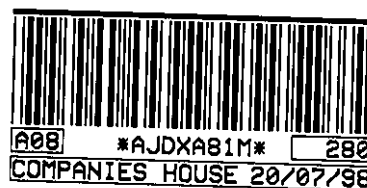


TAMESIDE CITIZENS ADVICE BUREAU LIMITED

FINANCIAL STATEMENTS

for the year ended 31 March 1998

Registered Number: 2302696 (England & Wales)



MOSS & WILLIAMSON

CHARTERED ACCOUNTANTS

TAMESIDE CITIZENS ADVICE BUREAU LIMITED

FINANCIAL STATEMENTS

31 March 1998

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TAMESIDE CITIZENS ADVICE BUREAU LIMITED

COMPANY INFORMATION

31 March 1998

DIRECTORS

N Mackie	A K C Goodfellow
J Dwyer	A Chowdhury
Cllr J Fitzpatrick	K Houghton
E Rothwell	N Morgan
M Sharples	D Lomas
T McEwen	P Finn
G Clarke	J Howard
M Dale	S Sturrock
Cllr M Downs	W Hulse
	C Worsley

SECRETARY

A K C Goodfellow

REGISTERED OFFICE

9 George Street
Ashton-under-Lyne
Lancashire
OL6 6AQ

COMPANY LIMITED BY GUARANTEE:
REGISTERED NUMBER

2302696

CHARITY:
REGISTERED NUMBER

701113

BANKERS

Barclays Bank Plc
190 Stamford Street
Ashton-under-Lyne
Lancashire
OL6 7NZ

AUDITORS

Moss & Williamson
Chartered Accountants
Booth Street Chambers
Ashton-under-Lyne
Lancashire
OL6 7LQ

TAMESIDE CITIZENS ADVICE BUREAU LIMITED

DIRECTORS' REPORT

31 March 1998

The directors present their report and the audited financial statements for the year ended 31 March 1998.

Principal activity

The principal activity of the company continued to be the operation of a citizens advice bureau.

The company, which is a company limited by guarantee is a registered charity established for the promotion of any charitable purposes for the benefit of the community in the area of Tameside.

Results

The surplus for the year amounted to £10,031 (1997: £7,691). The surplus has been added to the revenue reserves brought forward from last year making a total of £30,675 to be carried forward.

Directors

The directors who served during the year were as follows:

N Mackie	
J White (to 25 December 1997)	Cllr M Downs
J Dwyer	A K C Goodfellow
B Slack (resigned 20 April 1998)	L Coppock (resigned 3 July 1997)
Cllr J Fitzpatrick	A Chowdhury
P Taylor (resigned 18 September 1997)	K Houghton
E Rothwell	N Morgan
M Sharples	D Lomas
J Charlton (resigned 3 July 1997)	P Finn
T McEwen	J Howard (appointed 24 July 1997)
G Clarke	S Sturrock (appointed 24 July 1997)
M Dale	W Hulse (appointed 18 September 1997)

In accordance with the company's Articles of Association A Chowdhury, M Dale, J Dwyer, P Finn, A K C Goodfellow, W Hulse, T McEwen, N Morgan and E Rothwell retire by rotation and being eligible, offer themselves for re-election.

It is with regret that the directors report the death of J White on 25 December 1997.

continued ...

... continued

TAMESIDE CITIZENS ADVICE BUREAU LIMITED

DIRECTORS' REPORT

31 March 1998

Auditors

A resolution will be proposed at the next Annual General Meeting to reappoint the auditors, Moss & Williamson.

This report was approved by the board on 4 June 1998 taking advantage of special exemptions available to small companies.

