**CAB Committee and AGM Minutes Book**

**20-10-1950 to 24-02-1977**

**SUMMARY**

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| 20/10/1950 | First ever meeting, chaired by The Mayor Councillor JHH Corah, JP.  First CAB Officer appointed was Miss Major. Two WVS volunteers ran the office, and the WVS office in Southfields was the venue. Original contribution from the town council was £25 to cover expenses for the first 12 months! |
| 24/11/1950 | It was agreed that the Mayor would formally open the CAB on 6/12/1950 at 3pm. Original opening hours were Monday mornings, Tuesday evenings and all day Thursday. |
| 23/04/1951 | Original contribution to the National Committee of CAB’s was £5. |
| 12/06/1952 | It was decided to stop opening Tuesday evenings, as enquiries at that time were not enough. It was thought this was because the office, based at the WVS, was not very central to the town. |
| 29/10/1953 | There were some financial concerns, with only £13.6.8 in hand, and it was decided to ask Loughborough Corporation for an additional £10.  It was decided to write to the local press about CAB opening two lists: 1. People willing to give short-term hospitality to foreigners and members of the Commonwealth and 2. People who had accommodation to offer strangers coming to the town. |
| 11/11/1954 | It was noted that enquiries were coming from a wide range of villages around Loughborough, even some from Leicester and Coalville, and by post from all over the country! |
| 22/11/1956 | Year on year CAB had to ask for funds from the Borough Council, and total funds given were now £55. Total number of enquiries at this stage was 831 since the bureau opened. Each enquiry was therefore costing the council 1s. once capital costs were taken into account; considered a very economical rate! |
| 21/11/1957 | The bureau purchased a card index and casebook to keep records and information organised. CAB often advised enquirers to see a solicitor, so it was agreed to have a rota of solicitors willing to act for CAB clients.  By now CAB was linking with other agencies, such as the Ministry of Labour and the National Assistance Board, and advisory services locally and nationally to help clients. |
| 06/11/1958 | After several years CAB was finally moving to a more central location in the town (Island House), which would officially open on 19 November at 4:30.  Bureau staff were thanked not just for their time working in the bureau, but also all the time spent training and keeping up with current trends. |
| 23/04/1959 | The new more centrally located office brought an increase in enquiries and they became more varied.  Finances continued as a cause for concern, but it was understood that the costs of running the Loughborough Bureau was amongst the lowest in the country. Having up to date references, training and involvement at regional and national meetings and conferences all proved costly but kept the bureau efficient. |
| 26/11/1959 | During the previous 13 months there were 275 enquiries, many of which involved more than one visit to resolve. There were now 4 trained (volunteer) workers, and they were looking to open the bureau a third day per week. |
| 24/11/1960 | Once again the bureau was looking for better premises, where interviews with enquirers could take place in private, and the service could be expanded. The number of enquiries remained fairly constant.  Barrow Rural District Council was to be approached for a grant as over 60 of the enquiries in the previous year were from its residents. If they agreed they would be invited to nominate a member to join the bureau’s committee. |
| 07/09/1961 | The Bureau moved in with the WVS on 22 March 1961 to their new more spacious and suitable premises.  Barrow RDC offered a grant of £15. This was mainly used for publicity, training and reference books to help maintain the efficiency of the bureau. The bureau was now open on Monday, Wednesday, Thursday and Friday. It was decided to publicise the bureau to residents of Shepshed and Castle Donnington. |
| 30/11/1961 | Enquiries increased again this year. It was hoped that grants from Loughborough Council and Barrow RDC would become annual. Volunteers attended training in Nottingham and the national conference in Harrogate but had to pay their own expenses. New staff were being trained. The committee was working towards adopting a constitution for the first time, to be submitted at the next AGM. |
| 03/15/1962 | There was an overall increase in enquiries on a wide range of subjects, less to do with housing and with more personal problems. Staff were being trained on debt advice |
| 14/06/1962 | Detail of the proposed constitution were discussed. |
| 15/11/1962 | October that year was the busiest ever for the Bureau, with fewer ‘landlord and tenant’ difficulties to more trade (consumer) and H.P. (higher purchase) problems.  Committee members agreed that the bureau should meet full expenses of volunteer staff attending meetings and training. It was also agreed to buy a Christmas gift for the cleaner!  The constitution was adopted, enabling the CAB legally to become a charity, and therefore to register. |
