

**Without this service
I do not know what I
would do and my
situation would be a
lot worse**

Annual Summary 2016/17

**citizens
advice**

**West
Berkshire**

Achievements 2016/17

- During the year we helped the people of West Berkshire to be over £445,900 better off; this included increasing the income of our clients by over £363,000
- We had over 10,500 contacts with and on behalf of our clients, helping them to deal with over 13,200 issues
- All our debt advisers are now accredited to meet the Financial Conduct Authority requirements
- We held a highly successful campaign and seminar on the hidden costs of buying household goods on high-cost short-term credit

A client had a dispute with a contractor over some work which he had carried out for her that cost nearly £3,000. The client had been trying to resolve the matter with the contractor for over 6 months with no result. Our adviser contacted the contractor, explaining that he could be deemed to be in breach of contract and the possible consequences to him. He immediately arranged to redo the work.

We supported a client following a split from her husband caused by his domestic violence. She was left with joint debts and had no experience of managing the household budget. We applied for a Debt Relief Order for the client and helped with her divorce proceedings using Court Nav – a Citizens Advice service, for online completion of divorce petitions.

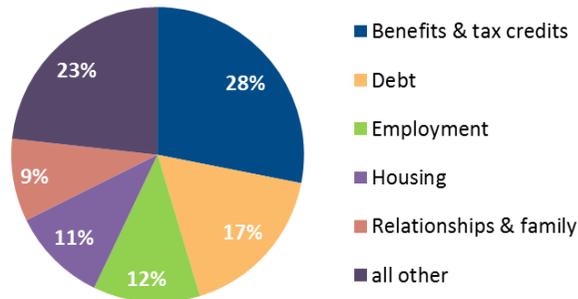
A client attended an outreach appointment to discuss his and his wife's debts – they were struggling and very short of money. They are both retired and in very poor health. The team ended up carrying out numerous home visits to them and, during the clients' periods of ill-health, managed to gain time from their creditors. Our Carers team also became involved and nearly tripled the couple's income by gaining Attendance Allowance and Pension Credit with a severe Disability Premium for both of them, thereby increasing their income by nearly £450 a week. The clients were extremely grateful and felt that their wellbeing was significantly improved.

Our clients and what they say about us

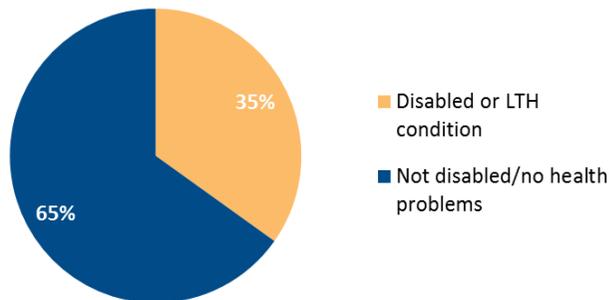
Thank you for all your help over the past few months.... It has lifted a huge weight off my mind!

Just to thank you for your help, and achieving a good result

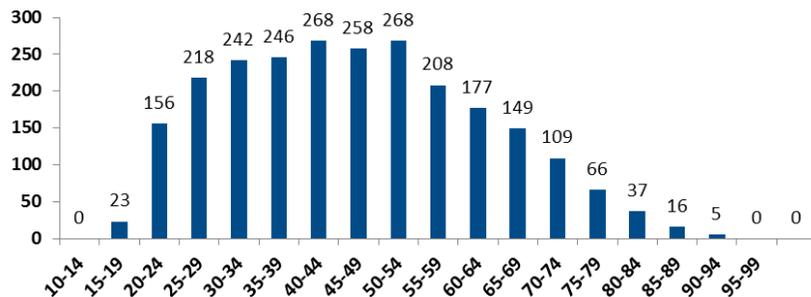
Advice categories summary



Disability / Long term health (LTH)



Age range of clients



Thank you to all our volunteers without whom we could not give advice

The Service Aims

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

The Citizens Advice Service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination

For current opening hours, information

and our new online advice service

www.citizensadvicewestberkshire.org.uk

or contact our telephone helpline: 0300 222 5941

Carers Advice Service: 01635 516609

Outreach Appointment Line: 01635 516605

follow us on Twitter @WestBerksCAB

www.citizensadvice.org.uk

We are a local independent charity and rely on donations from individuals and organisations to continue helping the residents of West Berkshire. If you want to support our work please see: www.citizensadvicewestberkshire.org.uk or send a cheque to the address below:

2nd Floor, Broadway House, 4-8 The Broadway,
Northbrook Street, Newbury RG14 1BA.

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