

A woman with brown hair tied back, wearing a black headset with a microphone, is smiling and looking at a laptop screen. She is sitting at a wooden desk in an office. In front of her is a large black monitor displaying a website. To her left is a laptop with a white mug featuring a colorful illustration of a boat on the desk. The background shows a blue wall and a white shelf with some papers.

Citizens Advice in East Dorset and Purbeck

Annual Review 2021-22

Responding to Crisis

**citizens
advice**

**East Dorset
& Purbeck**

About us

Citizens Advice in East Dorset and Purbeck is an independent charity that provides free, confidential and impartial advice and support. Our goal is to help everyone find a way forward, whatever their problem.

We have offices in Wareham and Wimborne as well as outreach locations across East Dorset and Purbeck, and are part of the Citizens Advice network in Dorset and across England and Wales.

Our aims

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

Our impact

- For every £1 invested in our services, we financially benefit clients by £7.40
- For every £1 invested in our services, we add £14.42 in public value
- We reduce public expenditure on homelessness, unemployment, mental health services and legal action
- Our volunteering brings people together, improving our local communities and the people we help

Our principles

- Free
- Confidential
- Independent
- Impartial



Citizens Advice in East Dorset and Purbeck, Registered Company Number 3510199. Registered Charity Number 1068414.
Authorised and regulated by the Financial Conduct Authority FRN617701. Registered office: 2 Mill Lane, Wareham BH20 4RA.

Chair of Trustees Report



It gives me great pleasure to introduce and commend the Annual Review of the activities of Citizens Advice in East Dorset and Purbeck which I hope you find interesting reading.

This is the first review of the two bodies who came together on the 1st April 2021 and what a year it has been – the pandemic and the ongoing cost of living crisis, the coming together of the two Local Citizens Advice (LCA) offices, and the involvement with Citizens Advice in Dorset (CAiD).

The Chief Officer's report covers in detail how the service adapted to all the challenges it has faced whilst bringing together two separate offices. Additional funding has been achieved which has provided resources to further enhance the service provided for our communities which has been so vital in these difficult times.

A significant amount of time was spent working closely with the other local offices through CAiD to ensure that Citizens Advice in Dorset continues to speak with one voice. CAiD on behalf of the local offices was successful in winning the Dorset Council Advice, Information and Guidance Services contract which started in October 2021 for an initial three years. The first review meeting with Dorset Council has been held and was very positive.

CAiD has reviewed the funding to each LCA from the Dorset Council contract. In determining the allocation, the criteria set out in the contract was used offering a holistic service for all Dorset residents, as well as targeting support where it is most needed.

The revised funding formula which benefits Citizens Advice in East Dorset

and Purbeck will operate from October 2022. CAiD has also reviewed the funding to each LCA to reflect the input from each LCA into the efficient running of CAiD which is a big step forward.

Year three of our annual Leadership Self-Assessment was conducted by National Citizens Advice. The result was excellent with top scores in all areas, which is a wonderful achievement.

A significant proportion of our income comes from Dorset Council, Town and Parish Councils as well as other organisations and a big thank you to all of them for their continuing support.

The trustees are very pleased that the high level of support for the community has been maintained with the challenges the service has faced and it is a very big thank you to all the staff and volunteers involved. I would personally like to thank all the trustees for their support as we look forward together to addressing the real challenges that the future will bring.

Alan Breakwell, Chair of Trustees

We help thousands of people every year

In 2021-22 this included:



4,778 clients were helped face to face, over the phone or by email.



16,574 issues were addressed.



Top Issues:

Benefits (excl UC) **3641**
Utilities/Comms **3222**
Universal Credit **1675**

Housing **1634**
Debt **1613**
Consumer Goods & Services **1127**



£5,079,004

Value to the people we help
- We helped individual clients to achieve financial outcomes including back-dated benefits, writing-off debts and refunds for consumer issues.



£9,892,510

Total public value -
When people have fewer problems they have higher levels of wellbeing, participation in society and productivity. Our calculation of public value also includes the value of a volunteer run service.



£6,954,594

Economic and social value -
The public value of improving our clients' wellbeing, including emotional wellbeing, family relationships and positive functioning.



£1,457,297

Fiscal value - Financial savings to local and national Government due to fewer payments for out-of-work benefits, costly evictions, re-housing evicted tenants and less demand on the NHS.

Chief Officer's Report



The events of the last two years have meant that we've been responding to an ongoing crisis that nobody could have predicted in terms of scale and impact.