| 28/03/1963 | Extra staff were needed.  The Rural Community Council was to help with publicity.  A reference was made to the need for co-ordination of social work in the area. |
| 24/10/1963 | The first Chairman, Mr. Guy Pearce died recently. He had been involved with the bureau during the war, and had been on the committee since it re-started in 1950. |
| 24/10/1963 | First discussions of limiting the geographic area for the Bureau to cover were evident, as this would affect their registration as a charity.  There were 621 enquiries during the year, an increase of 97 over the previous year, 104 of which were from Barrow. Increases in trained staff were needed.  This was the silver jubilee of CAB nationally so greater publicity was planned, including possibility of a floral display in the park.  Costs were modest because of the support of WVS in providing premises, but with increasing work other expenses, for telephone, postage, stationary, training, would rise, and an increased grant from the Council would be applied for.  Loughborough Council provided the bureau with information about local organisations, and Barrow was asked to do the same.  High Pressure Selling was becoming an issue, and the bureau would write regularly to the press to warn people to be careful. |
| 27/02/1964 | An increasing number of consumer complaints were coming to the bureau.  Five new volunteer members joined the staff.  Shepshed was to be approached for a grant towards running costs. |
| 19/11/1964 | It was agreed to purchase a duplicator for £5.  There was good publicity in the Silver Jubilee year of CAB – two pages in the Monitor, several letters in the Echo, and considerable mention on TV and radio, and there was the floral display in the park!  Requests were made by committee members at the meeting for information not only about where enquiries came from, but statistics on what topics covered, and ethnic diversity.  The bureau had been asked to give talks to other organisations about our work, and it was emphasized that the rule of confidence could not be broken, so examples would need to be hypothetical, not specific.  Mention was made to moving to new premises in Storer House when it became available. |
| 09/12/1965 | The bureau was still receiving enquiries from across the county, and overall enquiries were increasing.  Thought was being given to additional costs for furniture and equipment needed for moving to Storer House, and the Mayor suggested that we apply for an additional grant of £100 to help with this expense.  There were plans for a publicity campaign when the move came. |
| 10/03/1966 | The move to Storer House was set, with the official opening by Princess Margaret on 29 April. The grant from the council for equipment and furniture was received, and offers of support had also come from Barrow RDC. The WVS provided support for rent, heat, cleaning. |
| 02/06/1966 | The opening at Storer House was a great success, with Princess Margaret showing great interest in our work.  The bureau was now open 5 days a week, morning and afternoon. It was expected that the opening of a new CAB in Leicester would divert some of our bureau’s work.  A Coffee Evening was planned to publicise the bureau’s work to invited guests. |
| 29/09/1966 | A grant of £100 was received from Loughborough Corporation towards annual running costs, and Barrow generously doubled their grant to £30.  The Coffee Evening was a big success.  Members of staff planned to attend the national conference in Harrogate. |
| 08/12/1966 | The CAB’s number had been omitted from the telephone directory, and this adversely affected our work. An apology had been received from the Telephone Manager. |
| 26/05/1967 | Shepshed finally gave a grant of £10, and Castle Donnington gave £20.  Enquiries dropped due to omission from the telephone directory. Queries about mail order firms (club agencies, advertised goods, etc.) were in evidence.  Repairs to the typewriter were authorized!  The Bureau was to undergo an inspection before re-registration, and it was noted that direction signs were needed. |
| 30/11/1967 | The typewriter was repaired, required stationary obtained, and the inspection had been successful. |
| 30/11/1967 | The bureau’s number was once again in the telephone directory.  9 delegates attended the annual conference, more than any other bureau.  The bureau continued its successful cooperation with other services in the town, and the confidential nature of its work was stressed.  Recruitment of new staff was needed, with a 16-week training course being held in Leicester. Concern was expressed about recruiting the right staff. Confidentiality was stressed again, and a point made about not recommending any particular solicitor. |
| 05/12/1968 | The bureau showed slight growth in work with 1,150 enquiries per year, staffing stable, enquiries varied as ever, and running costs continued low due to support from WVS. £7.7 was paid to CAB headquarters for the information services it provided. |
