintaining a face-to-face service as part of this since we recognise that many of our clients prefer this approach and some problems require the more in-depth examination which this allows.

In assessing clients, our Advisers will often go through the national Citizens Advice public site with them to show how they might be able to access the information they need to help themselves. Self-empowerment of clients is an important goal for the Bureau.

There were 36 million visits to the national Citizens Advice public website in 2015/16 which gives information for all common advice categories and has links to many other trusted sites for more detailed information. Apportioning from Census and ONS data, this would equate to nearly **100,000 visits from the New Forest population.**

Our research and campaigning

Some problems are too difficult to solve through advice alone, often where there is a systemic issue with a governmental policy, regulations or the market. This is why our research and campaigning work is so important. By listening closely to the people who come to us, using the data and intelligence we gather, we can spot emerging issues, policies and practices that are adversely impacting on people.

Through our partnership with the wider Citizens Advice network, we use the evidence provided by our clients to positively influence practices and law. This is one of the 2 main aims of the Citizens Advice service and one which benefits the whole community. We have made the development of our own Research and Campaign activity a priority over the last twelve months.

The publication in May 2016 of our report, "A Review of private rented sector accommodation in the New Forest", was the culmination of a thorough and professional piece of research work by the Bureau's Research & Campaigns Team. This included a survey with 174 responses from tenants, and research into the practice of letting agents by mystery shopping and online desk research. The report identified significant barriers to people on low incomes trying to rent privately in the New Forest. It was widely distributed and is now the subject of a joint action plan with the New Forest District Council. Copies are available on the Bureau's website: citizensadvicenewforest.org.uk.

A review of private sector rented accommodation in the New Forest



Report prepared by Research & Campaigns team | May 2016

The Research & Campaigns Team also prepared a Research & Campaigns Development Plan which was approved by the Board. This has helped us focus and monitor our other activities in the year including:

- **Survey of basic bank accounts offered by local banks to contribute to national Citizens Advice research work**
- **Local rural energy campaign events**
- **Participation in national Scams Awareness week**
- **Continuing local monitoring and reporting of homelessness and food parcel referrals in the New Forest**
- **Review and refreshment of our Research and Campaign training for volunteers**

We regularly provide reports of our Research and Campaign activity and findings to the New Forest District Council and our local MPs. The activity will also feature in our Bureau Newsletter to be launched shortly so that we can make more people aware of it.



Our volunteers and staff

Our volunteers are critical to our success and provide tremendous value to our funders and the community. Quite how critical becomes apparent when we put a monetary value to their contribution.

However, it is not just the number and value of hours that makes the difference: it is also the level of training our volunteers attain. It takes up to 2 years to become a fully trained adviser in Citizens Advice and, even then, the quality of work is closely monitored against exacting standards and subject to external audit.



Volunteer roles are not limited to advisers and assessors. Other volunteers provide invaluable contributions as receptionists, IT coordinators and Research & Campaign coordinators. Our trustees, who are responsible for the governance of the charity are also volunteers and we have been fortunate in increasing their number by 5 over the last year bringing new knowledge and skills into our Board.

Our paid staff play a very important role in developing and supporting our volunteers through recruitment, training and supervision. We only have 10 staff, all part-timers bar one, giving a total of 7.6 full time equivalents.

The value of our volunteers



27,254

In 2015/16 135 volunteers contributed approximately 27,254 hours of work to the bureau during the year. Based on a Research Report published by the Citizens Advice Impact Team in March 2014 we estimate the value of this help at £482,396.



482,396

An end of year report on us from one of our new volunteers!

"It's just over a year since I started volunteering at Citizens Advice in Ringwood. I've been reflecting on my time so far and I wanted to share some thoughts with you.

When I first joined I really didn't know what to expect and although I had an open mind, I found the work and dealing with clients much more challenging than I had anticipated which, to be quite frank, was a bit of a surprise. As Jim (The Advice Service Manager) knows, I had a wobble after the first couple of months and really questioned whether this was right for me. But with Jim's help and encouragement I persevered and I'm glad I did.



I am now enjoying my time at CA and derive quite a bit of personal satisfaction from the work I do. I like the direction that Citizens Advice is going in, for example, embracing new technologies, improving the website and focusing more on data, recording client outcomes and reporting. The volunteer training opportunities are excellent including the courses and the huge amount of self study that is available.