There were some noticeable changes for our clients over the year, with an increased number of people living on a very low income and needing help with money problems, rent arrears and making benefit claims. Towards the end of the year the cost of living crisis began to unfold and we saw many

more people turning to us for advice as they were struggling to afford heating and food bills. With the sudden increase in energy bills pulling around two million people into fuel poverty overnight, we were most worried about those on the lowest incomes. Our advisers are seeing people face desperate choices between heating and eating. The scale of this crisis is unlike anything we've seen before, even in the pandemic. Strikingly, we are helping more people with crisis support like food bank referrals and access to grants because they simply cannot pay the bills or put food on the table.

Our business plan commits us to a set of service objectives aimed at meeting the diverse needs of our community. These ensure that we focus on providing accessible advice for everyone alongside targeted interventions for the most vulnerable.

An important aspect of our community service is the provision of general advice (covering a wide range of topics) that is easily accessed by phone, email or in person. It is vital that everyone can engage with help when they need it because if people's problems are not resolved their health, well-being and

finances suffer. What is especially important about this service is the fact that we offer immediate assistance when needed and follow-on help for those with complex problems including financial distress.

Often clients present in the general advice service with several interlinked problems, an example being, an employment dispute leading to loss of income causing rent arrears. We offer these clients additional help through our specialist caseworkers.

The range of projects we ran last year enabled us to engage more effectively with vulnerable clients. This work would not have been possible without the generosity of our funders and we would like to thank the Dorset Community Foundation, Energy Industry Voluntary Redress Scheme, The Henry Smith Charity, Macmillan Cancer Support, Nationwide Building Society, Valentine Trust and Wessex Water. These grants covered the costs of specialist caseworkers who offered individualised services that were responsive to clients' circumstances and support needs.

Chief Officer's Report – contd.

Our extensive project work around energy has continued to develop over the last year. The Dorset Energy Unit reached more people than ever and has played a key role in tackling fuel poverty in Dorset. Using reliable local data from our Casebook recording system, we have supplied evidence to local MPs, Councillors and other decision makers. In particular, we have argued for more targeted support which addresses the cost of living crisis. One of our campaigns involved arguing for the most effective and efficient support via the benefits system. We are pleased to see a move in that direction over the last year and the evidence of Dorset residents has played a role in effecting this change.

As an organisation we are committed to working with other agencies. In doing so, we are able to extend access to our services through other agencies' client contacts. Over the year we have worked closely with the other three Citizens Advice organisations in Dorset on a number of initiatives exploring opportunities for greater joint working.

One aspect of this work has been an extension to the agreement to provide grant administration support for Citizens Advice Bournemouth, Christchurch & Poole. We also work collaboratively with Bridport and Central Dorset Citizens Advice through the Dorset Employment Unit and the Litigants in Person project.

We have partnered with The Purbeck Youth & Community Foundation, sharing use of their mobile unit to develop the 'Energy Bus'. The bus has enabled our advisers to get out in the local community to ensure that people are aware of the support that they may be eligible for, and to offer appointments to those who need more detailed advice.

We processed Surviving Winter grants on behalf of Dorset Community Foundation and supported Dorset Council to administer the Household Support Fund.

Our greatest asset is our people; volunteers, staff and trustees. The people that make up our team have shown tremendous energy and resilience.

During the year we introduced new measures in order to ensure that our teams were:

- Supported (Wellness programme, flexible and hybrid working)
- Well equipped (cloud-based office and phone systems, new website and intranet)
- Actively involved in shaping the future of the service (Away Day and Business Plan consultation).

We are a volunteer-led service and their dedication and commitment has remained whilst coping with the challenges that have arisen for us all. Their collective effort has allowed Citizens Advice to reach many more clients than it would have without them.

Once again, I end my report with grateful thanks to our fantastic team and all our supporters. We prepare ourselves to continue to meet the challenges faced by our residents over the coming year.

Helen Goldsack, Chief Officer

We are East Dorset and Purbeck Citizens Advice



54 Volunteers give over 300 hours per week as:

- 32 advisers
- 9 admin
- 2 campaigns/comms
- 11 trustees

Supported by 32 paid staff



Value of volunteering in East Dorset and Purbeck in 2021/22 was £307,234



Volunteering benefits our volunteers socially, improves mental wellbeing, and offers fun, fulfillment and on-the-job training

Housing Casework

What a Year - Post Covid

What a busy year we have had!!

Although we are still living with Covid, with life getting back to 'normal' and starting to see clients face to face which has been great. Feedback on this has been really positive, but there is still a lot of work ahead for us all.

Much of our work this year has been with clients' who have been served a 'no fault section 21 notice' the temporary ban on evictions was lifted at the end of May 2021 and had a significant impact on our clients - The Big Issue reported that the number of households facing eviction tripled in the three months after Covid protections to keep renters in their homes ended.

