

North Bristol Advice Centre Annual Report 2007/08



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Staff Team outside the Advice Centre in Lockleaze.

From left to right:

Back – Sally Gapper, Jude Ponting, Laura Jueterbock, Linda Gilmour, Mary French, Asri Abduraup, Janice Bohin.

Front – Mandy Williams, Liz Freeman, Kerry Rollings, Cas Brooks, Carol Sage, Anne Doughty.

Welcome

About Us

Our Mission Statement:

To combat poverty and contribute to the process of empowerment by providing free, confidential, high quality advice and information for people in North Bristol and South Gloucestershire.



The core values which underpin our mission include a belief that:

- Providing advice, information, support and advocacy will help empower individuals to secure their rights and gain access to the services and entitlements that are available to them;
- Promoting equal opportunities and challenging discrimination are essential in achieving our mission;
- Achieving high professional standards and providing a supportive work environment for staff and volunteers are key factors in delivering an effective service.

In pursuing our mission, we have identified four specific aims, each relating to a different area of work:

- To **improve access** to advice and information for all sections of the community;
- To **increase take-up** of legal entitlements;
- To **contribute to the policy making process** and promote progressive social policies;
- To **achieve good practice** through training for ourselves and other agencies.

Chair's Report

2007/08 has been another successful year for North Bristol Advice Centre (NBAC). In all we have helped around 1,600 clients and raised well over £1 million in previously unclaimed benefits and charity payments.



We have:

- Run **regular appointment and drop-in sessions** at Lockleaze plus eight outreach sessions every week;
- Achieved **mainstream funding** from the North Bristol Primary Care Trust to help us continue our highly-regarded Home and Hospital Visiting Service;
- Provided a **Specialist Debt Advice service** in addition to our usual services.

Our Director and Staff have much to be proud of and, on behalf of the Trustees, I would like to congratulate and thank them all.

But we can't rest on our laurels.

The very foundations on which our service is built are about to shift dramatically. Hitherto, we have been funded as an individual organisation by the Legal Services Commission (LSC) and a range of local authorities and charitable funders. Now, like it or not, we are being propelled into a new world of "joint commissioning" and "competitive tendering".

Joint commissioning means that there may be one big advice service contract for the whole of Bristol (possibly including South Gloucestershire and North Somerset) bringing together the local authorities with the LSC as service commissioners. Competitive tendering means that the voluntary sector providers have to bid for this contract in direct competition with commercial firms. We still don't know what the final arrangements will be, but the trend is clear and unstoppable.

What will this mean for us?

First it means that we have to learn to collaborate with all the other Bristol advice services (more than a dozen) to get together a joint bid for the contract. This is a complex, challenging and time-consuming task – now well under way. And there is always a risk, as in any commercial situation, that the bid might not be successful.

Secondly, and even more challenging, we have to come to terms with a new value system and a new vocabulary. Alongside familiar concepts like "inclusion", "empowerment" and "combating disadvantage" we now have to learn another language. We must understand our "unique selling proposition" and our "target market segments". We must think about our "positioning in the market place", our "brand", our "competitive advantage" and the "value added" that we offer.

Are the two worlds represented by these two languages compatible? How can the caring and campaigning voluntary and community sector come to terms with the values of the commercial world? Can we rise to this challenge and create a new vision?

The fact is that, as an alert voluntary agency, we do need to identify our unique selling proposition (it's our community roots and our unparalleled record of success). And we need to understand our "value added" (it's the difference between the £376,000 it cost to run NBAC last year and the £1,165,963 that we raised in benefits for local people). These two factors alone demonstrate our competitive advantage – how, potentially, a voluntary agency, or group of agencies, can make a much stronger bid for resources than any commercial competitor.

So although the new situation represents an unwelcome icy blast and not one we would have chosen, perhaps we can turn it to advantage to clarify our purpose, claim our rightful position in the mainstream and change things for the better.

There is one particular improvement which I would like to see and which could be a spin-off benefit from the move towards local collaboration. We need to offer our staff a proper career structure. This would help enormously with recruitment and retention of trained and experienced advisers.

But, even more important, it would reduce the sector's over-reliance on the goodwill and commitment of dedicated individuals. It seems to me that a professional career structure is an essential element in the new order which is beginning to emerge.

Oliver Shirley, Chairman



North Bristol Advice Centre's Management Committee.