| 15/05/1969 | It was noted that the Bureau had answered its 10,000th enquiry, with a steady increase in work. The greatest increase was in consumer complaints. Three new staff members were in training. Thought was being given to opening on one evening or Saturday morning, if there was a need. Home visits had been undertaken for a long time at this stage.  The bureau advertised in the Loughborough Echo.  A coffee evening was arranged for staff to meet committee members. |
| 09/10/1969 | CAB extended use of its premises on a weekly basis to the Marriage Guidance Council for a trial period of six months.  There was a 20% increase in enquiries throughout the region, making about 100 per month in Loughborough.  The bureau was no longer receiving an annual grant from the Council, but could apply if it needed to.  There was discussion about enquiries from immigrants relating to rent books and immigrant landlords.  The bureau received a letter to say that a consumer group was being started in Loughborough. |
| 04/12/1969 | An increasing number of requests were made for talks on CAB to be given to outside organisations.  1277 enquiries from clients were received that year.  Eight members of staff attended a full day’s training at Nottingham on the 1969 Housing Act. |
| 16/07/1970 | Staffing was stable, but extra staff were needed to cover an extra session proposed for Saturday morning or one evening per week, and holiday times were difficult. |
| 24/09/1969 | The proposed introduction of an Information Service by the Council was a cause for concern, as it was felt there would be a clash of interests between such a service and the CAB. It was noted that the CAB’s independence is one of its virtues for clients and is worth preserving. It was agreed to send representatives from the committee to the meeting. |
| 10/12/1970 | There were 1362 enquiries to the bureau this year, many by telephone, with help sought “for every conceivable human problem.” The cost per enquiry after 20 years was now calculated at 1s.1⅓d each, but the expenses of the bureau had risen. Plans for an extra session each week had not been realised due to staffing issues, although the other existing sessions were covered adequately.  Six members of staff attended a training day in Birmingham on the ‘Divorce Reform Act’ and ‘Decimilisation’.  Until now CAB shared a phone with the WRVS, but it was now felt that CAB needed it’s own telephone. Increased publicity and better signs at John Storer House were authorized. £5 of CAB petty cash had been “mislaid” at Storer House on it’s way to the CAB office! |
| 27/05/1971 | With much new legislation reaching the statute book there was increased pressure on staff training, including a residential course.  Enquiries continued to rise. The new telephone had proved invaluable during the postal strike.  The cost of running the bureau had increased sharply due to rising prices, increased volume of work and increased need for training, and larger grants were sought to cover this.  Two Committee members attended a regional meeting at Nottinghamshire County Council to discuss future relationships between the National Council of Social Services and the National Standing Council of Citizens’ Advice Bureaux.[[1]](#footnote-1) It was agreed that three members of staff would attend the NSCCAB meeting in London on 8 June to vote on the proposals for the future of CAB. |
| 03/08/1971 | Enquiries continued to increase, with 642 between March and July. A mature social work student from the Northern Polytechnic spent a fortnight at the bureau as part of his training.  Help given to a lady living in an old people’s home resulted in recovery of a £100 debt on her behalf.  Worthing CAB sought help from the Loughborough CAB.  Loughborough Corporation increased their grant to £100, Barrow contributed £50 and Shepshed contributed £15.  At the London meeting in June controversy had broken out at national level over a proposed constitution and independence from NCSS. This led to dismissals and resignations at national level over which the Loughborough CAB committee expressed regret and proposed to call for a further National Conference to resolve issues.[[2]](#footnote-2) |
| 07/12/1971 | Costs were rising and accommodation was sometimes strained to the limit. It was agreed to ask John Storer House if there was any more accommodation available for CAB.  There were 1527 enquiries during the year. Since beginning in 1950 a total of 12,728 enquiries had been received. Expenditure over these years was £800 in total, working out at 6p per enquiry.  A new chair for the office was authorized. A local youth club made a comprehensive notice board for CAB. |
| 11/04/1972 | The committee agreed to accept the memorandum of agreement between the NCAA and NACAB, and the constitution for a NACAB.  Three signatories were agreed for cheques drawn on the Trustee Account.  Another staff and committee get-together was proposed for early June. |
