

The Ipswich and District Citizen's Advice Bureau  
Annual Review  
(Year Ending 31.3.2010)

the charity for  
your community



**Ipswich and District  
Citizens Advice Bureau**  
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A Company Limited by Guarantee with charitable status:

**Company Registration No. 3438957**  
**Registered Charity No. 1064862**

NB. This review is separate from the Annual Report and Accounts prepared for Statutory Purposes and is intended solely to provide narrative information about the Bureau

## 1. THE CITIZENS ADVICE BUREAU SERVICE

The Ipswich and District Citizens Advice Bureau (CAB) has two aims – one to provide free confidential and impartial advice, and the other to influence social policy. We do this by providing information and advice to help people resolve their legal, money and other social welfare issues whilst using evidence of clients' problems to campaign for improvements in laws and services that affect everyone.

## 2. SERVICES AVAILABLE

The Ipswich and District CAB provides advice at two levels - general advice which covers an extensive range of social welfare, family and other civil matters and more specialised case work on particular aspects of social welfare law including

- Specialist Debt/Money Advice and Negotiation with Creditors;
- Specialist Employment Rights Advice;
- Specialist Welfare Benefits Advice. .

## 3. OVERVIEW OF THE YEAR

The recession has placed considerable pressures on the bureau. Last year we provided advice to 5180 people, which represents over 5% of the entire population of Ipswich who have an entitlement under social welfare legislation. At the same time, our partners have also been facing additional pressures and this has resulted in only a slight increase in overall funding levels.

However we successfully applied for two projects. The first, the SCC Credit Crunch, brought in £10,000 for additional debt advice; the second brought in £31,000 to provide 1,100 Additional Hours of Advice. In addition, the Bureau has responded to its financial challenges by revising and adapting internal procedures to increase efficiency and introducing the Gateway Scheme in January 2010. This has meant the Bureau has doubled the number of clients seen in one day. It has enabled the Bureau to fulfil its aim of seeing all clients on the day they present themselves to the Bureau. It has also enabled to Bureau to retain high levels of customer satisfaction, with 99% of clients being happy with the service they received and 100% saying they would use the service again.

## 4. STATISTICS

Below is an analysis of the number of new enquiries we have had in relation to each of the areas we advise on.

<b>New Advice Categories</b>		
	<b>2008-2009</b>	<b>2009-2010</b>
Benefits	6,470	5410
Consumer	462	431
Debt	8,413	7149
Education	105	95
Employment	3,127	2165
Finance	671	599
Health	236	151
Housing	1,649	1396
Immigration	360	383
Legal	1,742	1560
Other	59	101
Relationships	1,887	1434
Signposting	525	448

Tax	206	152
Travel	214	148
Utilities	490	390
<b>TOTALS</b>	<b>26,616</b>	<b>22012</b>

The following details the number of contacts we made both directly with individuals clients and also with agencies on their behalf.

<b>Client Contacts</b>		
	<b>2008-2009</b>	<b>2009-2010</b>
Total client contacts	17,061	19,209
Total non client contacts	10,057	9,126
Total	27,118	28,335

### Client Satisfaction

Every year, Ipswich & District Citizens Advice Bureau conducts a client satisfaction survey. The results of this are given below.

		<b>2009-2010</b>			
	Total	76			
	Personal Callers	44			
	Telephone Callers	4			
	Not Recorded	28			
		Very happy	Fairly happy	Unhappy	Very unhappy
Q1	1. How happy are you about where you come to see us?	59	17	0	0
Q2	2. How happy are you about the times we're open?	48	26	1	0
Q3	3. How happy about how long you have had to wait to see an adviser?	42	30	3	1
Q4	4. How happy are you about the time you had to discuss your problem?	52	23	0	1
Q5	5. How happy are you that the information and advice was easy to understand?	57	18	1	0
Q6	6. Overall, how happy are you with the service that you have received?	58	16	1	0
		<b>Yes</b>		<b>No</b>	
Q7	7. Would you use the CAB service again?	76		0	
Q8	8. Would you recommend using the CAB service to others?	75		1	

### Complaints

Of the 5,000 people seeking advice, below 1% resulted in complaints.

