



Eastbourne

ANNUAL REPORT 2017-18

THE TWIN AIMS of the Citizens Advice Bureau service are –

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

The Citizens Advice service provides free, confidential and impartial advice to everybody regardless of age, ethnicity, religion, gender, disability or sexual orientation.

There are over 300 Citizens Advice offices across England, Wales and Northern Ireland delivering advice from over 2,000 outlets and dealing with around six million problems every year. Each Bureau is an independently registered charity responsible for its own governance and fundraising but in order to be recognised as a CA it has to meet the stringent quality standards set by the national association, Citizens Advice.

Citizens Advice Eastbourne could not operate without the contribution of the many people who give their time freely in order to help others. Volunteer staff account for around 85% of the Citizens Advice Service. Citizens Advice Eastbourne is fortunate to have the services of around 70 volunteer staff, without whose energy, expertise and commitment the Bureau could not operate.

Citizens Advice Eastbourne helps many thousands of people per annum, dealing with a wide range of matters including debt problems, benefits issues, employment, consumer, housing, immigration, and relationship breakdown.

Many of our clients come from the most excluded and deprived sections of the community for whom the Citizens Advice service is the final safety net in getting the help that they need.

Key Facts

- **CLIENTS: 3,737**
- **TOTAL DEBT MANAGED: over £1,7 million**
- **TOTAL CLIENT FINANCIAL GAIN: over £1.2 million**
- **ESTIMATED VALUE OF VOLUNTEERING: £314,864**
- **RESEARCH AND CAMPAIGNING on key social policy issues**

Public value £4,174,504 in 2017/18

Benefits to individuals £4,296,499 in 2017/18

For every £1 of funding, from whatever source, we delivered over £30 in benefit to the local community.

Chair of Trustees Introduction

by Peter Barrow



This is my first year as Chair of Trustees, having taken over from Michael Frayne when his tenure expired in November 2017. I should like to thank Michael for his tireless work over six years as Chair. Michael continues to be heavily involved, having now taken on the role of Treasurer; it is due to such levels of commitment that Citizens Advice Eastbourne continues to be able to serve the community of which we are a part.

Last year, like every year, had its challenges, but we continue to work through them with the help of our funders, staff, volunteers and partner organisations. Funding, inevitably, remains tight. The majority of funding for our core service comes from Eastbourne Borough Council without whose support we simply would not be here, and I would like to record our sincere thanks to them for this. But the Council's funding is also under strain and they cannot support all that we do; once again, therefore, we started the year with a forecast deficit of around £30,000 which we needed to bridge as the year progressed. I am pleased to report that we achieved this but not without a lot of hard work from our very small team of paid staff, for which I am very grateful.

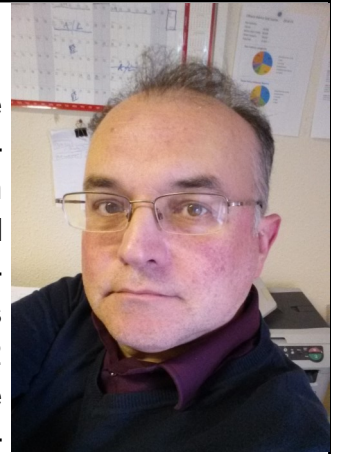
We have been pleased with the increasing diversity of our non-Council funding sources, in line with our overall Fundraising Strategy. Once again, we were very grateful to receive grants from the J. Jackson Foundation and the Sussex Community Foundation, as well as help from the Greymore quiz nights, local sponsored events and regular collections, and a welcome donation from Eastbourne Round Table. More recently we were delighted to be made Sovereign Harbour Rotary's Nominated Charity for the year 2018/19.

We have provided a broadly unchanged range of services over the past year. During 2017/18 we commenced a review of advice needs, and of accessibility to our service, to see where we can make improvements: we will complete this review in 2018/19. It is always easier to identify potential improvements than to find the necessary funding, but we recognise the absolute importance of continuing to evolve and adapt as the world changes.

I should like also to pay tribute to our small but highly effective Research and Campaigns team. Whilst the focus of our service is, and always will be, to help individuals in need, where we see trends emerging we see it as part of work to influence stakeholders to improve matters for the whole community. Issues covered by the team this year have included Sickness and Disability Benefits, Standards of Temporary Accommodation, Universal Credit and Homelessness in Eastbourne.

I should like to end with huge thanks to our committed and talented group of volunteers without whom there would be no Citizens Advice service in Eastbourne; to our equally committed and indispensable small team of paid staff; to Alan Bruzon who continues to lead the team so well, and to my fellow trustees. Thank you all.

CHIEF OFFICER'S REPORT by Alan Bruzon



2017 may be remembered for the one thing that got all the attention in the news which was Universal Credit (UC). A new benefit system which combines 6 previous benefits into one convenient monthly payment. Although Eastbourne didn't switch to the full-service until October 2017 we started to see an increase in the number of people being affected from the beginning of the year. The national headline was about people facing long waits for their first payments and being left with no money for between 6 and 12 week, sometimes putting their housing at risk and increasing their reliance on foodbanks and other charitable support. In Eastbourne increasing numbers of people started to contact us for advice and we delivered extensive training to all our volunteers about this to enable them to be ready.