From left to right: Back – Jane Rogers, Tony Davies, Steven Wainwright, Ellen Cheshire, John Sole, Cllr Stan Simms.

Front – Joy Langley, Oliver Shirley, Isobel Webley.

Director's Report



Despite all the challenges and changes we have had to deal with over the last year the team at North Bristol Advice Centre remains totally committed to providing a client centered advice service.

- We have **started up a new advice session** on Filton Avenue and have been able to secure funding to maintain all our other services.
- We are **adapting to changing communities** and are trying to meet these new demands.
- During the first six months of 2008 we advised 706 clients who presented with **31 different community languages**. This has more than doubled over the previous year.
- Over **50%** of our clients had a disability.
- **49%** of our clients were unemployed.
- We have seen a dramatic increase in the number of **clients presenting with debt issues** and given the current economic climate expect to see this continue to rise.
- We have **carried out a number of talks, publicity displays and presentations** to other statutory and community groups with the aim of developing referrals and **to encourage early intervention**.
- We have maintained our **commitment to staff training and development**. Staff attended 89 courses and invited speakers to meetings to talk on a wide range of topics, including PayPlan, Bristol Water, Children's Centre, EDF and Doug Naysmith's (MP) Office.

Strategically we have been active participants on the Joint Planning Board, South Gloucestershire Welfare Advice Partnership and in Advice Centres for Avon.

We have helped to organise events for Trustees of Advice Services to keep everyone up to date with developments around Commissioning and the changes within the Legal Services Commission.

We have been delighted to welcome three new Trustees over the year. I would like to thank all the members on the Management Committee for all their hard work and support, all the Staff and Volunteers for their dedication and

commitment and I would also like to thank all our Funders, without whose continuing support we would not be able to make a real difference to the lives of our clients.

Goodbye...

After fourteen years of working for NBAC we have said goodbye to Marjo. She will be missed by one and all. Kate also left us to spend more time with her children. We wish them both the very best of luck for the future.

Sally Gapper, Director

About us

Service overview

North Bristol Advice Centre covers a wide geographical area which includes part of South Gloucestershire. The main office is in Lockleaze where we have been part of the community for nearly 25 years.



We specialise in Welfare Benefits and Debt Advice and have a Community Legal Services contract in Welfare Benefits and Debt and also a Financial Inclusion Fund contract in Debt.

The major part of our work is still around Welfare Benefits – particularly Disability Benefits and Housing and Council Tax Benefit. However, we are seeing an increasing number of people with multiple debt issues and there has been a rise in the number of bankruptcies.

Main office in Lockleaze

At our main office we offer both a drop-in and appointments. We hold two drop-in sessions a week, on Monday and Friday.

During 2007-08 we saw **1,051 clients** at our drop-in sessions in Lockleaze.

We also offer appointments for people who cannot sit and wait or who need more detailed help, and a Home Visiting Service (see page 9) for those who are unable to leave their home either because they have illnesses or disabilities or have caring responsibilities.

During this period we also represented 48 clients at Welfare Benefits Appeal Tribunals.

About six months ago we started an evening session once a fortnight in both Debt and Welfare Benefits for people unable to access us during the day.

Anne Doughty, Deputy Manager

During 2007-08 North Bristol Advice Centre **raised £1,288,814.79 in ongoing payments** and backdated awards for our clients.

About us

Outreach Centres

Because our area is so widespread, we have developed a number of outreaches across the area so that people can access us more easily. We have both drop-in and appointment sessions in each area.

We currently have:

- A drop-in at the housing office in Lawrence Weston;
- An appointment session in the Health Centre at Sea Mills;
- A drop-in and appointment session at Southmead Health Centre;
- A drop-in at Patchway Health Centre;
- Appointments in Coniston Community Centre;
- Appointments in Little Stoke Community Hall;
- A drop-in on the Psychiatric Unit at Southmead Hospital (see page 8);
- A Hospital Discharge Referral Service (see page 9).

The Financial Inclusion workers also hold appointment sessions in Lawrence Weston and Little Stoke. At the beginning of the year we started up a new advice session at the Information and Resource Centre on Filton Avenue in response to the large new social housing development in the Filton area.