### Equality and Diversity

Below is the detail of the ethnic background of the clients we have helped during the year and a comparison is made with the overall ethnic mix of Ipswich based on the Suffolk Observatory. It shows that the bureau is reaching the ethnic minority communities in Ipswich, although we are concerned to develop this work further in view of the New Policy Institute report which revealed that some groups have high poverty rates e.g. Bangladeshis (65%), Pakistanis (55%) and black Africans (45%); whilst others

have low poverty rates e.g. black Caribbean (30%), Indians (25%), white Other (25%) and white British (20%).

<b>Ethnicity</b>	<b>% CAB</b>	<b>% Ipswich</b>
Asian or Asian British	120	2.9
Black/Black British	219	5.4
Chinese	8	0.02
Mixed	100	2.48
White British	3410	84.89
White Irish/other	0	0
Other	94	2.3
Unknown/declined to reply	66	0.41
<b>Total</b>	<b>4017</b>	<b>100.00</b>

### **Income Profile**

The table below shows the income profile of the clients who use the service.

<b>Income range (£)/month</b>	<b>No of clients</b>	<b>%</b>
< 400	854	33.1
400 – 599	461	17.9
600 – 999	562	21.8
1,000-1,499	398	15.7
1,500 – 1,999	183	7.1
2,000 – 2,499	58	2.2
2,500 – 2,999	33	1.3
> 3,000	24	0.9

Over two-thirds of the clients who sought advice from the bureau had incomes of less than £1,000 a month. This is below the average wage and demonstrates that, whilst the service is open to all members of the public, it is those at the lower end of the income bracket who are using the service more. It is also worth noting that the largest increase from the previous year was for those with incomes of between £1,000 and £2,000 a month. This suggests that clients who previously thought themselves secure are now seeking advice.

### **Enquiries by Local Authority Ward**

The following table shows the distribution of enquiries by local authority ward in Ipswich.

<b>Ward</b>	<b>No. enquiries</b>	<b>% enquiries</b>
Alexandra	498	8.6
St Margarets	246	4.2
Bixley	110	1.9
Castle Hill	187	3.2
Westgate	655	11.9
Rushmere	247	4.2
Whitton	307	5.3
Holywells	289	5.0
Sprites	258	4.4
St Johns	322	5.5
Stoke Park	376	6.5

Priory Heath	420	7.2
Whitehouse	390	6.7
Gainsborough	370	6.4
Gipping	579	10.0
Bridge	523	9.0

There is a direct correlation with the distribution of older people in deprived household as reported in the 'Ipswich Borough Ward Profiling' report. The three wards where most enquiries come from (Westgate, Gipping and Alexandra) are the same three wards where it is reported that income deprivation is over 29.9%

## 5. GENERAL ADVICE SERVICE

The advisers in the general office have worked extremely hard to try to meet the needs of the community by offering advice and assistance in a large range of issues. The areas in which advice was most sought were debt, welfare benefits, employment and housing.

### Training Report (April 09 – March 10)

- During the year we took on 16 volunteers to train.
- At the beginning of 2010 we had a record number of 28 volunteers in training.
- 6 trainees became qualified advisers during the year.
- 3 trainees left the training programme.

It has been a challenging year, but the bureau successfully ensured the delivery of the training programme running through long periods without a manager. Additionally we successfully managed to retain the majority of the on going trainees, get some to qualified status, recruit more and meet the ongoing training needs of current advisers. Plans were also put in place to use CitA's new "Modular Training Programme" in the summer of 2010. In April 2010 CitA abolished their "Certificate In General Advice Programme" (which current trainees had been following). This programme involves self-study packs and regular assessments with a 4-day external course about 3 months into the training. Traditionally a trainee on this programme would expect to qualify as a generalist adviser after 12 to 18 months. All our current trainees are on the final stages of the programme. Whilst the new training is very different the bureau has managed the transition effectively.

### General Office 2009/2010

It has been a busy year in the General Advice Office. Highlighted below are two projects we successfully employed to deal with the ever increasing demands upon the needs for advice from Ipswich & District CAB.

#### 1. The Additional Hours of Advice Project 2009/2010

The Additional Hours of Advice Project (AHA) was a scheme set up by the Government, to provide additional funding for voluntary sector advice providers, in order to improve the availability of advice services to the general public. The scheme was to run from April 2009 until March 2010. Within the Ipswich & District CAB this funding was used to pay for additional training and supervision hours with the aim of training extra volunteer Advisers. During the AHA 2009/2010 period we were therefore able to add 12 extra volunteers to the Advice Rota. 1045 clients were seen under the project.