Having said this, whilst Universal Credit got all the media attention, the subjects people contacted us about more than any other during the year were problems with sickness and disability benefits Personal Independence Payment (PIP) and Employment Support Allowance (ESA). Common examples are people with significant health problems being found fit for work and those who had received Disability Living Allowance being assessed for PIP and awarded zero points. This was a major research and campaigns subject and we dedicated time and resources to produce reports on this and shared our client's stories.

We were able to secure funding from Eastbourne, Hailsham and Seaford CCG for our debt and benefits casework and received further funds from Eastbourne Borough Council for budgeting work for UC claimants. Debt remained a significant problem for many and alongside all of this an increasing number of people were at risk of becoming homeless if they didn't receive help for urgent issues like rent arrears, debts or delays in benefit payments.

Our service continues to be an essential lifeline for many people facing real difficulties and amongst these it is often noticeable that mental health problems affect a high proportion of our clients going through stressful situations. Insecure work has become a norm for many and the safety-nets we are used to are becoming less reliable—housing, jobs, benefits, social care services etc.

Our team has faced it's own upheavals this past year with our benefits Caseworker Honey giving birth to a baby boy and her role being very ably covered by Lorraine, who started as a trainee benefits caseworker. Jenny, one of our Supervisors, took time off following a major operation. There were changes to the Trustee Board and Michael Frayne, who has been an excellent Chair for 6 years, stood down to be replaced by Peter Barrow who has brought a new approach to the role.

We spent a long time getting ready for new rules under GDPR and all our team have got to grips with this very ably. We now have a shiny new case recording system, Casebook, which is more efficient and user friendly and means we can spend more time helping clients.

We continue to work with many partner agencies and in 2017 we celebrated our fifth year of sharing an office with BHT who provide housing and benefit specialist advice. We issue food-bank vouchers to our clients when needed. We are a Hate Crime reporting centre. We have partner agencies seeing clients in our premises including Pensionwise.

I've been the Chief Officer for 11 years now and I continue to enjoy it. We have a great team of very knowledgeable and dedicated paid staff and a wonderful team of volunteers who work very hard to help clients and do so day after day, with a smile. Thank you to everyone.

FUNDING

Citizens Advice Eastbourne receives its funding from a variety of sources, although the demand for our services is such that we are constantly struggling to secure the resources we need to help the people who need us. We are especially grateful for the support of Eastbourne Borough Council and without the core funding that the Council provides we would not exist.

Our total funding for 2017-18 was made up roughly as follows (please refer to our audited accounts for the detailed figures)

Eastbourne Borough Council	115,000
Office sublet to BHT	10,000
John Jackson Charitable Trust	5,000
Sussex Community Foundation	5,000
EBC Universal Credit Personal Budgeting Support	10,956
Eastbourne Community Safety Partnership	1,000
Legal Walk	2,141
Peter's Sponsored walk	6,327
Hall & Woodhouse Community Chest	1,500
Co-op collection	277
Eastbourne Round Table	1,000
Welfare Reform Project (ESCC + CCG)	
Benefits casework	£33,786
Debt Casework	£37,722

We are grateful for the help that we receive from individuals by way of donations. Many of our clients give money to the Bureau following a visit to us. Unfortunately, some of the people who are most generous are those least able to afford it and we avoid making our clients feel obliged to contribute. We could not operate without the support and generosity of those who are in a position to contribute however, and all such donations are warmly and gratefully accepted.



The General Advice Service

The General Advice Service is overseen by a team of 4 paid staff Jodi Truss, John Mayes, Anne Richardson and Jenny Wood. The team provide the management, supervision and training for the volunteers to ensure the core service continues to operate.

We have a committed and hardworking team of volunteer Advisers, Gateway Assessors, Receptionists and Administrators who ensure we are able to provide our core general advice service. Alongside this our dedicated team of Research & Campaigns volunteers are working hard to highlight the unfair practices and policies affecting our clients. We are delighted to have welcomed a number of new volunteers over the year, who have successfully completed their training. Currently we have 17 Advisers; 17 Gateway Assessors; 7 Receptionists, 3 Social Policy Workers and 3 Administrators and 1 Form Filler.

All Gateway Assessors and Advisers commit to doing a minimum of two advice sessions a week, although some do more. Our Administrators and Receptionists all give a minimum of half a day a week.

The East Sussex telephone Adviceline service continues to provide the initial point of contact for many of our clients. This enables clients to call for advice and in many instances we get the information they need to resolve the issue at that call. For more complex matters we are able to refer the client on to their local office or to an Adviser for a call back or face to face appointment. This system has worked especially well for clients who need help when their local Bureau is closed or short of volunteers on a particular day.