9 George Street
Ashton-under-Lyne
Lancashire
OL6 6AQ

4 June 1998

By order of the board

X  X

A K C Goodfellow
Secretary

TAMESIDE CITIZENS ADVICE BUREAU LIMITED

STATEMENT OF DIRECTORS' RESPONSIBILITIES

The directors are required under company law to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company and of the surplus or deficit of the company for that year. In preparing those financial statements they are required to:

- select suitable accounting policies and apply them consistently;
- make reasonable and prudent judgements and estimates;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are also responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure the financial statements comply with the Companies Act 1985. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

By order of the board

X *A K C Goodfellow*

A K C Goodfellow
Director

4 June 1998

TAMESIDE CITIZENS ADVICE BUREAU LIMITED

AUDITORS' REPORT

Auditors' report to the members of
Tameside Citizens Advice Bureau Limited

We have audited the financial statements on pages 6 to 11 which have been prepared under the accounting policies set out on page 8.

Respective responsibilities of directors and auditors

As described on page 4, the charity's directors are responsible for the preparation of financial statements. It is our responsibility to form an independent opinion, based on our audit, on those statements and to report our opinion to you.

Basis of opinion

We conducted our audit in accordance with Auditing Standards issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the directors in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charity's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error or other irregularity. In forming our opinion we also evaluated the overall adequacy of the presentation of the information in the financial statements.

Opinion

In our opinion, the financial statements give a true and fair view of the state of affairs of the charitable company as at 31 March 1998 and of its financial activities and net incoming resources for the year then ended and have been properly prepared in accordance with the Companies Act 1985.



Moss & Williamson
Chartered Accountants
Registered Auditors

Booth Street Chambers
Ashton-under-Lyne
Lancashire
OL6 7LQ

4 June 1998

TAMESIDE CITIZENS ADVICE BUREAU LIMITED

STATEMENT OF FINANCIAL ACTIVITIES

for the year ended 31 March 1998

	Notes	General Fund £	Designated Funds £	Total Funds 1998 £	1997 £
Incoming resources					
Donations and grants	2	61,683	111,334	173,017	122,773
Investment income		2,568	-	2,568	1,855
Accommodation and service charge		4,457	-	4,457	2,349
Total incoming resources		<u>68,708</u>	<u>111,334</u>	<u>180,042</u>	<u>126,977</u>
Resources used					
Direct charitable expenses	3	<u>35,816</u>	<u>104,268</u>	<u>140,084</u>	<u>96,306</u>
Other expenditure					
Administration and management	4	18,146	5,626	23,772	20,377
Fund raising and publicity	5	<u>3,696</u>	<u>2,459</u>	<u>6,155</u>	<u>2,603</u>
		<u>21,842</u>	<u>8,085</u>	<u>29,927</u>	<u>22,980</u>
Total resources used		<u>57,658</u>	<u>112,353</u>	<u>170,011</u>	<u>119,286</u>
Net incoming resources for the year	6	11,050	(1,019)	10,031	7,691
Fund balances brought forward at 1 April 1997		<u>7,987</u>	<u>12,657</u>	<u>20,644</u>	<u>12,953</u>
Fund balances carried forward at 31 March 1998		<u>19,037</u>	<u>11,638</u>	<u>30,675</u>	<u>20,644</u>

There were no recognised gains or losses other than those included in the statement above.

The notes on pages 8 - 11 form part of these financial statements.

TAMESIDE CITIZENS ADVICE BUREAU LIMITED

BALANCE SHEET

as at 31 March 1998

	Notes	£	1998 £	£	1997 £
Current assets					
Cash in hand			400		400
Cash at bank	8		49,417		28,777
			<u>49,817</u>		<u>29,177</u>
Creditors: amounts falling due within one year	9		(19,142)		(8,533)
			<u>30,675</u>		<u>20,644</u>
Reserves	10/11		<u>30,675</u>		<u>20,644</u>

Approved by the board of directors on 4 June 1998 and signed on its behalf. The directors have relied on special exemptions available to small companies on the grounds that the company qualifies as a small company by virtue of Section 247 of the Companies Act 1985.

X *A K C Goodfellow* X

A K C Goodfellow
Director

X *N Mackie* X

N Mackie
Director

The notes on pages 8 - 11 form part of these financial statements.