Anne Doughty, Deputy Manager



*Lawrence Weston
Housing Office*



Sea Mills Health Centre



*Southmead Health
Centre*



Patchway Health Centre



*Coniston
Community
Centre*



*Filton Avenue Information
and Resource Centre*



*Southmead Hospital
Psychiatric Unit*



Little Stoke Community Hall

Our Services

The Advice Centre provides the following services to the general public who live in the BS7, BS9, BS10, BS11, BS32 and BS34 areas of Bristol and South Gloucestershire. We also provide representation at Appeal Tribunals where necessary.

Day	Time	Location	Type of Session
Monday	9.30-12.30	Lockleaze	General Advice & Specialist Welfare Rights drop-in
	9.30-12.30	Lawrence Weston	General Advice & Specialist Welfare Rights drop-in
	9.30-12.00	Little Stoke	General Advice & Specialist Welfare Rights appointments
Tuesday	9.30-10.30	Lockleaze	Credit Union collection
	9.30-12.30	Lockleaze	General Advice & Specialist Welfare Rights appointments
	9.30-12.00	Lockleaze	Specialist Debt appointments
	9.30-12.30	Southmead Hospital	Specialist Welfare Rights advice session
	1.30-4.15	Patchway	General Advice & Specialist Welfare Rights drop-in
	1.00-4.00	Lockleaze	Specialist Housing Advice session run by Shelter
	1.30-4.30	Southmead	General Advice & Specialist Welfare Rights drop-in
Wednesday	2.00-4.15	Lockleaze	Specialist Debt appointments
	9.30-12.30	Coniston	General Advice & Specialist Welfare Rights appointments
	1.30-4.00	Little Stoke	Specialist Debt appointments
	2.30-4.00	Lawrence Weston	Specialist Debt appointments
	2.00-4.00	Lockleaze	Specialist Young Persons Information session run by Connexions
Thursday	1.00-4.00	Filton Avenue	General Advice & Specialist Welfare Rights drop-in
	9.30-12.00	Lockleaze	Specialist Debt drop-in
	9.30-12.30	Southmead	General Advice & Specialist Welfare Rights appointments
	2.00-4.30	Lockleaze	General Advice & Specialist Welfare Rights appointments
	1.30-4.30	Sea Mills	General Advice & Specialist Welfare Rights appointments
Alternate weeks	5.30-7.30	Lockleaze	General Advice & Specialist Welfare Rights or Debt appointments
Friday	9.30- 12.30	Lockleaze	General Advice & Specialist Welfare Rights drop-in

Please note, these times are subject to change, so please call 0117 9515751 for further information.

Psychiatric Hospital Service

North Bristol Advice Centre has been holding a Drop-In Session on the Psychiatric Unit at Southmead Hospital for five years.



The Unit covers North Bristol and South Gloucestershire and comprises three acute wards, two high dependency wards and an eating disorders ward. We offer advice on Welfare Benefits, Debt and Housing at a time when people are particularly vulnerable.

Many of the people we see have been admitted under the Mental Health Act and are acutely ill. Being admitted to hospital is a worrying time. The benefit situation for people in hospital is far more generous than it used to be and most benefits are now retained throughout an admission to hospital.

However, even people who have been receiving benefits before being admitted are worried that their money is going to stop and need advice about how their admission affects their benefit. Others may never have been in hospital before and are anxious that they will not be able to pay their bills while in hospital. They are unfamiliar with the benefit system and need help to access the correct benefits.

Often, we come across people who, by the time they are admitted to hospital, have already lost their benefit because they have been unable to respond to letters, complete forms or go for interviews. They need help to get back into the system and to get back any lost benefit.

We are seeing more people in hospital with financial problems which add to their stress. Often, because of their illness, people have ignored the mounting debt and do not even open the post because they are so worried about the situation. We are able to help by going through the paperwork and negotiating affordable payments. In some instances we have been able to get the debt written off. This helps to reduce the anxiety and can help with recovery.

Many people who are admitted to the psychiatric unit are homeless or become homeless during their stay in hospital often as a result of an illegal eviction. Although these evictions are challengeable, the client often does not want to 'make a fuss' but just wants to move on. We help by offering advice and liaising with the Housing Department and particularly with the Hub.

During 2007-08 North Bristol Advice Centre raised a total of **£43,927.90** in backdated and ongoing benefit payments for clients on the psychiatric wards.

