

With the help of the **Money Advice** team, clients are helped to:

- Maximise their income
- Prioritise their debts
- Prepare a budget
- Assess all their options
- Negotiate with creditors

This is a complex process, requiring expertise and understanding, resulting in long term stability for the future for many clients.

A snapshot of debt managed in Aldershot and Farnborough CAB during just one month amounted to:

**£1,224,274**

... I lost my job last month, and I am being taken to court  
 ... I just can't manage as a carer on my own any more  
 ... my boss told me there is nothing I can do about it

# RUSHMOOR Citizens Advice Bureaux

## ANNUAL REVIEW 2006 - 2007

The options for **homeless clients** can vary from hostel or temporary accommodation, to securing social housing through the housing register.

Options vary depending on clients' vulnerability, and the criteria of schemes available. In all homelessness cases CAB advice will:

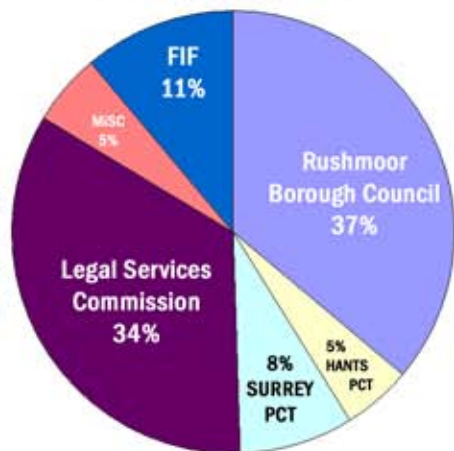
- Assist with housing applications as appropriate
- Advise on all options
- Provide information on local services and support
- Explore statutory rights

Housing Outcomes in 2006/7 included:

**54**

Cases handled by our new LSC Funded County Court Helpdesk

### Principal Funding Sources in 2006/7



Total Funding received during the year was: **£501,539**

Our full statutory Trustees Report and Accounts is available from our website or by contacting any of the bureaux

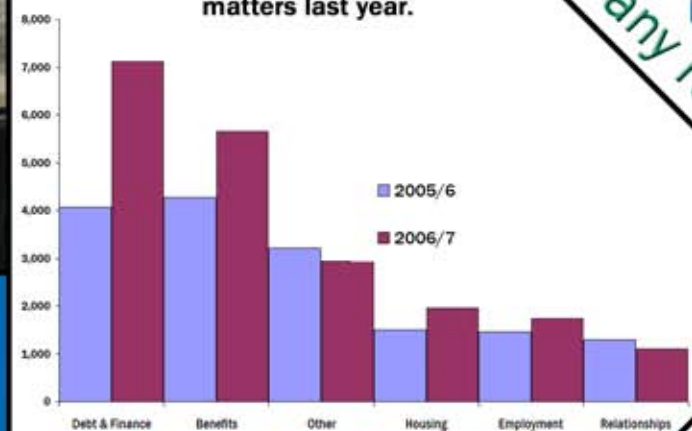
Client Feedback:

"Your service is first class and a credit to everyone concerned. Thank you very much for helping me and my family; it's great to know when desperate and ill someone is there to help"

Client Feedback:

"Would not have been able to cope without the help given and would not be here now as I felt I had no-one and nowhere to go"

In total Rushmoor CAB helped with **20619** new matters last year.



Above is a year on year comparison of enquiries by subject matter, showing the considerable increase in **Debt and Benefit** issues handled in 2006/7

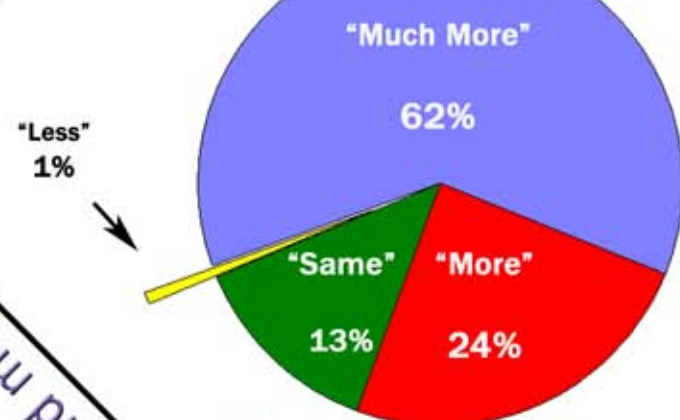
Benefits gained for our clients totalled:

**£694,555**

Advice from the CAB will help:

- Identify benefits entitlements
- Assist with benefits claims and appeals
- Advise on statutory responsibilities
- Provide local contacts and support services
- Review all options
- Advise on charging for care services

The difficulties faced by **carers** are well known, with **Welfare Benefits** and community care systems being complex and difficult to navigate.



We asked our clients if our service had made them feel more secure about money and housing?

**Employment Rights** have become increasingly complex in recent years, with statutory grievance and disciplinary procedures, and new legislation being introduced regularly.

- Advice from CAB can:
- Identify where employment law has been breached
  - Negotiate with employers
  - Assist with statutory grievance and disciplinary procedures
  - Assist with tribunal claims
  - Advise on settlement of tribunal claims

Employment Casework produced gains for our clients in 2006/7 amounting to: **£27,035**