Due to the success of the AHA Project at Ipswich & District CAB and the extra numbers of clients we were able to help we were able to successfully bid for an extension of the scheme that will run to October 2010.

## **2. The Gateway Scheme**

The Gateway is a system designed to provide an easier and more streamlined way for clients to access the bureau's resources. All clients, whether they drop into the bureau or phone in, are given a short interview or "Gateway Assessment" to determine the level of help required. Possible outcomes of a Gateway Assessment could be:

- Client is given a referral to one of our in house specialists.
- Client is referred to an outside specialist agency, e.g. NHAS.
- Client is signposted to another source of help, e.g. a solicitor, Consumer Direct or Social Services.
- Client feels able to resolve issue with assisted information provided by the Gateway Adviser
- Client needs a full appointment with a Generalist Adviser.

In January 2010 we introduced the Gateway Scheme at Ipswich, leading to very positive results in our ability to manage an ever-increasing demand on the service. To give some idea of the impact of Gateway, in the first quarter of 2009 we had to turn away 861 people due to the lack of interview rooms and Advisers. In the first quarter of this year, with the demand higher than ever, we have only turned away 4 people, and that was due to an IT systems failure. The success of the Gateway is therefore a tribute to all the staff and volunteers at Ipswich CAB without whose efforts it would not have been possible.

## **6. THE SPECIALIST ADVICE SERVICES**

### **Core Money Advice**

The money advice team has three forms of funding: The Financial Inclusion Fund, Community Legal Services and Core funding. For nine months of this year there was additional funding for money advice from Suffolk County Council (Suffolk Credit Crunch).

This year saw the introduction of a new form of bankruptcy for low income clients – Debt Relief Orders. All four money advisors trained and now act as intermediaries so they can complete DRO applications and submit them to the Insolvency Service. This is useful for clients who have no realistic prospect of repaying debts. Apart from IHAG, the bureau is the main access for DRO applications in Ipswich. It is worth noting that the cost of bankruptcy for clients excluded from DROs has risen to £600 including the county court fee. It is more expensive to apply, and more difficult to raise the fee from charitable sources.

This year has also brought in more clients redundant or on reduced work due to the recession; many have had no prior experience of the benefit system. Self employed clients particularly suffer when they continue to try to work but see their earnings plummet; many do not qualify for contribution based Job Seekers Allowance if they finally give up hope that work will pick up.

During this year we worked in partnership with IBC to take referrals under the Mortgage Rescue Scheme; from the initial five referrals, one MRS has since been completed and the former owners are now Housing Association tenants of their home.

- Total new cases: 572
- Total amount of debt processed: £8,622,914.00 (partly averaged figure)
- Total Debt Relief Orders 131

### **Legal Services Commission Report**

This year has been very busy for the Legal Services Commission team. We have taken on a total of 582 new clients this year, which has involved a lot of intense and challenging work. The team has made

£872929 for their clients, rescheduled their debts, written to their creditors and in many cases saved their homes.

Again over 53% of our clients live in IP1 and IP2 although we also have clients from the Colchester area and some as far away as W14. 58% are in the age band 25 to 49 with 29% over 50 years old. We still receive many referrals from the Bangladeshi Support Centre but the majority of our clients come to the Legal Services Commission team through the Bureau's internal referral system.

After working with us for nearly 2 years Jarek Kopec has moved on to pastures new, he was well liked and much missed by staff and clients alike. The year ahead is going to be a difficult one for the Legal Services Commission team with far reaching changes to the contract in October 2010. We would like to thank all the volunteers and staff at the Bureau and for their continuing support.

### **Welfare Benefits**

2010 has been a difficult year in Welfare Benefits with changes in benefits regulations and reduced staffing at Jobcentre Plus. However we have had a successful year for our clients in benefit claims, appeals and reviews. On files closed in the year we have gained £641141 in annual benefits for our clients, £110528 in arrears and £36710 in one off payments. We have taken on 395 new clients.

We have been successful in challenging overpayments again this year with one client not having to repay £7529 of overpaid Incapacity Benefit where Jobcentre Plus were in error. Tax Credits remain a significant problem with some cases taking over 12 months to resolve. For one of our clients we were able to get over £6000 of Child Tax Credit arrears. Appeals relating to overpayments take many months to resolve and this seems to be due to the complexities within the Debt Recovery System and their poor communication with the local Jobcentre.