TAMESIDE CITIZENS ADVICE BUREAU LIMITED

NOTES TO THE FINANCIAL STATEMENTS

for the year 31 March 1998

1 Accounting policies

Basis of preparation

The financial statements are prepared under the historical cost convention and are drawn up in accordance with the statement of recommended practice "Accounting by Charities" and other applicable accounting standards.

The charity has taken advantage of the exemption in FRS 1 from the requirement to prepare a cash flow statement on the grounds that it is a small company.

Grants

All grants and voluntary income are accounted for gross on a receivable basis.

Investment income

Investment income is accounted for on a receivable basis.

Expenditure

Expenditure is accounted for on an accruals basis, inclusive of value added tax.

Pensions

Defined contribution scheme

Contributions are charged to the income and expenditure account as they become payable in accordance with the rules of the scheme.

2	Donations and grants	1998	1997
		£	£
	Local Authority Grants		
	General Purpose	57,450	57,450
	Advocacy	52,277	42,429
	National Lottery Grant		
	Hattersley neighbourhood support:		
	Deferred income brought forward	6,833	-
	Grant received	66,828	28,457
	Deferred income carried forward	(14,604)	(6,833)
	Donations		
	Specific	3,400	400
	Other	833	870
		<u>173,017</u>	<u>122,773</u>
3	Direct charitable expenses	1998	1997
		£	£
	Wages and salaries	132,154	89,240
	Recruitment costs	-	1,086
	Capital spending	3,595	2,210
	Volunteers' travel expenses	4,335	3,770
		<u>140,084</u>	<u>96,306</u>

TAMESIDE CITIZENS ADVICE BUREAU LIMITED

NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 March 1998

4	Administration and management	1998 £	1997 £
	Accountancy	1,248	518
	AGM costs	237	-
	Building repairs	556	707
	Catering and cleaning	757	933
	Electricity	487	708
	Gas	310	417
	Water	252	215
	Equipment repairs	262	97
	Insurance	1,530	887
	Legal fees	15	30
	Miscellaneous	145	438
	Postage	875	686
	Rent	11,738	10,280
	Subscriptions	1,554	1,163
	Telephone	3,806	3,298
		<u>23,772</u>	<u>20,377</u>
5	Fund raising and publicity	1998 £	1997 £
	Printing and stationery	4,083	1,945
	Publicity	2,072	658
		<u>6,155</u>	<u>2,603</u>
6	Net incoming resources for the year	1998 £	1997 £
	Net incoming resources are stated after charging:		
	Staff costs (note 7)	<u>132,154</u>	<u>89,240</u>
7	Staff costs	1998 £	1997 £
	Directors' remuneration	38,956	36,870
	Salaries	77,970	44,713
	Social Security costs	9,297	7,657
	Pension	5,931	-
		<u>132,154</u>	<u>89,240</u>

TAMESIDE CITIZENS ADVICE BUREAU LIMITED

NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 March 1998

8	Cash at bank	1998 £	1997 £
	Barclays Bank plc:		
	Community account	178	112
	Business premium	863	8,242
	High interest account	48,376	20,423
		<u>49,417</u>	<u>28,777</u>
9	Creditors: amounts falling due within one year	1998 £	1997 £
	Accruals	4,538	1,700
	Deferred grant income	14,604	6,833
		<u>19,142</u>	<u>8,533</u>
10	Analysis of net assets between funds		
	Unrestricted designated		
	General funds	Total	1997
	£ £	£	£
	Cash in hand	400 -	400
	Cash at bank	23,175 26,242	49,417 28,777
	Creditors	(4,538) (14,604)	(19,142) (8,533)
		<u>19,037</u> <u>11,638</u>	<u>30,675</u> <u>20,644</u>

All designated funds are held by the charity.