Demand for our service remains high. Whilst much of our resources are focused on a telephone service, we still see clients for face to face Assessments. This is needed for clients who would struggle to telephone, maybe because they have an urgent matter or where communication is difficult. This service, however, is very much dependent on resources, including having sufficient interview rooms available.

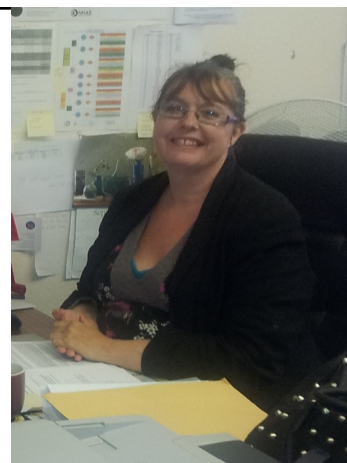
Email access (via our website) has continued over the year, with many clients making use of the flexibility this form of contact allows. Clients can make contact any time of the day and we will usually respond within 2 to 3 working days with the information they require or with the offer of an Adviser call-back or appointment as appropriate.

We were delighted to see that our annual client satisfaction survey for 2017 showed an increase in overall satisfaction, with 95% of clients happy with our service (a 2% increase on the previous year). Each year, we survey 200 clients, 100 by telephone and 100 during face to face appointments. The results for 2017, breakdown as follows:

- 95% of clients were satisfied overall.
- 92% were happy with accessing our service.
- 94% were happy with the advice they received.
- 95% were happy with our service.
- 97% would use our service again.
- 97% would recommend Citizens Advice Eastbourne to others.



Welfare benefits remained our highest enquiry area, accounting for 31% of our enquiries, plus 4% Universal Credit enquiries. UC fully rolled out in October 2017 and has resulted in more help being needed with making claims, managing money, maintaining online accounts. Many of the benefit enquiries we are dealing with are complicated and have an impact on other areas of the client's life, such as creating debt, housing problems (rent arrears and threatened eviction), strain on relationships etc. Ensuring clients get the benefits they are entitled to can make a huge difference to their lives.



Debt remained our second highest enquiry area, representing 18% of all enquires dealt with. All Advisers are trained in giving debt advice and in enabling clients to negotiate directly with creditors. Funding from First Aid for Debt has enabled us to maintain an in-house Money Adviser for clients with a long-term health condition, providing support to some of our most vulnerable clients.

Training

Throughout the year, our volunteers have been kept busy with improving their knowledge and have attended many Volunteers meetings which have been either presented by in house trainers or from outside organisations.

We have focused on the issues that affect our clients and had a presentation from the DWP on How to apply for Universal Credit, how to Budget for Universal Credit. Another presentation, in house, covered how to overcome the issues that some of our clients face when making an application for UC.

We have been fortunate to have had speakers from The Witness Service (which comes under the Citizens Advice umbrella) and also from Sussex Prisoners Families, both organisations provided us with useful information that we are able to pass on to our clients.

We have also conducted refresher training regarding EEA Nationals Habitual Residence and the right to reside, which is a topic for a lot of Eastbourne clients.

We have also undertaken training on GDPR, which was provided by the Bureau manager and all volunteers have registered for a Citizens Advice Learn account and completed E learning (and a quiz) on this very important way in which we plan and conduct our work with clients.

Thank you to all of our volunteers, without you and the time that you give, we would not be able to function at the level we do.

Quality

Measuring the quality of advice is important to an organisation, as it reflects the hard work conducted by our volunteers and the commitment they have shown throughout the year.

In December 2017 we changed our recording system from PETRA to Casebook, and we are pleased to report that the quality of advice scores were not affected in any way.

Throughout the year we have consistently maintained both the KPI's for Quality & Administration at a very high level and have achieved results that we all can be proud of. We look forward to achieving similar results, learning where we can improve and helping each other where we can.

Thank you all for helping Eastbourne Citizens Advice achieve such wonderful results.



Thanks & Outcomes from Clients

"I just wanted to say a huge Thank You for all your help, understanding and being so totally amazing. Thanks for going that extra mile to understand and make sense of it all. You're a star."

"Thank you so much for all your help with my application form. I received all the money." (Client helped with Carers Allowance – awarded £62.70p/w).

"Thank you for all your help and assistance. Please accept my gratitude."

"I was successful at the Tribunal and wanted to say thank you so much for all your help. The PIP payment will mean that I am able to afford to pay for a reasonable amount of hours [for Personal Assistant]. Thank you again, so much!"

"Many thanks indeed for all your advice. It ended up in a happy solution!" (Consumer problem resulted in £1,700 refund).

"Thank you so much for all your help regarding my severe disability premium... good news my previously withheld money has now been released.... An excellent result!" (£1,000 back payment to client).

"I just wanted to say a huge Thank you with all your help with my PIP form... I'm very lucky to now have enhanced living and still have enhanced mobility. It was a huge stress for me but your help invaluable." (Client awarded £658.80 backdated; and £1,427 p/a).

"I would like to thank everyone who helped me sort out for me a very complicated problem with PIP, ESA, also East Sussex County Council. With many many thanks."