An area, which has lead to significant work, has been Employment and Support Allowance. Not only have we taken on a significant number of clients with Employment and Support Allowance appeals, but we are also experiencing delays in hearing these appeals of up to a year which is very distressing for our clients. In the coming year those people who had been on Incapacity Benefit will be migrated onto Employment and Support Allowance and we anticipate that that will lead to a higher number of appeals.

### **Case Studies:**

#### ***Pearl***

*Pearl is a 10-year-old girl who has ADHD, autistic spectrum disorder, and learning difficulties. This means that her behaviour at home and at school was very challenging. Her mother was also ill so Pearl's father had to give up work to care for them both. We completed Disability Living Allowance claims for Pearl and her mother, Carer's Allowance and Income Support forms for her father. Their income, including Child Tax Credits, was increased by £13916 per year.*

#### ***George***

*George is a 26-year-old man who lost his right leg in a road traffic accident when a car came from a side turning and knocked him off his motorbike. He had had his own business before the accident and was desperate to get back to work. We helped him claim Disability Living Allowance which gave him higher rate mobility component and lower rate care component but more importantly we helped him claim Working Tax Credits, Housing Benefit and Council Tax Benefit and re-establish himself in self-employment. George is £6202 per year better off following our help but more importantly this money has given him the ability to get back to work.*

### ***Patsy and Claude***

*This couple, who are over 60 years old, both suffer with significant disabilities such as asthma, diabetes, arthritis, angina and palpitations and look after Patsy's severely disabled sister Rosie. Their previous landlord terminated the tenancy on their fully furnished mobile home and because of their disabilities they were quickly re-housed. They put in an application for a Community Care Grant from the Social Fund for basic furniture for the new home, which was turned down completely. We asked for a review of this and they were awarded a Community Care Grant of £948 which went a long way to getting them basic furniture for their new home.*

## **Employment**

There has been a marked increase in clients referred for Employment advice, and this is likely to continue. Advice is given on the full range of employment rights. Common problems have included redundancy related dismissals, non-payment of holiday pay, deductions from wages and long-term absence from work. The emphasis has been on trying to negotiate solutions either direct with employers prior to Employment tribunal claims or if a claim is required, by negotiation through ACAS. Representation at Tribunal can still be provided although, as this falls outside the scope of Community Legal Service funding, it cannot be guaranteed. Where representation cannot be provided in person, assistance is given to clients with preparation and written submissions.

A particular highlight was representing a client at Tribunal who as a result received compensation for unfair dismissal amounting to £11,964.22.

Of particular concern during the year has been the number of Tribunal hearings postponed on the afternoon before due to a lack of available Employment Judges. In one particular example a client's claim submitted in October 2009 was initially due to be heard on 12 March 2010, then postponed till 11<sup>th</sup> June and then postponed again until 3<sup>rd</sup> November 2010. Delays such as this cause considerable additional stress and anxiety to parties. Unfortunately current restrictions on government funding are likely to mean such delays continue.

Under the new Legal Services Commission contract we have funding to provide specialist advice on 100 new employment cases per year from October 2010. We continue to be the only provider of LSC funded specialist employment advice in Suffolk.

We are grateful for assistance given by voluntary advisers and paid staff with providing this valuable service.

- 74 (57) new clients attended appointments with Employment Manager.
- 86 appointments were available for new clients.
- 27 (33) assisted to obtain award/settlement.
- Total financial benefit to clients increased significantly to £106,705.41 (from £67,855.11) including 3 clients assisted to get their jobs back.

## **7. SOCIAL POLICY**

One of the twin aims of the bureau is "to improve the policies and practices that affect people's lives", otherwise known as social policy, and there are eight social policy requirements for bureaux to meet (see Appendix 1).

The duties of Social Policy Co-ordinator are shared between Pippa Banham, one of the session supervisors, and Liz Gilles, one of the generalist adviser volunteers. The introduction of the Gateway system during the financial year 2009/10 interrupted the previous flow of social policy issues raised by generalist advisers, as they got to grips with the new way of doing things and dealing with greater time

pressures, but the situation has improved over the past two or three months. The aims now are to keep up the level of interest and involvement in social policy issues among both generalist and specialist advisers, and to extend our contacts with local media and with other organisations with a view to carrying out joint campaigns.