| 18/12/1972 | Retirement age for CAB organisers and staff was under discussion nationally. The committee agreed unanimously to exercise its own discretion about this.  The bureau was very busy, anticipating in excess of 2000 enquiries in 1972. Alterations to Storer House meant that CAB would have an extra room as an office, to be ready by the end of March. New office furniture, equipment, direction signs and notice boards would be required.  Volunteer staff were trained on the new Legal Aid scheme and VAT. A residential training weekend would take place at Loughborough University in March 1973, and it was agreed that 3 or 4 staff could attend, at a cost of £6 per head.  The council upped their support by 60% to £450 a year, subject to contributions from the county council and other councils. |
| 06/03/1973 | The new office was delayed until 1 April, and an intercommunication telephone had been installed. A tenancy license was agreed with John Storer House at a cost of£192 per year, to include rates, heating, lighting and cleaning.  Problems with the temperature of the office were noted! |
| 24/05/1973 | A meeting in London to vote on the new constitution and agreement between NCSS and CAB was imminent. |
| 15/11/1973 | The new national CAB constitution and agreement between NCSS and NCAB were finally agreed at the meeting in London on 31 May 1973.  The enquiries for the year stood at 2363. Staffing remained constant, and training to cover Legal Aid and new legislation was undertaken. Income for the year was £760.  It was hoped that with the support of local solicitors a legal aid service could be started at the bureau. £50 was set aside to publicise the legal service. |
| 12/12/1973 | The bureau offices were now independent of the WRVS.  It was agreed that all volunteers could now claim travelling expenses for coming to work in the bureau.  The art college would be asked to design posters for publicity.  The DSS offered to allow a few CAB volunteers at a time to come to their offices for basic training.  It was agreed to buy a kettle and crockery for the office. |
| 14/02/1974 | Eleven local solicitors agreed to be on a rota for CAB’s legal advice service. The service was to be advertised in local press.  A name change from “Loughborough CAB” to “Charnwood CAB” was first mooted, but felt to be unnecessary at the time. |
| 17/07/1974 | It was planned to install extractor fans in the office windows to improve ventilation.  Enquiries were on average 234 per month. Legal Advice sessions attracted about 8 enquiries per session. |
| 18/12/1974 | The bureau received and resolved large numbers of consumer complaints. Training sessions on consumer issues were well attended. The Legal Advice sessions were proving successful but problems were arising, and joint training sessions was arranged over three days in January in Nottingham for CAB staff and legal advisers. |
| 27/08/1975 | The bureau was re-registered as an “efficient bureau”.  Over 300 enquiries per month were received. Filing systems were reorganized. Another two-week student placement from North London Polytechnic had been given.  Legal Advice sessions were taking place only twice a month, but demand was increasing. Solicitors would be asked if they could offer more sessions.  Inflation was hitting hard, with all costs going up. Annual subscription to national CAB was now £45, and office rent at Storer House was £315. Cost to attend the national conference was £15 each.  A regional training programme on Tribunal Representation was to be held in Nottingham, and Loughborough staff would attend. |
| 26/11/1975 | The Bureau had now completed 25 years service, and a celebration was planned. At this point the bureau provided 22½hours over a 5-day week. During the year over 3,500 enquiries were dealt with by 14 volunteer staff members, at a cost of 23p each. This was considered exceptionally low.  Consumer issues continued to bring queries from the public and CAB worked closely with the Consumer Protection Department and the Consumer Advisory Service.  Legal Advice Sessions operated twice a month and were always fully booked.  Inflation continued to hit hard, especially costs of postage and telephone.  Staffing was stable and utterly reliable, and training reliably continued. |
| 11/08/1976 | Running costs were now exceeding income, but the bureau called on its reserves, and larger grants would be requested. However the purchase of a vital new replacement typewriter was agreed.  Four people failed to keep appointments made for a Legal Advice Session, and this was deplored.  The bureau’s volunteer organiser retired, and it was thought that finding a voluntary replacement would be difficult. It was agreed to explore the granting of money for a salary. |
| 03/11/1976 | It was agreed to draw up an advertisement asking for applications to the post of a part time CAB Organiser, at a salary of £1500pa plus National Insurance, and travelling expenses incurred for meetings and training. |
| 01/12/1976 | 3933 enquiries had been received during the year, and increase of over 400 from 1975. More volunteer staff were needed. A new training organizer had been appointed.  Legal Advice Sessions continued well.  A development Grant from the national CAB would provide 50% of the salary for the new organizer in the first year and 25% in the second year. It was hoped that the appointment would be made in April 1977.  The Mayor of Charnwood was appointed as the President of the CAB. |