The 'fairer private rented sector white paper', was published on 16 June 2022. The white paper outlines proposals to abolish Section 21 evictions and introduce a simpler, more secure tenancy structure. A tenancy will only end if the tenant ends it or if the landlord has a valid ground for possession.

Although this is a positive step, scrapping 'no fault Section 21's' doesn't do much to address the problem of increasing rents. All of our clients are concerned about the cost of living crisis, rising prices including cost of food, petrol, utilities, the £20 Universal Credit uplift ending in October 2021 and increasing rents, means that our clients' anxiety levels are increasing. Private rent levels have risen way above the Local Housing Allowance and clients are reporting that demand is higher than supply, in some cases over 40 prospective tenants are viewing one property.

We have supported clients to apply for housing through Dorset Council. Clients had to reapply to be placed on the new Housing Register and had to provide extensive evidence to support their application. There is currently a 12-14 week wait to be banded and be able to apply for accommodation.

The creation of the new authority has also had an impact on the team structure especially the Housing and Homelessness teams. We are continuing to work closely with the

team and there is now one East Dorset and Purbeck team. This will work really well as it reflects how Citizens Advice is organised and will enable us to continue to build on our great relationship which will ultimately benefit our clients.

Jacqui Few
Housing Specialist

How we've helped...

Betty's Story

Betty is 80 and returned to the UK after living abroad for over 40 years. Betty's husband had died and she was feeling increasingly unsafe so moved back to be closer to her family. Since returning to Dorset, Betty had lived with her daughter-in-law but the relationship was becoming strained and Betty contacted Citizens Advice in distress as she felt she had nowhere to live.

Betty was in receipt of Pension Credit but could not find affordable accommodation to rent privately and did not know what to do.

Outcome:

- Supported to make a homelessness and housing application.
- Liaised with the council and successfully secured a permanent home.
- Helped to claim housing costs after being housed.
- Helped to claim Council Tax support.
- Provided support to locate energy supplier at new property.
- Helped to apply for the Household Support Fund grant to provide £200 in supermarket vouchers.

Financial gains of £8740 including housing costs, council tax support and household support fund.

Betty said she is overjoyed with her new home and is extremely grateful for the help received from Citizens Advice.

Energy Advice & Support *Helping To Prevent Fuel Poverty*

The Energy Advice Project, Fighting Fuel Poverty, is funded by The Energy Industry Voluntary Redress Fund to support people across Dorset who are on a low income and at risk of fuel poverty. The energy unit has four caseworkers who, during the period April 2021 to March 2022 helped nearly 900 clients. Over 65% were people with health conditions and disabilities, over £459,000 was raised in benefit income gains and £63,000 in energy saving measures and grant applications/other savings.

Since the start of the project in August 2020, we have seen significant changes impacting Dorset residents. From the lasting impact of Covid on energy bills, including higher electric, gas or oil usage due to the requirements to stay at home for extensive periods, reduced income levels, then most recently the surge in energy costs, with the average energy price cap increase of 54% which immediately affected homes with pre-payment meters.

For households on credit meters the impact going forward will be felt by the increase in direct debit payment requests from suppliers. This is likely to increase again with winter usage and the further rise in the energy price cap in October, added to this over 30 energy companies have gone into liquidation and one company has gone into special administration causing stress and worry for many people.

We have been assisting more people who are 'going off supply' as they cannot afford to add money to their pre-payment meter. We are able to provide emergency energy advice which then allows time for a full energy advice appointment to assist clients in the longer term.

We are no longer able to save money for households by changing to a cheaper supplier and as a result there is a higher level of importance for our advisers to give information to households so they understand how to use heating and hot water systems cost effectively. They also advise about properties which are damp and cold, suggesting

behavioural changes in using less electricity.

Our advisers complete income maximisation checks to ensure household incomes are increased wherever possible.

With the cost of living crisis many more households are in fuel poverty across Dorset. We are seeing an unprecedented demand for our services. Nationally, our energy advisers are assisting as much as possible to help households to stay warm, safe and avoid cold-related health problems whilst managing their energy costs.

Ros Dignan
Project Coordinator

How we've helped...

Alice's Story

Alice is a pensioner with a number of health conditions. She recently lost her husband and has been dealing with bereavement while also trying to sort out finances.

Alice lives alone in a three-bedroom property as the owner-occupier. She receives her state pension, plus a small occupational pension. Alice has been struggling to adjust to life without her husband and has been gradually sorting out her finances and other areas. One such area was her energy bills, where she had accumulated a debt. Alice requested help with getting back on top of her energy bills.