### **Bureau Evidence Forms**

The minimum requirement for evidence forms remains at one form for every 150 client contacts. Our overall result for the year was one form for every 50 contacts, made up as follows:

- Quarter 1 One form for every 43 contacts
- Quarter 2 One form for every 41 contacts
- Quarter 3 One form for every 46 contacts
- Quarter 4 One form for every 76 contacts

After the dramatic drop in the fourth quarter the position improved again in the first quarter of 2010/11, with one form being submitted for every 46 contacts. This was a considerable achievement in view of the fact that the number of client contacts in that quarter was over 40% more than the number of client contacts in the first quarter of 2009/10.

Under the Gateway system the voluntary advisers are reporting potential social policy issues directly to the Social Policy Co-ordinator, instead of these issues being raised by the session supervisors when they check the Case reports. The fact that our report numbers have recovered in the most recent quarter suggests that our efforts to increase awareness of social policy among the voluntary advisers have been successful.

Please see Appendix 2 for a list of evidence forms submitted by the bureau during 2009/10. Welfare benefit issues have remained the largest area of concern at 40% of the total, with debt still coming in second at 10% of the total. Employment has increased from 5% to 9% with housing, utilities and financial services all at 7-8%.

### **Campaigns and Monitoring Exercises**

We keep advisers informed of CitA campaigns and evidence requests by a combination of emails, staff briefings and, more recently, messages on the bureau intranet page that opens automatically every time an adviser logs in to the system. Our successes have included reports from the bureau being quoted in two Citizens Advice Evidence Reports during the year: *Regulating Air Transport* and *Citizens Advice's response to Ofcom's consultation on 'A Review of Consumer Complaints Procedures'*.

In addition, we supported the Leeds CAB *Hung Up* campaign to make calls to welfare benefit helplines free to mobile phone users by sending copies of their report to our four local MPs with a letter asking them to support an early day motion. Unfortunately all our MPs declined to sign the EDM but the campaign was successful, with all the 0800 benefit help lines becoming free to over 90% of mobile phone users in January 2010.

### **Participation in Local and Regional Activities**

Pippa Banham has been representing the bureau locally at the Suffolk Social Policy Forum. Regionally, the Social Policy Action Group (SPAG) has been suspended owing to reorganisation and we are waiting for information on its replacement.

### **Communication with MPs etc**

As well as asking all our local MPs to support the *Hung Up* campaign, we raised a serious problem with benefit delays experienced by one of our clients with his MP, Chris Mole. As a result, the client received the benefit in question within three weeks instead of the expected 16-20 weeks. We have also written to Ipswich Borough Council and the Trading Standards Office about various social policy issues that affect our clients.

### **Contact with the Media**

This is an area that requires greater input than we were able to give during 2009/10. Since the year-end we have issued two press releases to the local evening paper and intend to continue and develop this contact.

### **Participation in Local Campaigns**

We have not been aware of any local campaigns initiated by other organisations but we are actively looking for areas where we might be able to initiate a campaign with another organisation.

The bureau continues to exceed the most important social policy requirement i.e. the number of evidence forms submitted, even with the introduction of Gateway during the year. In addition we have taken steps to meet requirement 7 and to address requirement 8 during the current year, even with resource limitations. Overall, our generalist advisors are performing well in referring social policy issues, and social policy is gaining a positive momentum at the bureau.

## **8. CONCLUSION**

This year has witnessed a number of significant developments within the bureau including the introduction of the Gateway Scheme, substantial changes in the training of volunteer staff, and personnel changes in the Bureau Manager position. The service to clients, as a result, has improved in many areas, particularly the bureau's ability to manage the levels of demand made for advice and information. The high commitment and dedication of our volunteer staff is outstanding, and all staff have done an exceptional job in managing the changes.