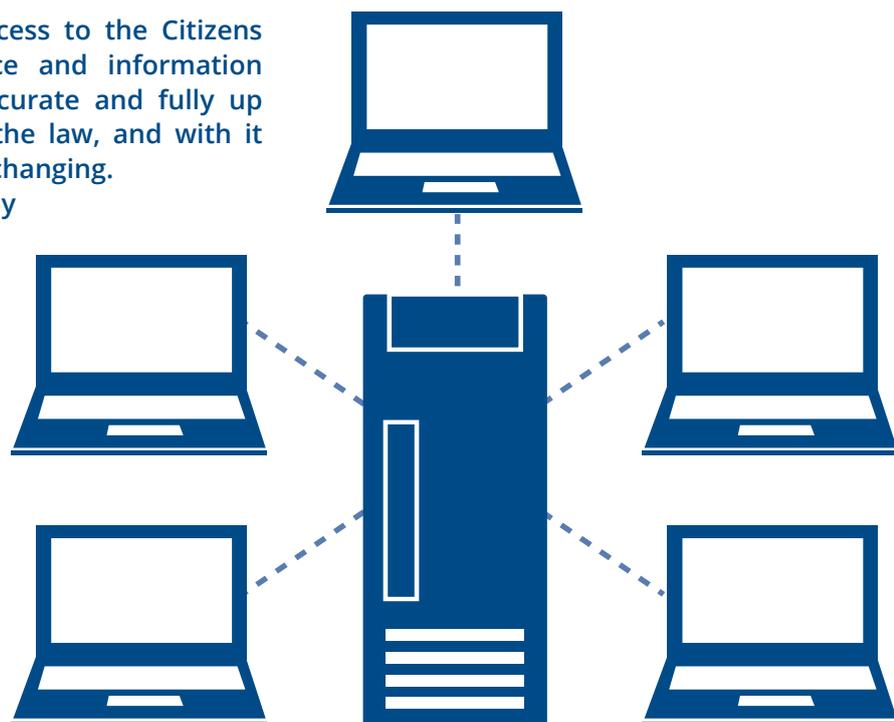
I think Jim does a great job of managing the team and dealing with everyone's foibles!"

We were pleased to have the opportunity to thank all our volunteers at an evening reception at the offices of Moore Blatch, Lymington, during National Volunteering Week in June.

.....

The quality of our service ★ ★ ★ ★ ★

We have exclusive access to the Citizens Advice national advice and information databank which is accurate and fully up to date - vital when the law, and with it people's rights, keeps changing. This ensures that locally we are fully up to date, in contrast with some other services offered to the public.



.....

Our staff and volunteer advisers are trained to a high level and their training refreshed regularly.

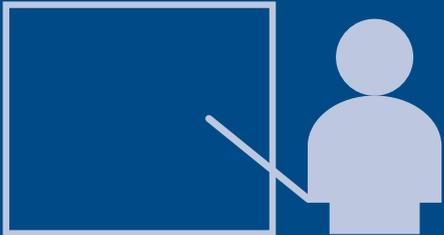
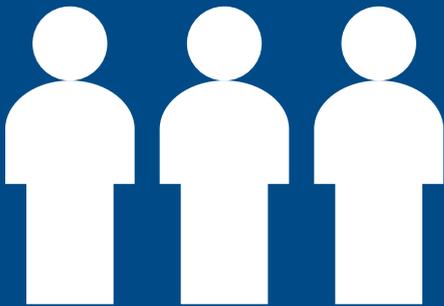
.....

All staff and advisers receive regular appraisal and supervision and have their own training log.

.....

The quality of our advisers' case work is systematically checked to Citizens Advice standards.

.....

People expect a high quality of service from the Citizens Advice brand. They may not appreciate what goes into guaranteeing the quality.

All the above, and more, enables us to be accredited to the Advice Quality Standard†.



It is not surprising then that we can report the outcomes that we do and that in our last Client Quality Survey we scored 99% for overall satisfaction. And there were no substantive complaints in the 12 month period!

Whilst finances are tight we have also managed to invest in our premises at Totton and Lymington: at Totton we have undertaken an internal and external refurbishment to improve the environment for our clients and volunteers. At Lymington we completed accommodation alterations to improve space allocation and working arrangements for the comfort and effectiveness of our volunteers.

footnote: †The Advice Quality Standard (AQS) is the quality mark for organisations that provide advice to the public on social welfare issues. Organisations that hold the standard have demonstrated that they are easily accessible, effectively managed, and employ staff with the skills and knowledge to meet the needs of their clients.