Anne Doughty, Deputy Manager

Hospital Discharge Initiative



This service, funded by the Bristol NHS Primary Care Trust (PCT), is aimed at helping patients move back into the community after a period in hospital.

We receive referrals from Community Discharge Matrons. The clients who we have seen, were considered ready to be discharged from hospital following lengthy stays due to illness, and required full advice on benefit entitlement following changes to their circumstances. This would enable them to be moved more quickly from hospital back into the community.

One client was moving into a new tenancy from hospital as they were homeless and was awarded a Community Care Grant to cover the cost of necessary household items.

In addition to advice on various benefits, one client

also received advice on dealing with debts that had accrued because of the change in circumstances and drop in income.

This year, **£1,652.80** was raised in lump sum payments which represent one-off and arrears payments of new and increased benefits.

In addition, **£5,896.00** was raised in ongoing new and increased benefit entitlement.

Home Visiting Service

The Home Visiting Service continues to play an important part in North Bristol Advice Centre's service delivery.

If a client has physical or mental health illnesses or disabilities that prevent them from accessing our service in the usual manner, the offer of a home visit ensures that they are not denied access to quality benefit and debt advice.

For the period 01/04/2007 to 31/03/2008, 25 new clients were seen at home, where they were advised on dealing with debt and various welfare benefit issues, both enquiries on new benefit entitlements and challenging decisions of benefits that clients were already receiving.

The kind of benefits advised on at Home Visits are generally related to Sickness and Disability benefits such as Disability Living Allowance,

Attendance Allowance and Carer's Allowance for example, and advice on the increases to a client's means tested benefits as a result of becoming entitled to one of these "qualifying" benefits.

For the period in question, **£20,282.44** was raised in lump sum payments which represent one-off and arrears payments of new and increased benefits. In addition, **£72,137.88** was raised in ongoing new and increased benefit entitlement.

The client group visited in the 2007 period is comprised of a mixed age range with the majority aged between 45 and 59 years, with the next largest group being aged over 65 years.

Laura Jueterbock, Casework Supervisor

The Financial Inclusion Fund (FIF)

Money Advice

The Financial Inclusion Fund is a project funded by The Department for Business, Enterprise & Regulatory Reform (BERR) which used to be the Department of Trade & Industry (DTI). It offers a wide range of financial service help including face-to-face debt advice.

We currently have two full-time Specialist Money Advice Workers and offer help on almost every issue concerning personal debt.

We offer debt appointments at our office in Lockleaze and also offer outreach services in Lawrence Weston and Little Stoke. In addition to our regular drop-in sessions on a Monday and

Friday morning, we also run a specialist debt drop-in on a Thursday morning between 9:30 – 12:00 noon and one evening session a fortnight. The Money Advice Workers are offered a well structured training programme, which is primarily delivered by the Money Advice Trust. In addition, further training is delivered by Advice UK, South West Advice Training and the Institute for Money Advice.

Over the course of the year we have seen over 200 clients.

Case Study 'Log Book' Loan

A client came to us who had taken out a loan by way of a Bill of Sale, commonly known as a Log Book Loan. The company had lent her the money in exchange for her Log Book as a means of securing the loan on her car.

Case History

The client's car had also been placed on the Hire Purchase Information Register (HPI Register), which prevented her from selling the car.

Bill of Sales were introduced in 1854 and are also known as Chattel Mortgages. They are a way of raising money by offering an item of personal property as security for the loan.

After looking in detail at The Bill of Sale document we noticed several mistakes in the way it was set out, this meant that it was void, and that the loan could not be secured on the car. We also looked at the Credit Agreement and found more mistakes which meant that the loan itself was unenforceable.

In total our client owed this company £3,986 including interest, although she had only actually received £2,600. She was extremely distressed because she could not afford to repay the loan and the company had threatened to seize her car.

We sent the loan company a letter informing them of our findings and they agreed to remove our client's vehicle from the HPI Register and returned her Log Book. There was no further mention of enforcing the total balance outstanding – £3,986, and we were able to close the case.

Mandy Williams, Money Advice Worker



Case Study

Accident Insurance Debt



Mr L is 50 years of age, married and has two children. English is not his first language. In October 2006 he was involved in a road traffic accident.

Case History

Despite having been assaulted and beaten by the passengers of the other car soon after the accident, the other party still filed a county court claim against him for the damages on the car.