"I just wanted to say a huge thank you for helping me with my PPI claim... you're a complete star." (client awarded £7,752).

"Thank you so much for all of your assistance in helping with the DLA forms and the PIP form. Both claims were successful."

"A great big thank you for all your hard work, kindness and understanding. I'm so sorry for keep causing you so much work, words aren't enough to say thank you."

"Thank you so much for your support, patience and understanding... don't know what we'd have done without you!"

"With all my gratitude for your help and support for your time and all attention needed. Many many thanks."

"I would like to thank you for all the help you gave me in dealing with my appeal to DWP... This resulted in me being awarded PIP on both components without attending a Tribunal."

"Thank you for all the time and trouble you took... to help with my SSP."

"We wanted to thank you for all your hard and successful work on our DLA to PIP appeal. You were band on with your prediction for Enhanced Living and Standard Mobility... Thank you, thank you, thank you and keep up the fantastic work."

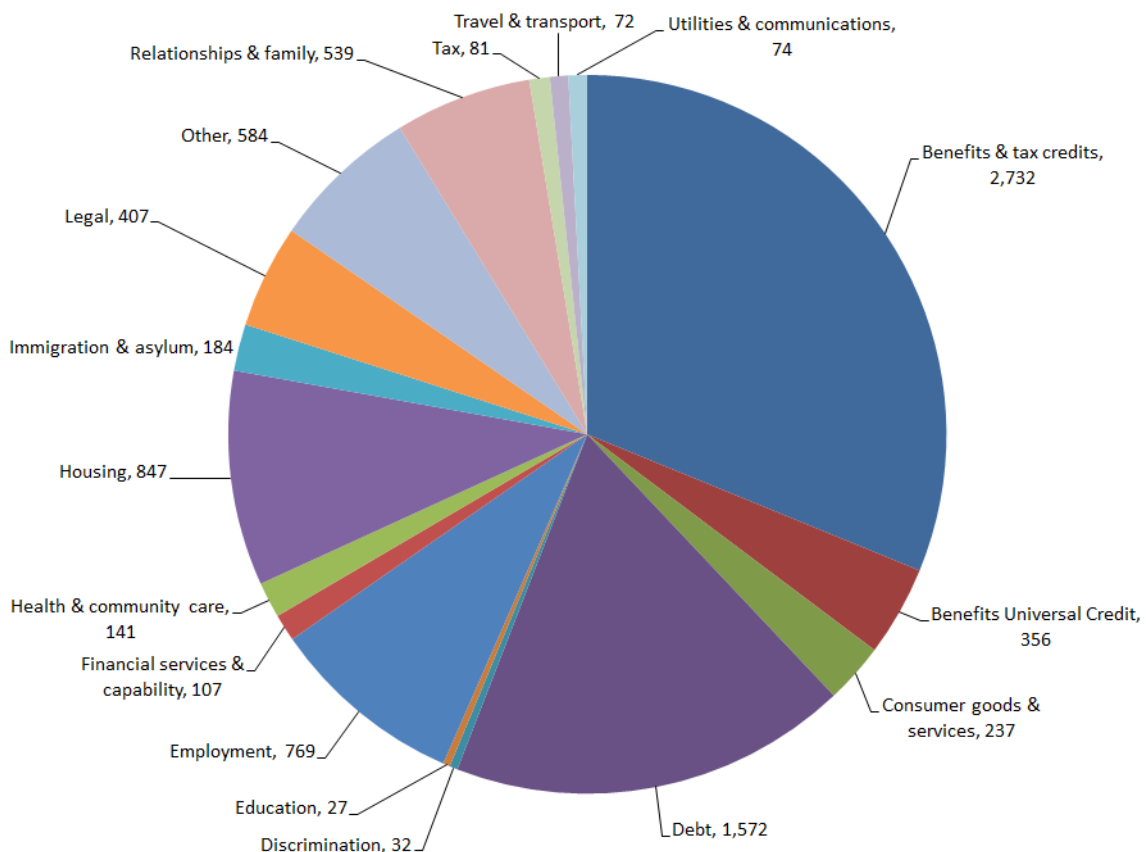
"Thank you for your time and help, it's much appreciated. I was totally surprised by the quick response from CAB and speedy referral... once again many thanks."

"Just a little note to say a big thank you for all your help and support with my PIP application. We are v. grateful to you. I have been awarded PIP and this will help such a lot with a stair lift and care when I'm at home."

Annual Statistics

	2017-18		2016-17	
Clients	3,737		3,887	
Benefits & tax credits	2,732	31%	3377	33%
Benefits Universal Credit	356	4%		
Consumer goods & services	237	3%	311	3%
Debt	1,572	18%	2091	21%
Discrimination	32	0%	44	0%
Education	27	0%	53	1%
Employment	769	9%	893	9%
Financial services & capability	107	1%	253	2%
Health & community care	141	2%	214	2%
Housing	847	10%	905	9%
Immigration & asylum	184	2%	178	2%
Legal	407	5%	407	4%
Other	584	7%	533	5%
Relationships & family	539	6%	615	6%
Tax	81	1%	119	1%
Travel & transport	72	1%	83	1%
Utilities & communications	74	1%	120	1%
Total Enquiries	8,761		10,196	

The way in which our figures are recorded is constantly being refined by Citizens Advice. In 2017 Universal Credit was separated to become a figure on its own whereas previously it had been included in the total for Benefits and Tax Credits.