In the back of the old minutes book is an advert from the Loughborough Echo, dated 27/12/1968. It reads:

***“Worried? A problem shared is a problem halved – or more likely solved, if you consult Citizens’ Advice Bureau, John Storer House, Wards End Loughborough, Telephone number 5191, which is open from 10:30 to 12:30 (mornings) and 2:30 to 4:30 (afternoons) Monday to Friday inclusive.”***

1. The relationship between the National Council of Social Services and the National Standing Council of Citizens’ Advice Bureaux had been under discussion for about two years, with a view to CAB becoming independent. The National Council for Social Service (NCSS) had a coordinating function for a number of national organisations, with branches having a similar coordinating regional role. The NCSS had originally helped set up Citizens Aid organisations around the UK in the late 1930’s in preparation for supporting people locally during the anticipated World War II. Citizens Aid evolved into Citizens Advice. For over 30 years CAB worked closely with NCSS, taking a lead from them with regard to policy, staff and finance.

   1971 was a time of change in Britain with considerable conflict, social change, austerity, and many changes in legislation. The planned reorganization of local government in 1972 was likely to be both an opportunity and a threat to local bureaux. The lead officers of CAB at National Headquarters, by agreement with member bureaux through a series of regional meetings, developed a constitution to give CAB independence and autonomy and to seek funding independently of NCSS. The constitution was meant to come into effect on 1 April 1972.

   [↑](#footnote-ref-1)
2. The proposed independence caused friction and controversy both between CAB and NCSS, and within CAB itself. The National Secretary of CAB, Miss Pridham, was dismissed by NCSS, as they had authority over CAB staffing at national level. The Chairman and various members of the National CAB staff resigned in protest. On learning this Loughborough CAB agreed a resolution protesting Miss Pridham’s dismissal and calling for further discussion and a democratic resolution regarding the constitution and the ongoing relationship between NCSS and CAB at National Conference.

   On 3 August 1971 the Loughborough committee agreed to contribute £2.40 to a leaving present for Miss Pridham, who subsequently wrote in thanks to Loughborough and let them know that she had taken up an administrative appointment with the John Lewis Partnership. [↑](#footnote-ref-2)