11	Movement of funds	Unrestricted designated		
		General funds	Total	1997
		£ £	£	£
	Balance at 1 April 1997	7,987 12,657	20,644	12,953
	Net incoming resources	11,050 (1,019)	10,031	7,691
	Balance at 31 March 1998	<u>19,037</u> <u>11,638</u>	<u>30,675</u>	<u>20,644</u>

The designated funds are unrestricted funds earmarked by the charity for the following projects:

	1998 £	1997 £
Advocacy	3,339	5,650
Hattersley neighbourhood support	8,299	7,007
	<u>11,638</u>	<u>12,657</u>

TAMESIDE CITIZENS ADVICE BUREAU LIMITED

NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 March 1998

12 Commitments

There were no legally binding commitments at 31 March 1998.

13 Related party transactions

During the year the charity paid £1,200 to J Howard, a director of the charity, in respect of accountancy work undertaken.

WE DON'T
JUDGE
WE DON'T
CHARGE
WE DON'T TELL

TAMESIDE CITIZENS ADVICE BUREAU

9 GEORGE STREET, ASHTON U LYNE OL6 6AQ.

citizens
advice
bureau

ANNUAL REPORT 1997 - 1998

CHAIRMAN'S REPORT

Each year I have started my report by saying that the last 12 months have been very busy for Tameside CAB, well surprise again, this year is no exception, in many ways the past year has been an epic. The daily service provided by the bureau continues to grow in demand and complexity, over the past year volunteers and bureau staff have dealt with the usual volume, range and depth of requests for help from the public. The ability of the service to deal with the volume and complexity of clients needs, is proportionate with the number of volunteers available to deal with those needs and the number of hours we are able to keep the Bureau open to the public. The demand placed on volunteers and staff is huge. In addition to the "front of house" activities of seeing clients during opening hours, the complexity of individual cases often means just as many hours of work on behalf of those clients when the bureau is closed to the public. I mention this in my report because the bureau is continually under pressure from the public and sponsors to open longer hours and deal with more people. In addition to the "core" advice service provided by Tameside CAB, we also have a number of major projects in operation, three, such projects are the Hattersley Neighbourhood Support Unit, the Advocacy Service to older people in residential care and a Legal Aid Franchise to assist people with debt problems. All three of

these projects are reported in detail elsewhere in this report and I mention them here to give an indication of the wide range and diversity of activities undertaken by Tameside CAB in order to provide a comprehensive advice service to the residents of Tameside.

The main source of income for the core service we provide comes from Tameside Metropolitan Borough Council and we are extremely grateful for the financial and technical support they provide to us. Now, for the first time, we have entered into a written Service Level Agreement under which we agree to provide a range of advice services in return for payment to us by the Council. We believe that this new service agreement helps to provide a more accountable service in terms of value for money.

At national level a new Electronic Information System is being devised by NACAB and I am delighted to say that Tameside CAB has been chosen as one of the pilot centres for the introduction of the new system. This new information system on CD Rom, will help to prepare us to enter the new millennium with a state of the art, high tech information system. Preparation for the introduction of this new system, referred to as CABnet 2000, is now underway and we look forward to its development with tremendous enthusiasm.

With all of the existing developments facing us over the next few months and

years, once again we face the problem of outgrowing our current premises and Tameside CAB together with a number of other Voluntary organisations in the borough and with the encouragement of TMBC, are considering options which will enable us to seek premises more suitable for the type of services we wish to offer the citizens of Tameside.

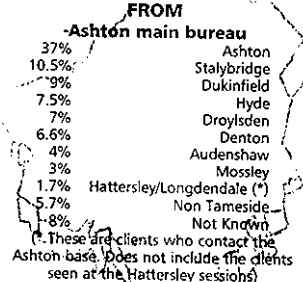
Sadly this past year saw the death of John White, John was a member of the Management Committee for more than 30 years, during which time he held the posts of Chair and Vice Chair on numerous occasions, his experience, advice, guidance to the management of the bureau was invaluable and his presence on the Committee was sadly missed.