Mr L immediately contacted his insurance company, and he informed them that he sent the 'acknowledgement of service' section of the form – to allow another 14 days to file a defence. He sent them the particulars of the claim and was assured that they would deal with the case.

In October 2007, Mr L received a default judgment on the case with a forthwith

judgment to pay the sum of £11,637.47. Mr L had taken comfort from X Insurance's reassurances that everything was in hand. He was shocked about the judgment and decided to seek help from us.

Mr L felt that he was the victim of continuous injustice and exploitation because of his language problem. Mr L believed that he should not be paying for the damages because he had valid motor insurance at the time of the accident. Mr L felt that the world had just collapsed on him. He told us that he would rather be killed because he couldn't afford to pay the judgment.

Immediately we wrote to his insurance company inquiring why a default judgment was entered when they are supposed to be dealing with the case – but we never received any response. We were then told that the issue about the claim had already been forwarded to their appointed solicitors and that all correspondence should now be forwarded to them.

In our view, X Insurance's appointed solicitors were very ineffective in dealing with Mr L's case. However, after much correspondence and countless phone calls they eventually settled the claim. Early in March this year we received a fax from the other party's solicitor confirming full settlement of the case.

However, this case is not yet fully resolved. Because of the default judgment, which we argued should not have happened, Mr. L has

now got a County Court Judgment (CCJ) registered against his name. We have asked X Solicitors to write to the court and have Mr L's name removed from the CCJ register. We also sought financial compensation for the lost of financial opportunity caused by the CCJ, the stress and inconvenience caused to Mr L in trying to cope with the whole situation. Despite several promises from X Solicitors these remaining issues are still unresolved.

Earlier this month, we consulted the Financial Ombudsman Service regarding the case and they suggested that we should forward the matter to them. We are now awaiting the result of their investigation.

Asri Abduraup, Money Advice Worker

Case Studies

Welfare Benefits

Case 1

Mrs H faced an extended period away from the UK to look after her husband whilst he was dying. He died abroad and on her return to the UK she requested our help.

She was facing a Housing Benefit, Council Tax Benefit, Income Support (£1,500) and a New Deal Allowance overpayment (£3,000). We arranged for realistic recovery of these overpayments prior to challenging them.

She was also facing reduced Housing Benefit and Council Tax Benefit because she was being charged for a non-dependent deduction for her elder children.

We challenged the Housing Benefit/Council Tax Benefit overpayment and successfully

backdated her Housing Benefit for the period 11/9/07 to 18/3/07.

We successfully negotiated with the recovery unit not to pursue her Income Support overpayment and they agreed to write off this debt. We successfully appealed the decision to stop recovery of the New Deal Allowance – this was written off.

We discussed the implications of her children not applying for JobSeekers Allowance (JSA) whilst looking for work – so she could access full Housing Benefit and Council Tax Benefit. The children agreed to claim JSA. Full Housing Benefit and Council Tax Benefit were restored.

Case 2

Mr M was facing a Disability Living Allowance and an Income Support appeal for an overpayment of £8,657. He had schizophrenia and he was cared for by his sister.

We helped to collect medical evidence and statements from him and his sister and prepared a submission.

Mr M was successfully awarded high rate care and low rate mobility from 7/8/06-6/8/11. This meant that he received an extra £64.50 per week for care and £17.10 per week for the mobility component.

As he lived alone he was also awarded extra Income Support – severe disability premium

at £48.45 and enhanced premium of £12.30 per week. In total he was £142.35 per week better off. He also received a lump sum of approximately £5,000 backpayment. We contacted Income Support and they decided not to pursue him for the overpayment, because it was their mistake that the overpayment had occurred.



Liz Freeman
Casework Supervisor

Volunteer Training Programme

Over the past few years NBAC has created a new role for volunteers called an 'Advice Support Worker' and we are committed to continuing this opportunity.



On completion of a six week Foundation Training Programme, Advice Support Workers assist NBAC's advice team in a number of tasks including applying to local charities for financial support on behalf of clients.

Not only does the Advice Support Worker role benefit NBAC's advice team, but we estimate that with two volunteers NBAC is able to assist a further 276 people per year. Volunteers also gain confidence and a range of new skills to improve their employment prospects.

During the first six months of last year, the Advice Support Workers raised an additional £5,643 for clients from applications made to various charities for grants to help with essential items, such as beds or fridges, for example.