Outcome:

- Identified potential eligibility for Attendance Allowance, Alice was supported with the application to increase her income, this could be £60 p/w or more.
- Supported access to Surviving Winter Grant of £200 to help reduce £359 total energy debt owed to SSE. Alice was able to use this grant to reduce her debt and negotiate a better payment plan.
- Identified the need for access to NHS Low Income Scheme as Alice mentioned the cost of dental care. Alice was supported with the application.
- Provided with practical energy saving advice to help Alice lower her usage and subsequently reduce costs.
- Supported with access to third party schemes such as LEAP and is also receiving funded loft insulation from Ridgewater, who have also made other small changes to Alice's property such as draught exclusion and energy saving light bulbs.
- Smart meter installed by SSE. Alice was also made aware of how smart meters can be used to monitor usage and assist with reducing usage.
- Alice was offered a smart meter in prepayment mode. The benefits and drawbacks associated with PPMs was explained, allowing Alice to make an informed decision.
- Alice was made aware of the Warm Home Discount and will apply again for the upcoming year.
- The Council Tax rebate of £150 in April 2022 and the energy bills rebate of £200 in October 2022 were explained. Alice is aware that there is support available for rising energy costs.

Surviving Winter and Household Support Fund Targeted Help

We worked with Dorset Community Foundation to issue Surviving Winter grants of £200 per household to residents in the Dorset Council and Bournemouth, Christchurch and Poole (BCP) Council areas. A total of 307 Surviving Winter grants were issued during the winter of 2021-2022.

The grants were made available through fundraising by Dorset Community Foundation, who ask for winter fuel payments to be donated to help support vulnerable households. Grants were available to households in Dorset and BCP Council areas, with applications for a grant being submitted by all local Citizens Advice offices in these areas.

In addition to the 307 grants, a further 125 grants were awarded from the match funding provided by the Energy Redress Fund in support of the Citizens Advice East Dorset &

Purbeck Energy Project: Fighting Fuel Poverty, which Dorset Community Foundation worked with us as a partner.

This enabled Surviving Winter grants to be issued to a total of 432 households across Dorset and BCP, allocating a total of £86,400 to households who were really struggling to manage to heat their homes.

In addition to the Surviving Winter grants, we were involved in the delivery of the Household Support Fund (HSF) for both Dorset and BCP Councils. HSF funding was provided to local authorities by the Department for Work and Pensions, with the support priority being households with families who were struggling to meet food and energy costs, but individuals were also eligible for this support.

The match funding and additional grants made available through the Fighting Fuel Poverty project (FFP) for a second year has been a bonus, enabling us to issue additional

Surviving Winter grants as well as providing households with both energy and income maximisation advice through the FFP project.

Citizens Advice is again very grateful to Dorset Community Foundation and to all the donors for their generosity in making these grants available. The availability of the Surviving Winter grants enabled us to provide direct support to households who are in need, giving much needed security around their energy provision through the winter months.

Kate Pryce
Project Manager

How we've helped...

Simon's Story

Simon was homeless and had been living in a tent for some time. Simon is deaf, has a speech impairment and mental health issues. He cannot read and write and initially had no phone. During the winter months, Simon's tent became very damaged and his clothing was inadequate including shoes with no soles.

Simon came to us for support for homelessness and benefit advice. Simon was in receipt of Universal Credit recently aided by Citizens Advice.

Outcome:

- A housing application was successful in finding a home.
- Helped to claim Universal Credit.
- Helped to claim housing costs after being housed.
- Simon is currently being helped to claim Personal Independence Payment (PIP).
- There were a large number of grants via vouchers, in kind, payments direct to services, from a wide variety of sources including the Summer Support Grant, Warm Home Discount, Wimborne Food Bank and Dorset Council Emergency Local Assistance (ELA).
- Wimborne Food Bank provided food and when he was housed they helped financially, buying various necessities directly and arranging delivery to his new home.
- Dorset Council via enabled Simon to buy white goods and furniture from Dorset Reclaim.

- Simon was given a phone and a local shop let him charge his phone there. An outdoor sport shop manager donated a hat, gloves and scarf, the summer support fund provided £200 which was spent on shoes and essential clothing.

Financial gains of £9,933.00 including universal credit and housing costs, charitable grants and ELA.

Spotlight on....

Service

Having spent most of the previous year in some form of lockdown and mainly dealing with clients remotely, this year has presented its own demands. From the challenges of working remotely and of operating a mainly telephone and email service, we have gradually reintroduced face to face drop-in and an appointments service, both at our offices and at some outreaches.