Finally, this is the end of my term of office as Chair and the rules require that I step down. It has given me the greatest of pleasure to serve over the past five years. When I become chairperson, Tameside CAB was facing one of the most difficult periods of its history, because of funding cuts, we were forced to close our bureaux in Droylsden and Stalybridge and to make staff redundant, cut back on services and face a very austere period. I am delighted to say that, I believe that we now

have one of the best managed CAB's in the North West, our finances are in a very healthy state, investment in new services and facilities are planned, we have an excellent management team and a first class dedicated team of volunteers. I would like to thank Annette and her team and members of the Management Committee for all the help and support they have given to me over the past 5 years and a special thanks to NACAB Regional staff (Gary Copitch and Mike France) for the invaluable help and guidance. Tameside CAB will face the millennium able to provide the very best advice and assistance to the public of Tameside and on behalf of all of Tameside citizens I thank the management, staff and volunteers for their dedicated service. Good luck to the new Chair.

Norman Mackie
Chairman - Management Committee.

WHERE DO OUR CLIENTS COME FROM



ADVOCACY

Provision and Flexibility of service.

The Advocacy scheme has shown itself to be admirably flexible in meeting the identified needs of the client. Advocating at the 6-Week stage rather than at 12 months, enables us to action clients' problems at an early stage, particularly crucial with ongoing financial problems. The strength of the service has proved to be its ability to handle the increased level of referrals on a multitude of issues coming from many different organisations.

Resourcing and Provision of Information.

We are increasingly building up our knowledge of Community Care legislation to an extent that we are becoming a useful resource for all kinds of other agencies. We have published information leaflets for Homes, clients and Social Services, on Financial issues, and claiming of benefit. We have built up an excellent reference library ready to deal with all enquiries on current legislation.

- We have had input on...
 - Training for those who are hearing impaired
 - The Disability Design Project
 - Tameside Advocacy groups.

Influence of Social Policy.

Locally, through the compilation of statistics throughout the project we have identified constantly reoccurring issues and through our Social Policy work have minimised their overall impact. The major

issues concern Personal Allowance, late claiming of Income Support, 3rd Party agreements, and Treatment of family home as capital.

Nationally, we were asked by NACAB to provide information for submission to the Royal Commission on Long Term Care for the Elderly. Many of our suggestions formed part of the final paper.

We have also been able to clarify vague boundaries around NHS provisions such as Chiropody, Physiotherapy, wheelchairs, pressure sore relief, and incontinence aids, both in the Homes and in the community.

Future of the Service.

Now the service has been recognised by all as a useful and much needed aid to care planning, it is felt there is a need for the service to commence at an earlier stage in the care planning procedure. We are also looking at the setting up of an "action group" in conjunction with Social Services that could deal quickly and effectively with issues raised by the Advocates.

Overall 1998 was an excellent year for the Service, the Advocates, the Bureau and the Community.

N. Morgan,
Deputy Manager - Projects

Advocacy

Issues dealt with = 3,310
Contacts with Clients = 826
Follow Up Contacts on behalf of clients = 1,550

PROVIDING "CORE" SERVICES

1997/98 has been a year of uncertainty for our clients. New fears and worries about the variously heralded benefit changes; changes to the Legal Aid system; continued worries about loss of benefit for those who are sick who are deemed fit for work, and the tightening of some rules and restricting of others. Thankfully, pressure from CABs, amongst others, helped dilute some of the proposed changes whilst others were abandoned.

Exercising a responsible influence on Social Policy is an integral part of CAB work and nationally some notable successes have been effected:

- Thankfully, the proposal to restrict Housing Benefit to single room rent for all single people under 60, has been abandoned.
- Rules have been tightened on Gas competition ensuring sales techniques abide by a Code of Practice. Prior to that there had been some dubious selling techniques.

• TMBC, along with evidence from others, played a major role in getting prepayment water meters outlawed, thus ensuring low income customers could not find themselves without water.

• Lobbying is still going on around Backdating of Benefits. From June 1998 it is proposed that all benefits, except Housing Benefit and Council Tax Benefit (Oct.98), will only be able to be backdated for one month, with very restricted exceptions, from the date of application. Such changes do not reflect fairness for our clients.