Our commitment to equality

Promoting equality and challenging discrimination is central to what we do. In 2015 Citizens Advice published its Equality Strategy “Stand up for Equality 2015-2020”. In Citizens Advice New Forest we have a task group made up of staff, volunteers and trustees which has led the work to agree our local priorities and Equality Plan. In the last 12 months we have:

- 1** Produced our own Board approved Equality Plan
- 2** Reviewed our Equality and Diversity training and given all volunteers and staff refresher training
- 3** Undertaken a diversity census to profile our staff and volunteers against the community we serve
- 4** Revised record-keeping to improve capture of diversity data
- 5** Commenced training on the “ASK” Routine Enquiry Programme to help in identifying gender based violence and abuse and providing appropriate support
- 6** Committed to becoming a level 2 Hate Crime Reporting Centre

Our partnership with others

Our advisers could not help people effectively if we did not maintain comprehensive and positive relationships with a broad range of partners in the statutory and voluntary sectors.

We work particularly closely with the New Forest District Council, especially on housing and welfare benefit issues. With funding from the Advice Service Transition project we were able to fund a fixed term appointment in the New Forest District Council to support the local implementation of Universal Credit and Digital Champions.



We continue liaison with our partners in the New Forest Advice Network, established in 2013, exchanging intelligence on issues impacting on people within the New Forest and exploring opportunities for joint projects.

By working in partnership with other Citizens Advice Bureaux within Hampshire we are also able to provide the enhanced services covered earlier in this report including Healthwatch, Adviceline and Webchat and specialist advice for people with cancer.

Our communications and marketing



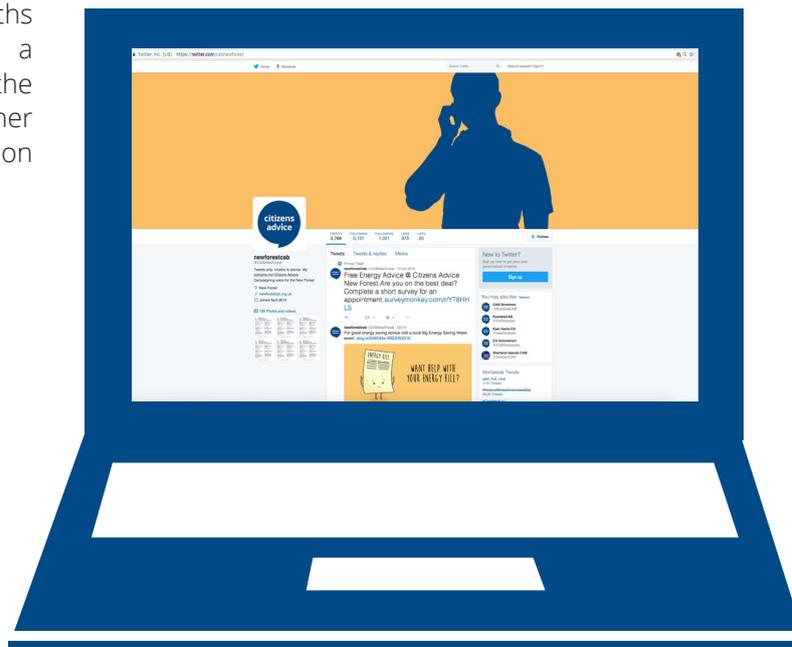
We recognise the paramount importance of telling people who we are, what we do and how we work. This is so that the people who need our services know how to access us and what we can offer: also so that the wider community understands the value of our work, our status as a charity, and will know how they can support us.

We have taken part in more community events and presentations this year than ever before including events at Fordingbridge, Hythe, Lyndhurst, Lymington, New Milton and, of course, the New Forest Show.



We also promote ourselves digitally with our website: citizensadvicenewforest.org.uk, and our Twitter account: twitter.com/cabnewforest now has 1200 followers!

Plans for the next 12 months include the introduction of a regular newsletter to add to the ways that we keep councils, other agencies and people updated on our work.



Our financial performance

We have maintained sound financial management as is demonstrated in our 2015/16 Annual Trustees' Report and Accounts. The summary is as follows:

Incoming resources in the year were **£407,822** (2015: £443,447), of this £72,006 (2015: £100,998) related to project restricted activities.