NBAC aims to recruit two local people to train as Advice Support Workers during each recruitment round.

The Foundation Training Programme includes units covering client interview skills, knowledge and an introduction to NBAC's systems.

On completion volunteers will have a named support worker and receive regular supervision sessions from which an ongoing 'Training and Development' plan is produced.

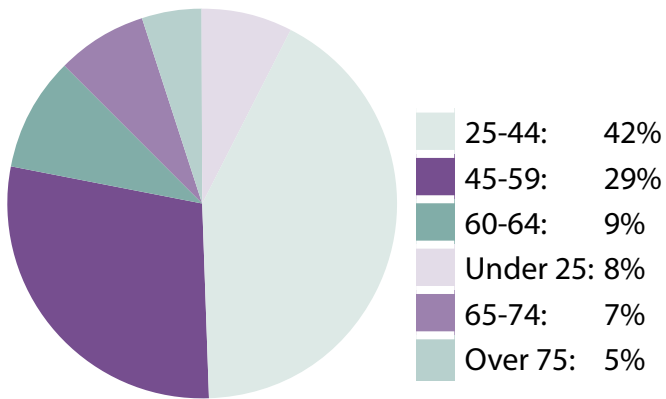
Every role carried out by volunteers is vital to the work of NBAC, so there is a selection process for each volunteer vacancy that arises.

For more information and details of any current vacancies, please contact the Advice Centre on 0117 951 5751 or visit our website to download the information pack:

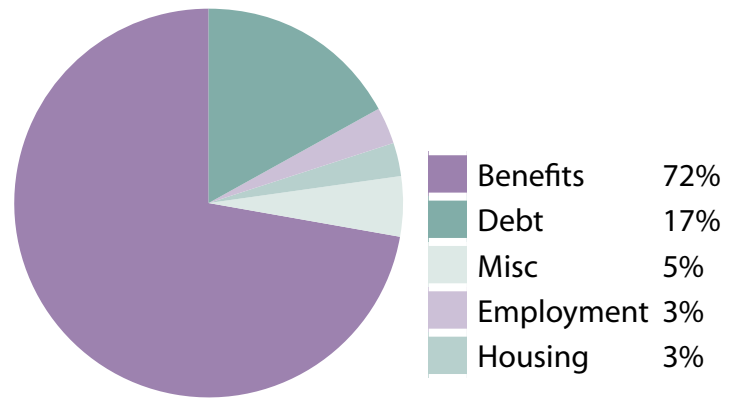
www.northbristoladvice.org.uk/volunteer.html