Further examples of intervention by CAB:

- the continuing dialogue with the Medical Profession to enable clients on low income to obtain Medical Evidence to successfully claim disability benefits.
- The monitoring of cases where individuals are deemed "fit for work" under the All

Work Test rules but who are not physically able to work, for example because the condition is sporadic or variable and the All Work Test does not consider that aspect of incapability.

- The operation of the Benefit Integrity Programme, where those receiving Disability Living Allowance are re-examined to confirm, deny or adjust their entitlement, is creating anxiety and hardship for those it affects.

With all of the foregoing changes, restriction and cut backs, it is little wonder that our waiting room is constantly filled with anxious clients.

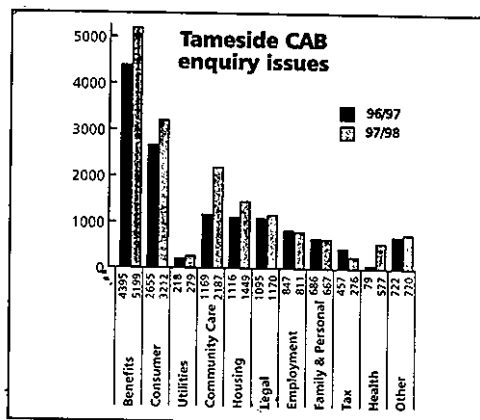
Of the 10,314 issues dealt with at the Ashton Bureau, 28% of those are Welfare Benefit based, almost 10% of the total is concerned with Disability Benefits - from initial claim to appeal tribunal representation.

Over the year, Tameside CAB personnel represented at 52 Social Security Tribunals,

primarily involving Disability benefits. To deal with the influx, further specialist Disability Sessions have been allocated. Between Hattersley Neighbourhood Support Unit and the Ashton bureau, over £148,000 and £252,000 p.a. respectively has been yielded in Disability Benefit awards. At Ashton alone there are usually between 50 - 60 active cases at any one time.

Debt - At the Ashton premises, 1,432 individual debts were recorded, from Benefit debts to Utilities Debts, from money owing on the mortgage to money owing to banks etc. Multiple debt cases are not uniform - they range from the few creditors (1 or 2) to the many (15 plus). Most are domestic debts but a proportion are small business debts.

Repossession of property or eviction still largely seems the catalyst for people seeking help with debts. Clients still approach the bureau at



the eleventh hour, with Court cases even scheduled for the next day!

Of the debts presented to the Ashton Bureau, 56% represented consumer debts, with Housing 20%, 10% Utilities arrears, and Benefit overpayment 6%.

Interestingly the statistics show with both those categories of work i.e. Debt and

Disability Benefit, that significantly more work is required to be done after the client has left the bureau. A phenomenal amount of follow up work is required - telephone calls, negotiation, letter writing, and preparation for representation.

Terry McEwen,
Deputy Manager - Bureau Services

FREE - CONFIDENTIAL - IMPARTIAL - INDEPENDENT

THE AIMS OF THE SERVICE

The Aims of the Citizens Advice Bureau Service are:

- to ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them, or through an inability to express their needs effectively; and equally
- to exercise a responsible influence on the development of social policies and services, both locally and nationally.

ANTI RACISM STATEMENT

The Citizens Advice Bureau Service, in compliance with its aims and principles:-

Is opposed to all forms of racism and discrimination and is committed to ensure that all services are equally available to all people.

Will resist and challenge acts of discrimination and support its clients and staff when confronted by racial harassment.

Seeks actively to conform to the 1976 Race Relations Act and the 1984 Commission for Equality (CRE) Code of Practice.

Is an Equal Opportunities Employer and encourages participation of black and other ethnic minorities at all levels of the Service.

DISTRICT MANAGER'S REPORT

Tameside Citizens Advice Bureau offers its Free, Confidential & Impartial Advice Information and Advocacy Service to the population of Tameside (220,000 people). How does one bureau best serve such a large population? We looked at "need" both current and future, and prioritised the findings. As a consequence, in addition to the Core CAB Service, the following projects were established in *Partnership with other organisations*.