MONEY ADVICE

by Trish Elder

From April 2017 the Money Advice service has been funded by the Benefits and Debt Advice project funded by Eastbourne, Hailsham and Seaford CCG. The service is solely for people with long term mental and/or physical health conditions.

During the year I advised 239 clients with a total of £1,723,006 worth of debts. I was able to request debts be written off to the amount of £64,697 and a further £162,556 through bankruptcy. I was also able to complete Debt Relief Orders totalling £291,347.

Universal Credit, which is paid in one monthly lump sum, has impacted on the way our clients have to manage their money. They have had to change how they pay their bills and budget for the month which can be challenging for our clients. We continue to help people economize, manage their money better and cope with a limited budget. We also assist clients in applying to charities and trust funds.

Many of the debt issues people present with can put them at risk of being evicted if they are not resolved soon enough. Rent arrears are not usually allowed to go beyond a certain amount before the landlord will begin possession action. Similarly other debts, whilst not of an equal priority, can put pressure on a household's finances and can leave a person choosing to spend their money on things other than their rent. Pressure from bailiffs continues to put people under considerable stress and we are able to advise them about their rights and responsibilities and the limits of bailiffs powers. Our aim is always to find solutions which will be sustainable for the client and will enable them to regain control of their finances.

The nature of this project means we continue to support people with mental health problems which require longer-term interventions. The pressure created by debt can make mental health problems worse and I am pleased that the solutions we can offer can really improve people's well-being.

CASE STUDY

Mr & Mrs A had received debt advice from the bureau for over 4 years and we had helped set up a repayment plan. They came back to us as the creditors had asked for a review of their circumstances. They had been making payments to their creditors for some time and found this very stressful.

Mr A has very poor health and they were both very concerned that Mrs A would be liable to pay his debts when he died. They had managed to save some money and we put forward a full and final settlement to their creditors of 40% of the total owed.

They are both very relieved when we advised them that Mrs A would not be liable to pay any of Mr A's debts.

Some of their creditors have accepted their offer and to date, their debts have been reduced by £2,000.

Mrs A has said that we have made a huge difference to their quality of life as Mr A was very worried and had trouble sleeping. She went on to say that it that they are very pleased with how we kept them informed of every stage of the process and finally there is a solution to their debt situation.

ESCC WELFARE BENEFITS

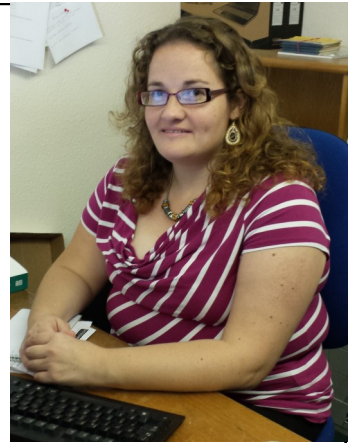
This project is also part of the Benefits and Debt Advice project funded by Eastbourne, Hailsham and Seaford CCG.

During 2017-18 Honey Fulbrook got married and became Honey van Reeuwijk and she also had a baby. During her maternity leave her work was covered by Lorraine Blackwell who continued to advise on benefit appeals cases.

Together, Honey and Lorraine helped 248 clients by providing advice on more complex benefits problems including appealing against decisions on Personal Independence Payments (PIP) and Employment and Support Allowance (ESA). Advice is given on all aspects of benefits including helping people make the application, challenging decisions and helping them prepare for an appeal hearing by gathering evidence, usually from medical professionals and writing a submission for the client to take to the appeal hearing.

In most cases people have been found fit for work when they have serious medical conditions which mean they cannot work and are often in pain or have mobility issues. A large number of cases involved people who had been receiving disability benefits (DLA) but, when transferred to PIP and reassessed, were scored too low to qualify. The success rate for appealing cases is over 90% and this is not uncommon amongst advice agencies.

The project's work raised £375,767 of additional benefit income gained for 66 clients. This is money that they are entitled to although people may not have been aware of their entitlement or may have been turned down when applying and we helped them overturn that decision. This money helps people remain independent, improves people's quality of life and overall wellbeing and which gets spent in the local economy, therefore benefiting the town more widely.



CASE STUDY

Client was working in a job that she enjoyed but became ill and went on long-term sick leave. Her employment was eventually terminated.