Monitoring Information

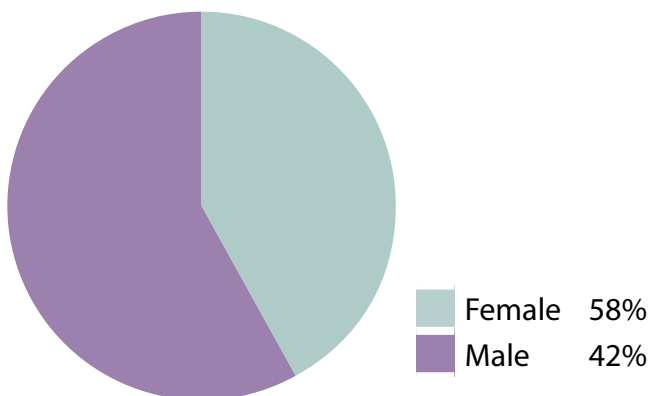
Age



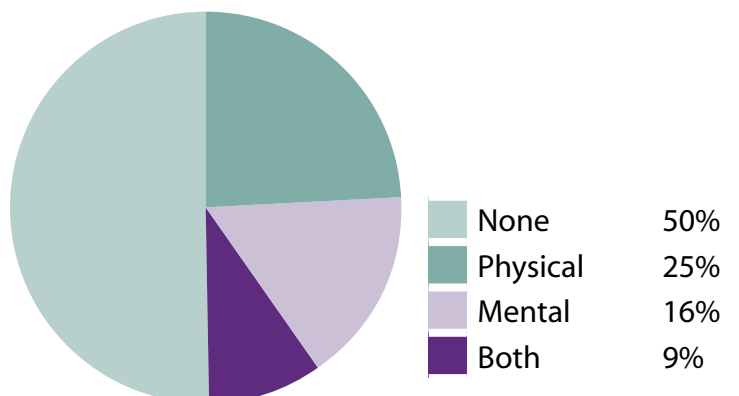
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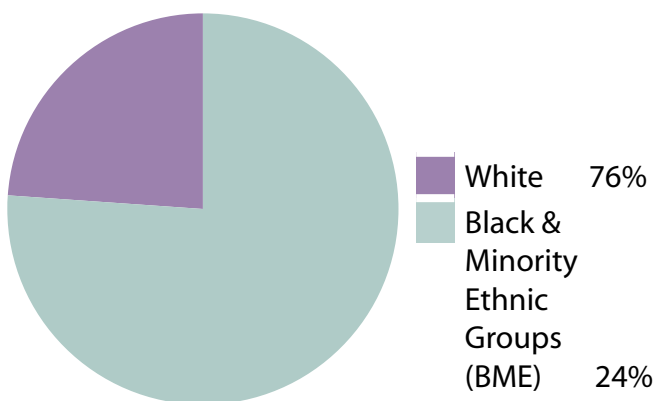
Gender



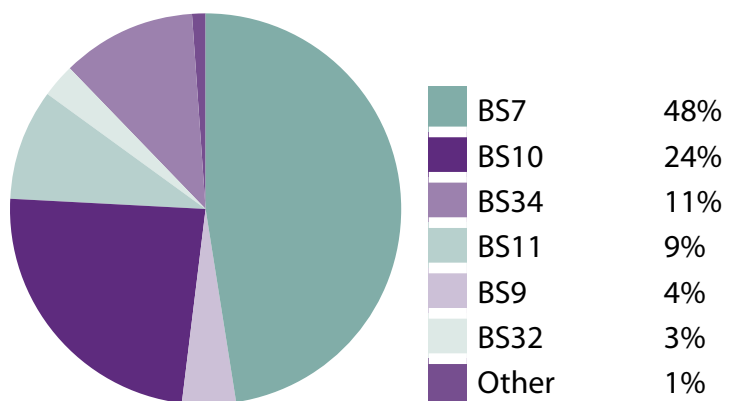
Disability



Ethnicity



Postcodes



Client Satisfaction Survey Results

To enable us to improve our services, we ask our clients to complete a feedback questionnaire. This year, we sent 133 questionnaires, and received 32 responses.

Question	Very satisfied clients
Was the service approachable and friendly?	84%
Did we give you advice and information that was easy to understand?	78%
Was your case dealt with efficiently and competently?	90%
Were you kept up-to-date with the progress of your case?	84%
Would you recommend us to someone else if they needed help or advice?	90%

Here's what some of our clients had to say about our services:

“Most friendly and really approachable. You never gave up until problem solved. Many thanks. You were most helpful and saved my family.”

“No improvement needed. Thank you.”

“All I can say is it's a brilliant service you provide.”

“You couldn't wish for a more helpful person. The best place to come for friendly helpful advice. I feel you do everything you possibly can to help people.”

“I would like to thank North Bristol Advice Centre for your support during a very dark time in my life. Despite being usually an erudite and capable person, clinical depression laid me so low that I couldn't even open a letter...Without your intervention, I may not have been here today to write this.”

“I found the service outstanding, the staff are good and care about what they are doing but not many people know about you and it would be a good thing to make yourselves known to others as there are a lot of people out there that need help. I for one am very grateful to you all.”

Summary of Accounts 2007-08

Balance sheet as at 31 March 2008	2008		2007
	£	£	£
Tangible assets		238,290	<u>240,059</u>
Current assets			
Debtors and prepayments	31,567		1,600
Cash at bank and on hand	<u>137,620</u>		<u>99,648</u>
	169,187		101,248
Current liabilities			
Creditors: amounts falling due within 12 months	<u>(57,718)</u>		<u>(6,270)</u>
Net Current assets		111,469	94,978
Creditors: amounts falling due after 12 months		(930)	(6,777)
Net assets		<u>348,829</u>	<u>328,260</u>
Unrestricted funds			
General funds		54,470	37,978
Designated funds		294,359	290,282
Restricted funds		-	-
Total funds		<u>348,829</u>	<u>328,260</u>