CAB ADVOCACY SERVICE

Contracted with TMBC

Specific Service
Services to provide a specific service

The independent Advocates provide a "complete" Advocacy Service for the 800 plus persons in residential and nursing care homes in Tameside.

Advocates are there to respond to and assert the wishes and rights of the residents.

CAB HATTERSLEY NEIGHBOURHOOD SUPPORT UNIT

Funded by Grant from the National Lottery Charities Board

To make a 2-pronged concentrated attack on Poverty & Social Deprivation, through

- one to one confidential interviews solving and/or curing problems;
- Using the statistical evidence gained from working within the Community to effect changes in Social Policy, preventing problems arising in the future.

LEGAL AID FRANCHISE - DEBT

Contracted with the Legal Aid Board to provide a Legal Aid Franchise quality debt service specifically for "eligible" individuals - generally those on low incomes.

The following, amongst other things, are being pursued:

- Expansion of the GP Surgery Service for which Hattersley is the prototype.

- A Bed Bureau for older people entering residential care, where independent and impartial information can enable informed decision making.
- Provision of an Independent Advocacy Service for those in receipt of Domiciliary Care.

THE MAINSTAY OF THE CAB IN TAMESIDE IS THE "CORE" SERVICE BASED IN ASHTON.

Providing equally for all... irrespective of race, religion, gender, disability, or sexual orientation, giving:

- Advice and Information : From our extensive information system
- Practical Help : Like drafting letters, etc
- Negotiation : With third parties such as creditors
- Representation : At Tribunals and Courts

Volunteers dealt with 16,597 issues in 1997/98. At Ashton alone 10,314.

SUCH EXPANSION OF SERVICES REQUIRES FURTHER EXPANSION OF**SPACE - STAFF - VOLUNTEERS - TRAINING - RUNNING COSTS**

PREMISES: CAB are examining their own long term needs and the needs of voluntary sector organisations in terms of premises. A public meeting explored the concept of a "One Stop Shop" arcade.

VOLUNTEER HOTLINE - 343-8088: 90% of people working in the CAB Service are volunteers. So the Service represents good value for money. British Gas Home Energy have provided the Tameside CAB Hotline to enable access to prospective volunteer workers.

TRAINING: An integral part of CAB work, teaching the "Core Competences" expected from each volunteer adviser and on more specialised aspects of CAB work.

THE ELECTRONIC INFORMATION SYSTEM: Tameside

CAB is piloting the electronic version of the 12,000 page Information System.

CABNET 2000: The national development of Computer Systems to provide for

- The instant access information system
- Internet - connecting us with the outside world
- Intranet - CAB exchanging information with each other
- Case Management Systems

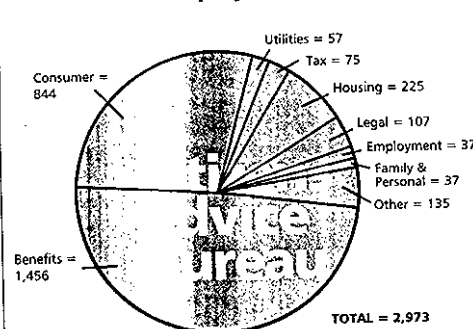
A successful year this year looks like the prelude to a busy 1998/99. My sincere thanks goes to all staff and volunteers who contributed to our current successes.

Annette Goodfellow
District Manager

Hattersley Neighbourhood Support Unit

- **Expansion of service**
As we enter our second full year of the Project, building on our past profile we have gained the recognition and trust of the local residents and this has enabled us to extend our service to The Groves and the G.P. Surgery as well as our two sessions in the Centre. We now provide a high quality targeted service, right across the estate, and continue to look for future areas of expansion.