She was diagnosed with Fibromyalgia. She was very concerned about how she would manage to pay her bills. Her main concern was not being able to afford her rent and being evicted. We advised her about the benefits that she could claim whilst she was on Statutory Sick Pay (SSP) and assisted with the claiming process. When her SSP stopped, we helped her to claim New Style ESA and PIP. The client's adult daughter has mental health problems and was in receipt of ESA but not PIP, so we also assisted the client to claim this on her daughter's behalf.

The client's daughter was awarded PIP at the enhanced rate. In addition, we gave the client advice about employment issues and the process that should be followed by her employer in terminating her employment. In total, we helped the client to claim around £32,000 worth of benefits for both her and her daughter. The client was very grateful for our help because she said that she would have been unable to navigate the rather complicated benefits system without our support.

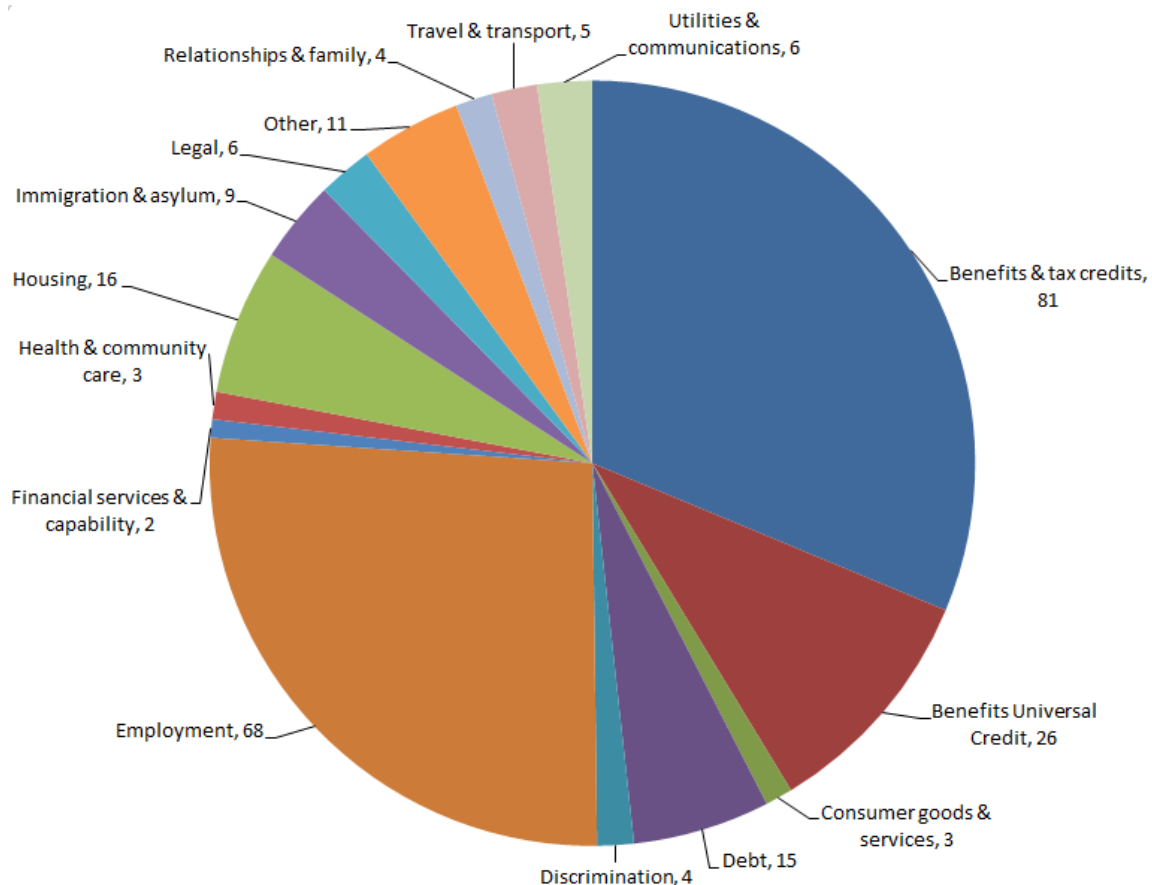
Research and Campaigns

In 2017-18 the Research and Campaigns team consisted of Geoff Ferguson, Sarah Rose and Karen Costello-Mcfeet lead by Alan Bruzon and Trustee, Ros Bedford. 259 evidence forms were completed during the year. This is lower than in previous years and is in line with Citizens Advice policy which changed around the introduction of Casebook, to focus on quality of evidence forms more than on quantity.

All advisers, gateway assessors and caseworkers identify examples of cases where there has been unfair practice or the rules around a situation seem unfair and limit people's rights. Such situations are likely to have an adverse affect on anyone else in a similar situation unless things change. That is why we campaign to improve the policies which affect people's lives.