## **9. WITH THANKS**

The Bureau depends on the support and commitment of a range of partners and funders, and would therefore like to express its appreciation to all of them including the following:

- Ipswich Borough Council
- Suffolk County Council
- Babergh District Council
- The Grimwade Trust
- The Friends of CAB
- Anonymous Donors
- The Legal Services Commission
- The Rope Trust
- The Bangladeshi Support Centre

## **Directors/Trustees and Participant Observers**

### Trustee Board:

Chair:	Ms Jean Shilson
Treasurer	Ms Jean Shilson
Vice Chair	Mrs Chris Pratt
Vice Chair	Dr David Russell Hall
Mr David Flemming Brown	
Mr Hugh Rowland	
Mr David J Baker	
Mrs Maggie Pinder	

### Participant Observers

John Frew	Staff Rep
Gerald White	BDC Rep
Nadia Cenci	IBC Rep
Martin Grimwood	SCDC Rep

### Paid Staff:

Manager	Mr Ian Burnett (until 30.04.09) Mr Bob Blyth (03.08.09 – 21.12.09) Ms Jan Hardcastle (from 15.03.10)
General Office Manager	Mr Steve Snell
Advice Session Supervisor	Ms Pippa Banham
Advice Session Supervisor	Mr David Davies
Money Advice Supervisor	Mrs Elizabeth Corbishley
Money Advice Caseworker	Mr Phillip Shaw
Admin Manager	Mrs Cathy Stafford
Admin Assistant	Mrs Barbara Winn
Money Advice Caseworker (FIF)	Ms Charline Forster
Money Advice Support Worker (FIF)	Mrs Wendy Holmes
Specialist Service (LSC)	Mrs Karen Bushell
Welfare Benefits Caseworker (LSC)	Mr Jarek Kopec (until 07.06.10)
Employment Manager/ Money Advice Caseworker (LSC)	Mr Jonathan Parratt
Admin Assistant (LSC)	Mrs Carol Carter
Admin Assistant (LSC)	Mrs Carol Cresswell
Admin Manager	Mrs Cathy Stafford
Admin Assistant	Mrs Barbara Winn

### Volunteer Receptionists:

Mrs Brenda Baskett  
Mrs Janet Bell (until 17.06.09)  
Mrs Joan Carter (until 10.07.09)  
Mrs Eileen Clarke (until 17.06.09)  
Mrs Elizabeth Crean  
Mrs Helen Elliston  
Mrs Anne Ettlinger (until 08.09.09)  
Mrs Margaret Farish

Mrs Joan Ferguson (until 21.04.10)  
Mr Allen Larke  
Mrs Annette Lloyd (until 17.06.09)  
Mrs Diane Lockwood  
Ms Angie Miller  
Mr Terry Morris  
Mrs Janet Reynolds  
Mrs June Thorpe  
Mrs Celia Waters

Volunteer Clerical Workers:

Mrs Marian Saker  
Mrs Helen Elliston

Volunteer Advisers:

Mr James Armstrong (until 15.01.10)  
Ms Helen Askew  
Mrs Patricia Baldry  
Mrs Stephanie Brand  
Mr Brian Cartwright  
Mrs Lisa Chambers  
Mr Stephen Cooney  
Mrs Christine Deacon  
Mrs Tessa Dent  
Mr Peter Felton  
Mrs Rita Fitch  
Mr Michael Fogarty (until 06.08.09)  
Mr John Frew  
Mrs Elizabeth Gilles  
Mr John Halliwell  
Mrs Susan Hansen  
Mrs Laura Herman  
Mrs Asha Hirani  
Mrs Anne Hood  
Mrs Barbara Howard  
Mr Adrian Howlett (until 06.08.09)  
Mrs Ismini Katsadouri  
Mrs Ann Keeble  
Mr Stephen McAweaney  
Mr Mick Miller (until 30.01.2010)  
Mrs Margaret Mortimer  
Mr Neville Moss  
Mr Keith Moxon  
Mr Stephen Sharman (until 28.02.10)  
Mr William Warren  
Mrs Judith Whiting (until 30.06.09)

Trainee Volunteer Advisers

Mr David Brotherton  
Mrs Lana Dowling  
Mr Chris Field  
Mr Peter Freeman

Ms Rebecca Funnell  
Mrs Marian George  
Mrs Jacqui Hayward  
Mr James Howard  
Mr Jeremy Hunt  
Mrs Andrea Husbands  
Ms Pat Kemp  
Ms Susan Paul  
Mr Miguel Pedro  
Ms Tracy Priestley  
Mr Peter Reynolds  
Mr Stephen Spurgeon

Trainee Volunteer Gateway Assessors

Mr Allen Larke  
Mr Philip Maynard  
Miss Rebecca Richardson

Volunteer IT Support:

Mr David Davies  
Mr Tim Elliott  
Mrs Jenny Wright