- **Volunteer recruitment and training.**
In addition to paid staff we now have one fully trained volunteer working for the Unit and have locally recruited 4 others, 2 of whom are now commencing the training programme. We have the use of a room in the Centre for a Training Suite/Interview room which will be used for the provision of training for all community members who wish to use the facility.
- **Social Policy.**
Through direct Social Policy work we have been able to influence the practices of Creditors who operate on the estate and have at last been able to get a working relationship with them when dealing with client debts.
- **Integration with the community.**
Working with other groups

H.N.S.U. enquiry issues 1997/98

Issues dealt with when client present = 2,438
Follow up issues dealt with on behalf of client = 535

- Money yielded from Incapacity Benefit, Disability Living Allowance, Attendance Allowance = £148,864
- Other monies yielded for the Community = £7,602

has been notably successful. CAB has key involvement with:

- Hattersley Community Forum Executive Committee, including CAB assistance in applying for grant from National Lottery, Children in Need, the Development Trust, and the Millennium Fund.
- Development Trust; on the Services Directory and benefit advice to their prospective recruits.
- Relaunching the Friendship Club.
- WEA; Branch Secretary and are running a joint training course.

- Improved networking, with GPs, Housing, Benefit Agency and the Health Authority.
- Representation on the Development Trust Training and Employment Group.

- **Future**
Following such a good year for the community we hope to be able to maintain a high level of commitment to build on and develop our reputation.

N. Morgan,
Deputy Manager - Projects

Sources of Funding

TMBC Grant (core CAB)	57,450
TMBC Social Services (Advocacy Project)	52,277
Donations (general)	833
Donations (specific)	+3,400
Interest received	2,568
National Lottery Charities Board (Hattersley Neighbourhood Support Unit)	59,057
Miscellaneous Income	55

Full audited accounts available from Registered Office:
9 George Street, Ashton Under Lyne, OL6 6AQ

NOTES OF TREASURER

The finances of the Bureau have for the last financial year remained strong due largely to tight control of finance and costs.

The ability to recharge shared core costs to the Hattersley and Advocacy Projects has ensured that the main

bureau has remained financially secure but if these projects were to cease and not be replaced a substantial increase in the grant for the Bureau will be required to maintain the current services from the current premises.

The next main project for the Bureau is the introduction of CABNet 2000 which is estimated to cost some £20,000 for the introduction of the Computer Hardware and Network. Funds are being put aside to meet this cost and we are confident that sufficient funds will be available to participate in CABNet 2000 from its inception.

My thanks are extended to all staff who have supported me during my first year as Treasurer.

John Howard.

Membership of Management Committee

A. Chowdhury, Benefits Agency
G. Clarke, Vice Chair
M. Dale
M. Downs, Cllr. TMBC
J. Dwyer, Hon. Legal Adviser
J. Fitzpatrick, Cllr. TMBC
P. Finn, Tameside CAB
A.K.C. Goodfellow, Hon. Secretary
K. Houghton, Tameside CAB
J. Howard, Treasurer
D. Lomas, Ashton Rotary
N. Mackie, Chair
T. McEwen, Tameside CAB
N. Morgan, Tameside CAB
E. Rothwell

M. Sharples
B. E. Slack, Soroptimist International
S. Sturrock
P. Taylor and W. Hulse, Stalybridge Holy Trinity & Christ Church
J. White

OBITUARY

- **JOHN WHITE** - a dedicated member of the Management Committee for over 30 years sadly died in December 1997.
- **AUDREY PARSONAGE** - formerly Manager of Droylsden CAB, died in 1997. Audrey worked tirelessly for the CAB Service.

Tameside CAB is a Company Limited by Guarantee.
Guarantee No: 2302696. Charity Registration No: 701113.
Funded by grant from Tameside Metropolitan Borough Council.
Hattersley Neighbourhood Support Unit funded by National Lottery Charities Board.
Specific donations: From Senior Service and British Gas Home Energy, Halifax Building Society. Help in kind: included N.J. Decorators of Carrbrook, Stalybridge.
Moss & Williamson Auditors.

VOLUNTEERING HOTLINE 343 8033

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