In April we reintroduced our drop-in services in both the Wimborne and Wareham offices and reinstated regular appointment slots. Drop-in at Ferndown Library, The Centre in Ferndown and Lychett Matravers library restarted and face to face appointments were also resumed at other locations. We also successfully introduced a new outreach in Herston, on the outskirts of Swanage, a valuable and relevant location and hope to expand this in the coming year.

It has been great to see a gradual return to the offices of both volunteers and paid staff and it is particularly satisfying for us to be available again for the valuable face to face client contact for those clients whose situations really benefit from this and that we had largely lost over the previous two years.

We are still some way from returning to a full face to face service. People have adapted to different forms of communication in the last two years and so we have broadened our service offering through additional channels.

We are committed to maintaining a service where people can walk in and find a listening ear and a way forward with the issues they are facing.

Judy Herring
Service Manager

Spotlight on...

Volunteering

People volunteer with us for many reasons including the camaraderie of working in a team, keeping brain cells active and being able to give something back to the community. Our volunteers are a friendly and very knowledgeable group of people who come from a wide range of backgrounds but are united in their desire to help others.

We're committed to creating a workplace where everyone can be themselves and where everyone belongs. Our advisers receive high quality training so they can help with a wide range of subjects in person, by telephone and email. We have offices in Wareham and Wimborne as well as outreach locations. Other volunteers help by greeting clients at reception, scanning and photocopying or collecting evidence of unfair practices for our campaigns. Our new Citizens Advice Champions raise awareness of our service at events around the county.

During Covid we worked from home but now are back in the office. Demand for our service has remained high and is increasing as people are worrying about the escalating cost of living, meaning that we need even more volunteers. The increase in digital services has made it difficult for people who are not able to use the internet to find information or complete applications. Our new Information Assistants help with this and are proving to be invaluable.

We currently have over 50 volunteers including our Trustees who oversee the service. They all work really hard and we are so grateful to them for giving up their time to help others.

Volunteering is good for mental health and wellbeing and can give you a real sense of purpose and achievement. And we always have lots of tea and biscuits! We are very happy to welcome new team members. Why not come and join us?

Mandi Douglas
Quality and Training Manager

Spotlight on...

Research & Campaigns

Research and Campaigns works to prevent our clients' problems occurring in the first place. This may be through educating the public on how to avoid difficulties, or through trying to improve policies and practices that cause problems.

Educating is done on a regular basis through the media, with particular emphasis on the national Citizens Advice Scam Awareness, Consumer and Energy Saving campaigns.

Evidence we collect about poor practices and policies helps Citizens Advice nationally and locally to identify emerging issues. Last year, advisers wrote 311 evidence forms, with many describing the mistakes and long months of delays as DWP processed benefits. We also identified cases of substandard housing, heating appliances and controls leading to problems with cold and damp, and high energy costs.

This prompted us to carry out research on clients living in social housing and their housing problems. Our report, 'A Snapshot of Social Housing' made six recommendations to government and social housing providers which included the need for a much faster response on repairs, better instructions about heating appliances and a non-discriminatory roll-out of energy efficiency improvements. With energy prices set to triple since the report was written, these measures are ever more urgent.

Rosemary Lunt
Research and Campaigns

Spotlight on...

Communications

Our priority during 2021-2022 was to ensure that local residents were kept up to date with how to access our services. As we reintroduced face to face drop-in and our appointments service, our opening times and locations were communicated via social media and media relations and through the distribution of marketing material.

Our website

www.edpcitizensadvice.org.uk remained a key source of information to residents. We communicated issues, informed about available funding and grants whilst ensuring our accessibility was visible to local residents. The internal portal was further developed with staff and volunteers being able to use the system for internal updates and training.

We continued to communicate issues impacting residents and help available, including working alongside the Dorset Community Foundation promoting the

Surviving Winter campaign whilst a priority for us has been and will continue to be – the cost of living crisis. We have been working with Dorset Council on their cost of living campaign ensuring residents know how to access support and the different support available.

We worked closely with Research & Campaigns on national campaigns including Scams Awareness and National Consumer Week. We also liaised with local MPs to campaign against the end of the Universal Credit uplift and shared our local report "A Snapshot of Social Housing" – which provided an insight into the causes of some of our clients' problems relating to the energy efficiency and fabric of their social housing.

We also promoted the Big Energy Saving Winter campaign – helping people to cut energy costs and get financial support. This was supported by an Energy Bus tour which visited key locations where people could access help and support.