Statement of Financial Activities for year ended 31 March 2008 [including Income and Expenditure Account]	Unrestricted Funds 2008 £	Restricted Funds 2008 £	Total Funds 2008 £	2007 £
Incoming resources from generated funds				
Activities for generating funds:				
Room hire and service charges	4,860	-	4,860	6,148
Investment income	7,861	-	7,861	5,558
Incoming resources from charitable activities				
Grants and contracts	131,294	151,954	283,248	246,287
Legal Services Commission	95,363	-	95,363	94,530
Project and miscellaneous income	965	-	965	347
Total incoming resources	<u>240,343</u>	<u>151,954</u>	<u>392,296</u>	<u>352,869</u>
Resources expended				
Charitable activities	214,375	151,954	366,329	334,203
Governance costs	5,399	-	5,399	5,635
Total resources expended	<u>219,774</u>	<u>151,954</u>	<u>371,728</u>	<u>339,838</u>
Net incoming resources	20,569	-	20,569	13,032
Reconciliation of funds				
Total funds brought forward	328,260	-	328,260	315,228
Total funds at 31 March 2008	348,829	-	348,829	328,260

Auditor's Statement

"As auditor of North Bristol Advice Centre I have reviewed these accounts and consider they are consistent with the full accounts on which I gave my opinion." **Dick Maule, Chartered Accountant and Registered Auditor**

Director's View: The Year Ahead

Strategic Goals

The year ahead will bring about even greater challenges than we have had to face before.

We need to get smarter about promoting our services and work with our partner agencies in the advice sector, to ensure that everyone understands that access to legal and community based advice services is essential for individuals, communities and the wider economy.

Our overall strategy will be to:

- **Maintain** current service provision;
- Work closely with all relevant stakeholders to **plan and develop** targeted services in response to emerging needs;
- Work with ACFA to **develop an integrated network** of providers to bid for contracts;
- Develop **alternative funding** options;
- Attract new funders by demonstrating clearly the **social return** on funds invested;
- **Train** four members of staff to OISC Level 1 Immigration Advice standards;
- **Develop** the use of volunteers for;
 - advice support work
 - research
 - administration
 - social policy work;
- Further develop and implement our **publicity and marketing strategy**;
- Further **develop and strengthen** our Management Committee.

Sally Gapper, Director

Who We Are

Chair	Oliver Shirley	Casework Supervisors	Liz Freeman Mary French Laura Jueterbock
Treasurer	Joy Langley	Advice Workers	Marjo de Best Linda Gilmour Kate Lines Jude Ponting
Management Committee Members	Ellen Cheshire Tony Davies Jane Rogers John Sole Steven Wainwright Isobel Webley	Volunteer Advice Support Worker	Rachel Chodkiewicz
Stoke Gifford Parish Council Rep	Cllr Frank Middleton	Trainee Welfare Benefits Advice Worker	Janice Bohin
Filton Town Council Rep	Cllr Stan Simms	Money Advice Workers	Asri Abduraup Mandy Williams
Director	Sally Gapper	Assistant to Director & Triage Advice Worker	Cas Brooks
Deputy Manager	Anne Doughty	Finance Worker	Selman Sheshi
Administration	Allison Clarke Kerry Rollings Carol Sage	Caretaker	Roger Daniels
		Cleaner	Sue Mitchell

The Langley Centre

Community Training Venue

The Langley Centre, owned by North Bristol Advice Centre, is a purpose-built training facility in Lockleaze which can accommodate up to 30 people.

The Centre is an easy access, ground level venue available for hire on a daily or half day basis.

The wide range of equipment including data projector, flip-charts and OHP are included in the hire charge. Tea and coffee facilities are available. It has accessible toilet and shower facilities, cycle parking and good free car parking locally.

Telephone: 0117 9527686 for further information or bookings.

A very big thank you

To all our Funders for 2007-08

This fantastic community resource wouldn't exist without you!



Bristol **NHS**
Primary Care Trust



Financial Inclusion Fund



Stoke Gifford
Parish Council



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Telephone: 0117 9515751 Fax: 0117 9355975
Email: team@northbristoladvice.org.uk
Web: www.northbristoladvice.org.uk

Registered Charity number: 1066921 Company Registration Number: 3449469

North Bristol Advice Centre is a member of



Advice Centres for Avon
'Access, Diversity, Quality'