



GIBRALTAR CITIZENS ADVICE BUREAU ANNUAL REPORT 2005



Our Aims And Principles

- **To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities of the services available to them, or through an inability to express their needs effectively and equally.**
- **The CAB is independent and provides free, confidential and impartial advice to everybody, regardless of race, disability or sexuality.**

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Chairman's Introduction

On behalf of the Board of Trustees I am pleased to record our appreciation of the good work performed by the Management and Staff over the period covered in this report.

The activities of the Bureau have increased, as our services have become better known by the Community. Moreover, we have extended our services to the people by way of outreach clinics such as that installed at the new St Bernards Hospital in addition to those already carried out at Senior Citizens Clubs and at Casemates Square.

We were very glad to have been accepted as full members of the Citizens Advice International, which should prove beneficial by enabling us to keep abreast of the progress being made in Europe as indeed worldwide, in rendering advice to citizens.

The Board and staff are grateful for the encouragement and support received from Minister Yvette Del Agua who has now ceased to be governmentally responsible for our agency. Also, we welcome the appointment of Minister Bernard Linares in that capacity as we look forward to develop as fruitful and happy a relationship as the one we have had with his predecessor.

A handwritten signature in black ink, appearing to read 'John Porral', with a stylized flourish at the end.

John Porral

Manager's Report

It gives me pleasure to present the Annual Report on the Gibraltar Citizens Advice Bureau, (GCAB).

Working at the heart of the community Citizens Advice always have much to tell about the key issues affecting the people they serve.

It has been a busy and successful time for the bureau with change being the only constant throughout. The whole ethics of the CAB service is about helping people, no matter who they are, to exercise their rights and to obtain fair treatment under the law thereby improving their lives.

Our work has involved developing partnerships with other bodies both statutory and voluntary to benefit both our current and potential clients.

This report shows examples of such working together and how we are always searching for new opportunities for partnerships that would benefit our clients.

Whilst we rightly focus on the individual client, we never forget that he or she may share common experiences and concerns with others. GCAB has been looking at the make up of the community of Gibraltar, identifying those in particular need and reaching out to them.

We have also looked to provide our services to people who though either lack of access, resources or knowledge are being excluded.

Just as much as providing our services to people who either walks through the door or contacts us, the GCAB service is a force of support for the community it serves, building a stronger more cohesive society.

We are continually working to develop a holistic approach to support and advice work in Gibraltar and make a significant impact on the lives of the community and individuals, taking a pivotal role in actively promoting community well being, sharing common experiences and concerns with others.

Our work helps individuals to develop their potential and encourages active citizenship.

History of CAB

The original concept of the Citizens Advice comes from Great Britain where the first citizens Advice Bureau was set up 65 years ago as a direct answer to threats posed by the war and its consequences. In September 1939, the first Citizens Advice Bureaux opened for business in the United Kingdom, staffed entirely by volunteers. A vivid picture of wartime Britain emerges from those early records. Many families had their incomes drastically reduced by the call up and so Citizens Advice started to play an important role, giving debt advice.

During and after the war the CAB Service worked with agencies like the Red Cross to help locate missing relatives. By 1965 the enquiries dealt mainly in the area of family, personal and housing.

By the mid 1990s the Citizens Advice responded to the demand for information and advice for everyone by developing mobile advice centres and working to raise the awareness of services available outreaching to the community.

Today the CAB Service delivers high quality advice from over 2000 outlets in the UK, as well as by telephone, via the internet, email and through the media.

It helps resolve clients legal, money, and other problems by providing information and advice and by trying to influence policy makers.

Today, similar to the British model of free advice service offered to people in need is known and functioning in over 20 countries in the world. In 2003 the Citizens Advice service started in Gibraltar.



GCAB comes to Gibraltar

In April 2003 the GCAB was incepted in Gibraltar. The GCAB is run by a Trust and is Registered Charity no 157.