A positive balance of **£12,052** (2015: £16,342) occurred in the year.

At 31 March 2016 total reserves were £142,665 (2015: £130,613). It should be noted that these reserves are not available for ordinary operational expenditure. £140,000 is the minimum level set by the Bureau's Reserves Policy consistent with Charity Commission Guidelines to allow for meeting liabilities, dealing with cash flow fluctuations and unexpected costs.

Our fundraising

Our funding from local authorities does not currently cover our core operating costs and we make up the difference by bidding on, and delivering specific contracts. However, all contracts are time limited and subject to the funding capacity of commissioners: this renders us exposed with respect to the continuity of services. For this reason, although it has not historically been our strength, we have been focusing more on fundraising activity to appeal more directly to the community we serve and at the same time raise the public's awareness of our work.



We held a successful Celebration Dinner and Dance in December 2015 hosted by our patron, Lady Montagu, with TV historian Dan Snow as the guest speaker. We were grateful for prizes donated by 16 different local businesses, as well as to Lord and Lady Montagu for making the Domus at Beaulieu Abbey available for the evening.

Trustees have subsequently convened a task group to explore more sustainable ways of raising the Bureau's profile and raising funds and so it is hoped that we will have successes to report in future Annual Reports!

.....

The future

We know that 2016/17 holds challenges for us. Public finances remain constrained, which impacts on the people we serve and also on the local authorities who fund us; and we have yet to see the full impact of Brexit. This means we need to continue to test that we are providing our service as economically as we can whilst looking for new ways to extend our reach to people who need us.

In addition, in September 2016 the national Citizens Advice network voted to approve a new Membership Package to be operative from April 2017. This introduces a Performance & Quality Framework by which all bureaux will be assessed to ensure the quality of services and strength of governance. This includes:

PERFORMANCE & QUALITY FRAMEWORK
Continuous automated client surveys
Quarterly review of cases on robust sample size, with 10% of these being reviewed by the national Quality Assurance team
Quarterly financial health monitoring
Annual survey of staff and volunteers to test people management capability
Annual self-assessment of leadership, research & campaigns and equality
An on-site visit by Citizens Advice Audit Team every 3 years (Ours is due in 2017)

In addition, we will commence the implementation of Casebook, our new client information system, from 2017. This will be easier for our volunteers to use and capture data more effectively for follow-up, outcome and research purposes.

This sets a highly challenging performance and quality agenda, especially in the first year of implementation. However rising to this challenge will assure the quality of our service to the people of the New Forest and our funders to a level likely to be in excess of all other advice organisations: and so, it is something we fully embrace.

7 Acknowledgements

The Bureau thanks all funders, volunteers, staff and other supporters without whose support we could not continue. Our thanks go to:

Our supporters whether in funding or in kind:

- New Forest District Council, our core funder, and also the provider of support in many other ways including the rooms in which we hold our Trustee Board and other meetings.
- The many Town and Parish Councils which continue to support us despite the difficult financial times: Alderholt Parish Council, Boldre Parish Council, Bramshaw Parish Council, Brockenhurst Parish Council, Burley Parish Council, East Boldre Parish Council, Ellingham, Harbridge & Ibsley, Parish Council, Fordingbridge Town Council, Hordle Parish Council, Hale Parish Council, Hythe & Dibden Parish Council, Lymington & Pennington Town Council, Marchwood Parish Council, Milford on Sea Parish Council, Minstead Parish Council, New Milton Town Council, Netley Marsh Parish Council, Ringwood Town Council, St Leonards & St Ives Parish Council, Totton & Eling Town Council, Verwood Town Council, West Moors Parish Council and Whitsbury Parish Council.
- Asda Totton, Beaulieu National Motor Museum, Bradbeers, Brockenhurst Manor Golf Club, Burgess & Lee Accountants, Captains Club Hotel & Spa, Careys Manor Hotel & Senspa, Chewton Glen Hotel & Spa, Ellingham and Ringwood Agricultural Show, Barton Golf Club, Exxon Mobil, Lord Bute Hotel & Restaurant, Moore Blatch Solicitors, Lymington Rotary Club, New Forest Rotary Club, New Milton Friends Group, Pebble Beach Restaurant, Ringwood Brewery, Ringwood Carnival, Simpkins & Co Solicitors, Tesco New Milton, Waitrose Lymington, The Montagu Arms Hotel, The New Forest Show 2016, The Pig Restaurant, Two Counties Cleaning Company, Waitrose Ringwood, Wyndham Charitable Trust.
- Individual donors