Media coverage was generated across a range of mediums including BBC TV South Politics Show, BBC Radio Solent, Greatest Hits Radio Dorset, Wave 105FM, Forest FM, Dorset Echo, Dorset BizNews and The Stour and Avon, together with local Town and Council Parish magazines. We continued to use social media, including Twitter and Facebook @CitAdviceEDP to communicate all of our key advice messages to the local community.

Looking ahead to 2022-2023 we will be continuing to ensure that our residents are supported as they struggle with the cost of living crisis and ensure that our services are accessible to all including those who are under-represented.

Sian Smith

Communications Officer



@CitAdviceEDP



edpcitizensadvice

Rural Outreach

In 2021 Citizens Advice in East Dorset and Purbeck, funded by The Valentine Charitable Trust, worked with vulnerable people experiencing complex benefit issues to help them get back on track. Our adviser helped people with their benefits, rebuilding their financial support and helping them to remain debt free going forward.

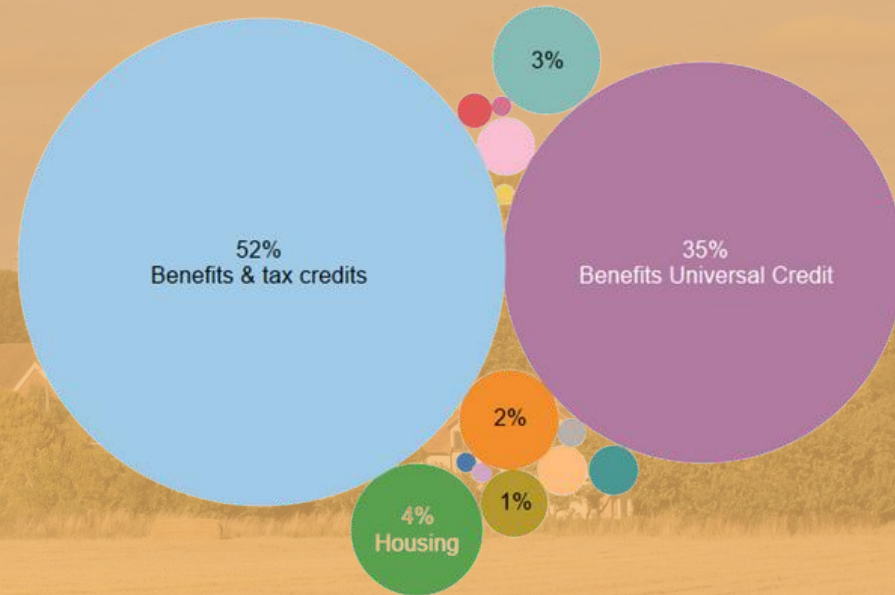
Typical client engagement:

- Initial interview of around 2 hours
- 2-3 follow-up appointments
- Help with multiple issues
- Phone calls with client, DWP, etc.
- Benefit applications
- Ongoing support

We helped people with:

- Income maximisation
- Advice and help to claim welfare benefits and challenging decisions
- Fuel/water cost reduction
- Assistance with budgeting