Sickness and Disability Benefits

For the third year running the largest subject producing evidence reports was about welfare benefits, especially delays in ESA and PIP. This year has remained the same, with many people who have long-term illnesses and disabilities being found fit for work or being assessed as not requiring help with mobility or personal care. Our advisers and caseworkers continue to help people challenge these decisions and are successful in doing so in over 90% of cases. We continue to see problems with poor assessments which often bear no resemblance to how the client has described their condition. We produced a report on our findings in July 2017 and updated this in February 2018 to take into account new evidence we'd gathered and changes that had been made such as motability vehicles being retained whilst a decision is appealed. We contributed this evidence to the Parliamentary Committee which looked into these issues and made numerous recommendations which mirrored our own. We are currently updating the report and getting ready for further publicity work to raise awareness of this important subject which is adversely affecting hundreds of people in our town.



Evidence Reports completed during 2017-18

Standards of Temporary Accommodation

We were able to agree a standard of temporary accommodation with Eastbourne Borough Council and this is available to view on our website. This gives the Council a set of minimum requirements for any property they use when placing people in temporary housing. We are pleased to say that things at the Lynwood Hotel (now named the Saffron under new ownership) have improved considerably and we get far fewer complaints from people housed there or in other locations. As far as we know we are the first town to agree such a standard and we are keen to see this rolled out to other areas to become a national minimum standard.

Universal Credit

Eastbourne switched to the full service in in October 2017. It has generated a significant number of evidence reports due to the problems people encountered. Some of this was due to the delays in payment and we were fully supportive of the campaign from Citizens Advice national team who achieved some major improvements to the new benefit including:

- Removing the 7 unpaid waiting days at the beginning of the claim
- Introducing an additional non-repayable financial payment for those moving from Housing Benefit to UC to help people pay their rent.
- Changes to Advance Payments so claimants can receive 100% of their payment as an advance, and pay it back over 12 months.
- All claimants should be told they can get an Advance Payment
- Making the UC helpline free

We continue to monitor all evidence of problems with UC and feed these back to the local Jobcentre, regional DWP and our MP. All our evidence is shared with Citizens Advice and we are hopeful to see further improvements in this area.

Homelessness in Eastbourne

In February 2018 we started working on one of our most significant pieces of research which became the Homelessness Report released in September 2018. Over the past year the number of people sleeping rough in Eastbourne town centre has noticeably increased—up from 10 in 2015 to 40 in 2017. The number of people contacting us for advice about issues which potentially lead to homelessness has also increased. At the same time we heard from many local people who were concerned about the problem and had various points of view as to the causes and the remedies, some compassionate and helpful others more critical and simply wanting the problem to go away.

We decided that in order to have any chance to improve things in the town we needed to have a better understanding of the problem - the causes, the reality of homelessness and solutions or barriers to getting back into housing. So we researched the subject to gather information from the numerous local agencies who work tirelessly all year round to support homeless people and those at risk. We asked for their views and recommendations and put them together as a subject for further campaign work - both with local and national issues. The report can be downloaded from our website www.eastbournecab.co.uk

We continue to live in complex times and anticipate that the work of the Research and Campaigns team will remain very busy with decisions about Brexit continuing and the imminent roll-out of Universal credit full service in Eastbourne. The voice of Citizens Advice to act as an advocate on behalf of our clients has never been so important both on a local and national level. Our team, supported by the entire staff of the Bureau, will continue to work hard on these areas by collating information, publicising issues to raise awareness and liaising with people in positions of influence to campaign for change .

Information Assurance

Citizens Advice Eastbourne has adopted the recommended Citizens Advice Information Assurance policy.

We adhere to the following codes of practice:

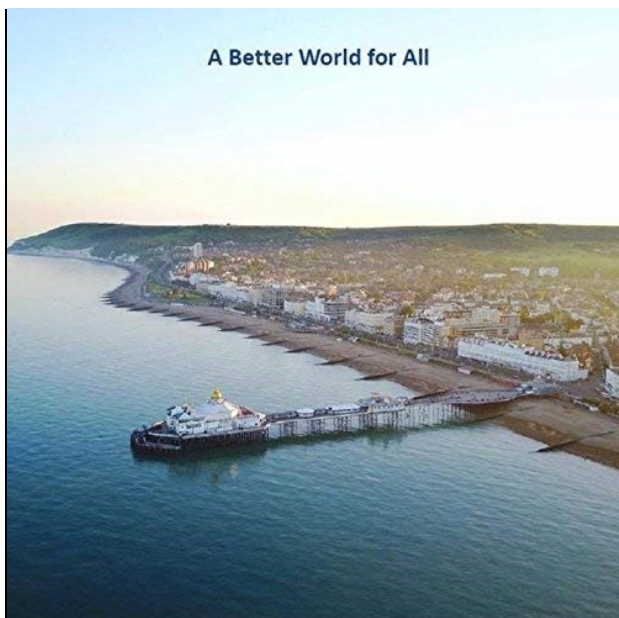
- We abide by the law including the GDPR 2018 when handling personal information.
- We ensure that if your information is shared with another organisation, this is only done with your permission.
- We follow the Information Commissioner's Office's 'Data Sharing Code of Practice' when we share information to ensure the other organisation treats your information with the same level of care as Citizens Advice.
- Citizens Advice does not sell personal information about our clients, staff or volunteers to commercial organisations.
- We provide training to staff who handle personal information and respond appropriately if personal information is not used or protected properly.

