



# Harlow Newsletter

Issue 2 / June

## Q & A with Joan Burton

Joan Burton (Admin) has kindly answered some questions about her experience of the CAB and the various changes and challenges that the organisation has faced over the years.

Q: When did you join the Bureau and what was it like in the early years of your employment?

A: I started work for Harlow CAB in the Advice Centre in February 1985. Jean Franks was already working as an adviser. The managers room did not exist and the advisers worked from two small interview rooms. Nearly all our operating costs came from core funding. There were lots of volunteer advisers and we also had a volunteer tax specialist. We were open from 9.30-7 on Monday and from Tuesday to Friday 9.30-5 and on Saturday 10-12.

Q: What changes have happened over the years that you have been working here?

Move forward a few years and the

bureau had a volunteer employment benefit specialist and some of the volunteer advisers did debt appointments too. I remember Jean being both a volunteer adviser and debt adviser. Then funding was reduced and we had to cut our opening hours to 10-4. Later we attracted more funding and we grew bigger with offices in Westgate House where our manager, a paid training officer and a paid debt specialist and their assistant were based. Then funding was cut and we lost the training officer and then later the debt specialist and the offices in Westgate House and the dream to move to bigger premises began again.

Q: Did you ever think the CAB would move to a bigger premises?

A: We were looking for a long time and we began to think it would never happen, until Tiz came along and made our dream a reality. Now, not only do we have superb premises we are in a position to attract more funding and become a very successful CAB.

## CAB Facts

Since moving to the new premises the CAB has been able to increase its client intake by 266% due to the extra space available.

MP Surgery with Robert Halfon has now been held twice at the CAB premises and will now be held fortnightly.

The new Harlow Citizens Advice website has reach a milestone of receiving 2k +

## New recruits

Management are aware that we are a small team in a large premises and are constantly working on increasing the team size with new recruits.

We would like to welcome the following new members of staff to the Bureau:

Mary Hennessey — East of England Financial Capability Forums leader based at Harlow CAB

Heather Clapham — Veolia Water Trust Representative

Dawn and Lyn Gateway Assessors

We have 7 new trainee Gateway assessors that have joined us and we hope to have them starting very soon

## Away Day

Away day for CAB was held on 14th June at the Enterprise Building. Topics on the agenda were funding, recruiting volunteers, risks to the charity, Job roles etc. Attendees were asked to split into groups and come up with ideas on these subjects. There was also a small speech by the East of England Financial Capability Forum Leader. Her job is to invite organisation to promote financial confidence via 4 forum meetings a year and will now be working in conjunction wit Harlow CAB. Also Joan and Jean were given flowers to celebrate 25+ years of dedicated service to the CAB. Lastly, Susan was issued with her General Adviser certificate, congratulations to her.



## CAB Harlow Official Launch Evening

The CAB held an official launch on the evening of the 31st of March for invited guests. There were representatives from many organizations, press, staff and volunteers. Gillian Guy (Chief executive Citizens Advice Bureaux) gave a speech as well as Tiz Groom (Bureau Manager Harlow CAB) and Brian Smith (Chairman of Harlow CAB). The evening was a big success with a great turnout. Thank you to all the staff and volunteers that attended.



## June Birthday's

Happy birthday to the following:

Valentina, Marcus, Roger, Paul, Patricia and Jo.



## Arnwyn at The Square

One of our volunteer Telephone advisers Rebecca, will be playing with her band Arnwyn at the Square on Sunday 26th June at 8pm as part of the Acoustic Club. The band play original acoustic and folk music. Tickets are £3. If you'd like to find out more visit either [myspace.com/arnwyn](http://myspace.com/arnwyn) or [myspace.om/arbea](http://myspace.om/arbea).