Issues



109 people helped with **1,085** issues



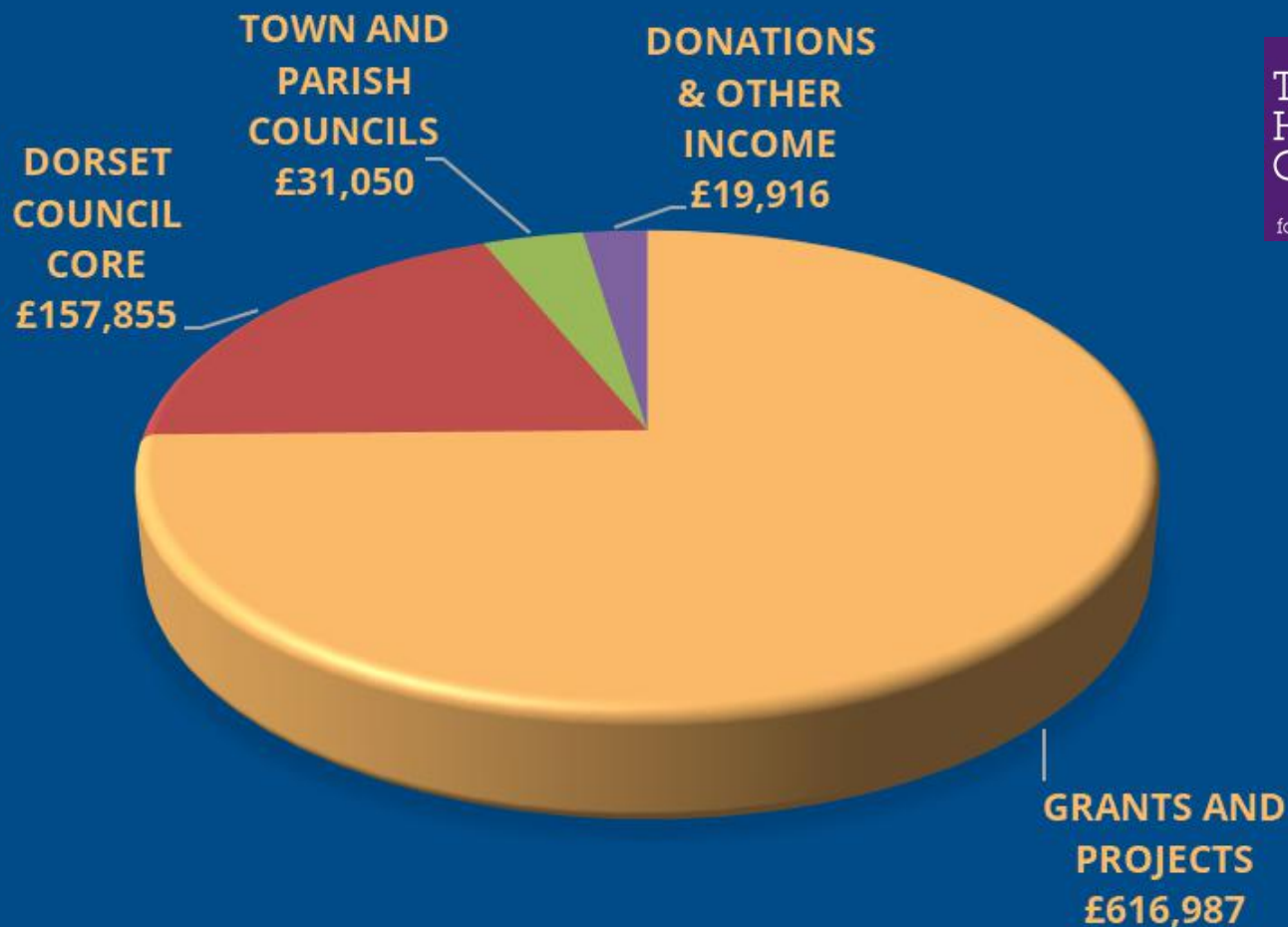
£404,788 income gain in a one year period for people helped



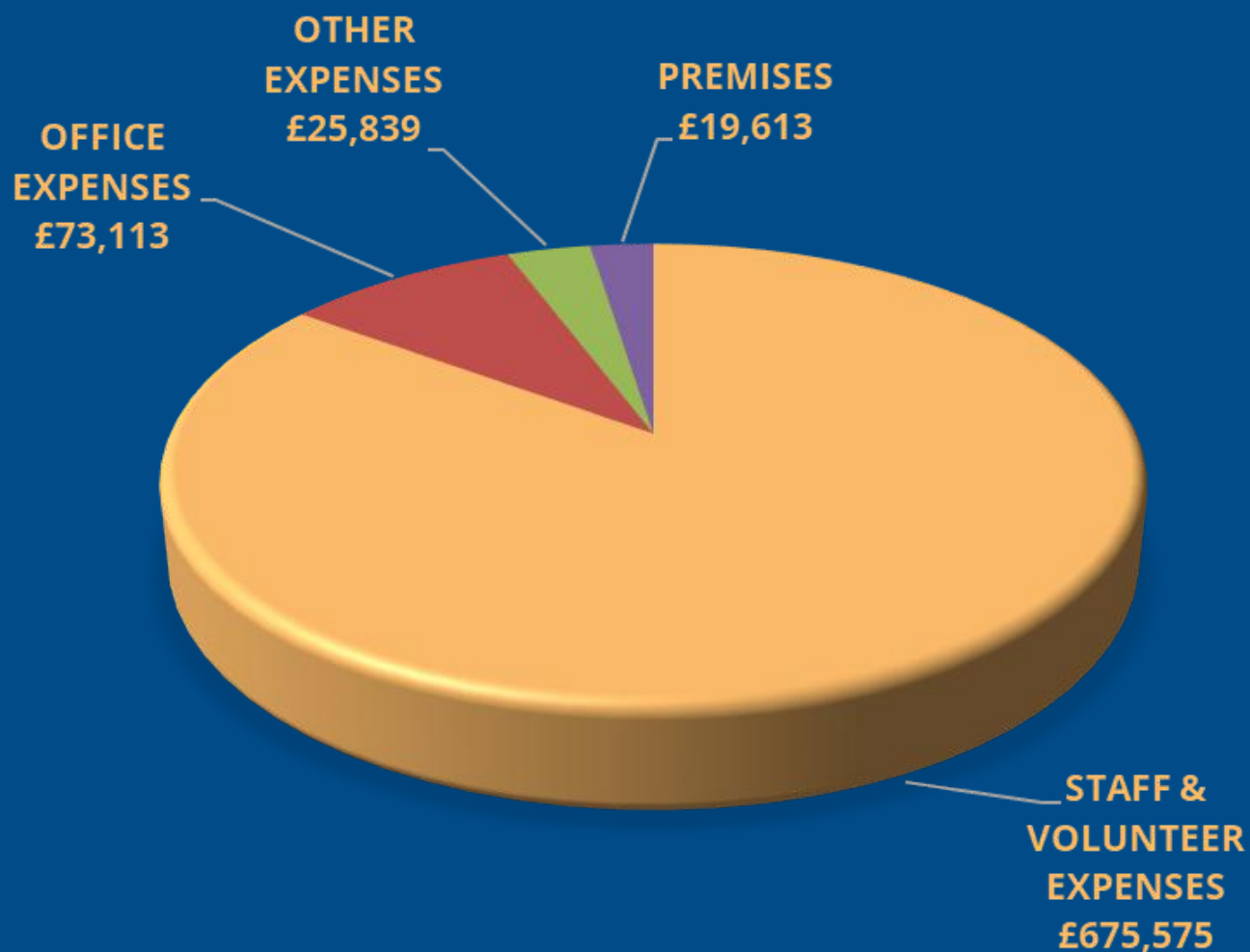
273 outcomes achieved for clients, including:

- income gain
- reduced debt repayments
- obtaining home care aids or blue badge
- improved capacity to act
- bailiff action stopped
- health charges reduced

How you gave your help



How your support helped



We offered...



Free advice



Many topics



Face to face



Online



Telephone

The total income across East Dorset and Purbeck for 2021/22 was £825,808 in addition to £307,234 in time donated by volunteers. The total expenditure for 2020/21 was £794,140.

Clients say...

“You've been great. Thank you so much for all your hard work. I couldn't have done it without you.”

“A valuable contact for people who are disabled and discriminated against.”

“I now have my own home and a lot less money issues. I don't know what I'd have done without the life changing support I was given.”

“Your support to access other organisations for support and wanting your voice heard is a lifeline.”

Thank you

“I felt like I had a friend in my corner helping me navigate the system.”

“I have never been in such a mess in my life and the staff make you feel at ease and they are so easy to talk to. No problem is too big for them.”

“You have helped us tremendously and have made something I have found very difficult to deal with due to our circumstances easier to face and navigate. Please do not underestimate the impact you have made to us.”

“You've been totally amazing helping me over the last few years and I'm so grateful to you. Many thanks again you've been a total life saver.”

Thank you to our supporters

Councils

Dorset Council
Town and Parish Councils of the
East Dorset and Purbeck area

The Friends

Swanage and Purbeck Rotary
Verwood Rotary
Wareham Lions Club
Wimborne and Ferndown Lions
Wimborne Rotary

Patron

Lord Cranborne

Project-funding

Dorset Community Foundation
Energy Industry Voluntary Redress
Scheme
The Henry Smith Charity
Macmillan Cancer Support
Nationwide Building Society
Valentine Trust
Wessex Water

Special Thanks

To the many individual and other donors who have given so generously over the course of the year. Thanks also to the many individuals and businesses who have supported us in different ways by donating their time, expertise and resources.

Friends Fundraising

"Fundraising activities have been restricted due to Covid, however once restrictions were lifted, Friends member and EDP Trustee, John Rynne held three Jive Nights at The Pavilion, Bournemouth, raising an amazing £4,000 for Citizens Advice.

Looking ahead, we hope to return to holding more frequent fund raising events including the ever-popular Wimborne St Giles Teas. This can only be achieved with lots of volunteers to help on the day as well as all our wonderful cake makers.

New Friends members are needed to help with fundraising activities. If you are interested, please let us know. I will be retiring as Chairman of the Friends committee, a position I have held since 2005, and I wish whoever takes over this position, together with a new committee, continue to raise funds for Citizens Advice."

Diann March
Retiring Chairman

**citizens
advice**

**East Dorset
& Purbeck**

Contact us

www.edpcitizensadvice.org.uk

Dorset Adviceline freephone 0800 144 8848,
Textphone 0800 144 8884, Mon-Fri, 10am-4pm