Citizens Advice East Sussex



Citizens Advice Eastbourne continues to be part of Citizens Advice East Sussex, working in partnership with the other 4 Bureaux in the County—Wealden (Crowborough, Uckfield and Hailsham), Hastings (CA1066), Rother District and Lewes District. We work together to share best practice, collaborate on projects and apply for funding to improve the services we offer to our clients. In 2016 we set up the countywide email system and in 2015 we started to operate Adviceline—a new single telephone number where calls are answered by volunteers based in each Bureau. This has already meant we have been able to help more people and increase the opening hours during which clients can contact us.

Alan Bruzon continued to work as the Director of Projects for Citizens Advice East Sussex, acting as a single point of contact for funders and partner agencies. Anne Richardson became the Company Secretary in 2016.



A Better World for All— compilation CD

Last year we released our first compilation CD to raise funds for Citizens Advice Eastbourne. 12 local acts contributed their original recordings to the album covering a wide range of styles to suit all tastes. The album is available to buy from Bonners Music and Vinyl Frontier in Grove Road.

It can also be downloaded from abetterworldforall.bandcamp.com

Or other online stores amazon, itunes, Google Play etc . Price £7.99 digital download.

Staff List as at 1st September 2018

Bureau Manager

Alan Bruzon

Office Manager

Jodi Truss

Quality & Training Manager

John Mayes

Gateway Trainer

Anne Richardson

Supervisor

Jenny Wood

Money Advice Caseworker

Trish Elder

Welfare Benefits Adviser

Honey Fulbrook

Administrators

Judy Grant Marshall

Kathy Jenkins

Danielle Keegan

Advisers

Marilyn Newman

Keith Ashcroft

Lindsey Pritchard

Tracy Nuttall

Ann Sterenberg

Chris Ashton

Alan Bluemel

Mary McWilliams

Ash-Kara Seal

Clive Darracott

John Cheshire

Sue Cook

Peter Wilkinson

Ingrid KcKeown

Jayne Murphy

Christine Bell

Mary Ireland

Form Filler

Gladys Attwater

Gateway Assessors

Jean Booth

Anna Mikhailichenko

Albert Bass

Jenny Murphy

Sally Unsworth

Mike Carroll

Manuela Pouso Castelli

Bridget Ward

Neil Lefebour

Jordan Surridge

Lindi Mazibuko

Marie-Louise Connelly

Alison Landsman

Kathy Lee

Malcolm Wing

Paul Humphreys

Ruth Hodges

Receptionists

Trudy Hill

Eileen Piggott

Jackie Claridge

Angela Humphries

Jackie Turner

Brenda Jones

Research and Campaigns

Karen Costello-McFeat

Geoff Ferguson

Sarah Rose

Trustees

Michael Frayne

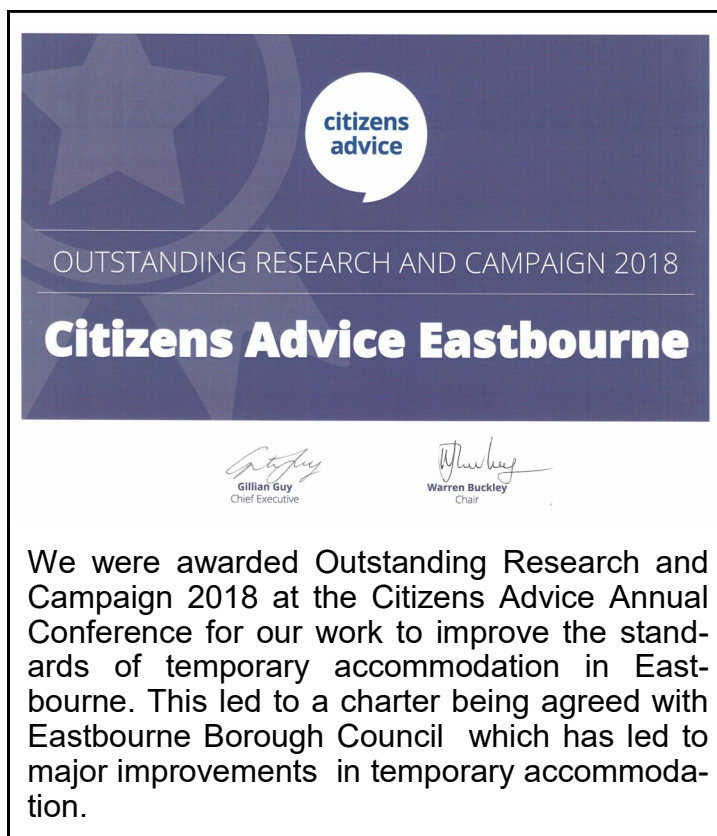
David Turner

Steven Holt

Ros Bedford

Peter Barrow

In May 2018 we were very pleased to be named Charity of the Year at Eastbourne Community Awards



Citizens Advice Eastbourne

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