Our volunteers (October 2016)

Alan Wilson, Alex Camm, Alexia Rees, Alicia Goodliffe, Ann Cox, Ann Norris, Anne Hunt, Beryl Gatesman, Brenda Cory, Brent Corbett-Higgins, Brian Hood, Carole Standeven, Caroline Duffett, Carolyn Bryant, Celia Cheadle, Christine Makings, David Chapman, David Forder, Deborah Griffiths, Dennis Bates, Erica Mallon, Francis Turner, Gemma Crowley, Gerry McCaughey, Gill Garney, Gill Wheeler, Gillian Clapperton, Gillian Davis, Gillian Devonshire, Graham Forgan, Heather Barber, Heather Graham, Helen Capstick, Ian Evans, Ian Greaves, Ian Large, Jac Cartwright, Jackie Dench, Jan Evans, Janet Dawson, Janice Lewis, Jenepher Parry-Davies, Jenny Callaghan, Jenny Hood, Jeremy Allin, Jill Bansback, Jim Madge, John Adams, John Barns, John Lay-Flurrie, John Penfield, John Purves, Jo Trosh, Joyce Charron, Julia Knapp, Julia Wood, Julie Vidler, Kate Miles, Kate Oakshatt, Katherine Jackson, Katherine Quinn, Kathleen Hales, Kay Sutton, Keith Grand-Scrutton, Ken Hardy, Kim Maidment, Kirsten Marsh, Liz Tuckey, Liza Wood, Linda Connor, Lynda Chapman, Magdalen Chadbourn, Maggie Webb, Margaret Bennett, Margaret Fields, Marion Gregory, Mavis Harding- Gillings, Mervyn Hughes,

Michael Fay, Michael Jenkinson, Mick Lockwood, Nicholas Walford, Nick Elliot, Nicky Cook, Nicky Edwards, Noreen Griffiths, Pat Asher, Pat Cardey, Pat Robinson, Patricia Berry, Paul Boyton, Paul Chitty, Paul Longley, Paul Spargo, Pauline Smith, Peter Vening, Phil Hield, Rachel Jeffrey, Rachel Penny, Raffy Tejrjian, Rob White, Rose Adams, Rosemary Khan, Rowena Fowler, Roy Bunce, Rupert Andrews, Sahana Goodwin, Sandy Negrescu, Samira Petrova, Sheila Wick, Steve Middleton, Steven Craven, Steven Towers, Sue Smith, Susan Ashby, Suzanne Brown, Suzi Todd, Teresa Curry, Tina Facey, Tom Whitlock, Trevor Pogson, Vicky Howell, Virginia Curtis.

Our trustees (October 2016)

Les Sutton (Chair)
Eric Read (Hon. Treasurer)
David Scillitoe (Company Secretary)
Jacque Aitken
John Hatchard
David Johnston
Aaron Lawford
Michael Lingam-Willgoss
Glynne Miles
Janine Morris
Alan Penson
Steve Simpkins
Jeremy Taylor

Our patron

Lady Ailsa Montagu

Our staff (October 2016)

Chief Executive Officer:	Andy Clapper
Operations Manager:	Jeff Wiltshire
Advice Service Managers:	Justine McMahon Sharon Parr Jim Sanders Val Sargeson Emma Absolom
Macmillan Adviser:	Marilyn Seabrooke
Finance Officer:	Evelyn NG

8 Our Contact and Company details

Citizens Advice New Forest is an operating name of New Forest Citizens Advice Bureau
New Forest Citizens Advice Bureau
Registered Office: Newcourt House, New Street, Lymington Hampshire, SO41 9BQ Company
Company Limited by Guarantee, Registered in England and Wales, No: 06983394
Registered Charity No: 1132425
newforestcab.org.uk and citizensadvicenewforest.org.uk
twitter.com/cabnewforest

Chief Executive Officer: Andy Clapper
tel: 07740 901305
email: ceo@newforest.cabnet.org.uk



New Forest

Printed by Harmony Creative Print and published by Citizens Advice New Forest October 2016.
Copyright, New Forest Citizens Advice Bureau 2016. All rights reserved.