The GCAB is not simply an advice agency rather we are an organization that helps people resolve their problems and does it in two ways, through advice and by trying to bring about policy change. These are our twin aims.

Talking about the service as a problem solving organization is effective because it focuses on the end result of the client, (solving the problem) rather than the process we use (advice and policy work/campaigning) to achieve this.

It is also important to stress our independence, confidentiality and impartiality; these are key qualities. At GCAB we focus on our clients as individuals, we help people get fair treatment, offering a quality service. At the moment we have influence and contacts both locally and internationally.

Our purpose is to benefit the community of Gibraltar through a service of advice and information.

The GCAB is housed at 10 Governors Lane, a building we share with both the Ombudsman and the Consumer Affairs Dept. The synergy and cooperation between these three organizations usually results in resolution of client/consumer problems, providing advice, information and help to the public on specific queries and issues.

Client work

Multi- faceted problem, including relationships breakdown, benefit issues, housing, in addition to debt and legal issues have posed considerable challenges to advisors.

Clients in general though continue to seek advice as they go over the edge, rather than when the problems are building.

Money Advice seems to be one of the most rewarding areas to work in often with clear tangible results and the satisfaction of having enabled clients to regain control of their finances.

Personal key contacts in Govt and in the private sector are proving to be invaluable to the bureau when a speedy resolution is required.

Marketing

The Bureau has worked hard to raise the awareness of the services available. These have included:

- Production of bureau appointment cards.
- Regular mailing to local businesses, community groups.
- Press articles and interviews on key developments
- Quarterly newsletters.
- Regular updates on the website about new services.
- Production of leaflets with information on areas of particular interest to clients, e.g. residency/marriage/education in Gibraltar.

The Information System

The GCAB Information System has been tailor made to suit the needs of the local office. Although based on the UK model the information contained is pertinent to Gibraltar. The information is divided into 15 categories which are; Communications, Travel & Transport, Immigration, Nationality, Administration of Justice, Education, Employment, Human Rights, Family & Personal, Social Security, Health, Housing, Taxes & Duties, Consumer & Debt, Leisure, and Miscellaneous.

Technically speaking, the system is a full text search capable website hosted on our Intranet. Currently the system contains over 500 different pages of information, which has been compiled by staff since the start of the CAB office in Gibraltar.

Our Intranet also provides staff with office forms, memos, various telephone directories, bulletin boards, publications and Internet links to important CAB and government websites. All these systems are constantly revised or updated.

We believe that this comprehensive implementation of Information Technology is the best approach to ensure the widest possible access to accurate information.

Legal Clinic

Clients continue to be referred to the Legal Clinic. Each client has a maximum of half an hour free consultation with the lawyer. An advisor at the bureau interviews clients to ensure that their problem is one, which would benefit from a diagnostic with a qualified legal practitioner.

The Bureau makes appointments and liaises with the lawyer to ensure there is no conflict of interest between the legal firm and the client concerned. Once this has been established the lawyer interviews the client. This system is working well with most of the legal chambers in Gibraltar involved in this service.

Debt Advice

The procedure for Debt Advice is clear and results in a financial statement that is understood and generally accepted by creditors. We look to maximize income and draw a realistic budget for daily living, identify and resolve emergencies and priority debts, and offer the remaining disposable income to creditors in an equitable distribution.

This basic procedure underpins every debt case, but demands on the advisor can vary widely. The most dependent clients with literacy or language problems will need us to help with the whole process. Other clients who are vulnerable through ill health or family breakdown may need support over a longer period.

All GCAB Advisors have undergone Money Advice Training by Citizens Advice Training Services from the UK. The Financial Services Commission and the Gibraltar Bankers Association have welcomed this initiative and are encouraging local banks and credit institutions to refer clients facing debt problems to the Bureau.

We have found that Money Advice can be the most complex and time consuming of any CAB work but it can turn a clients life around.

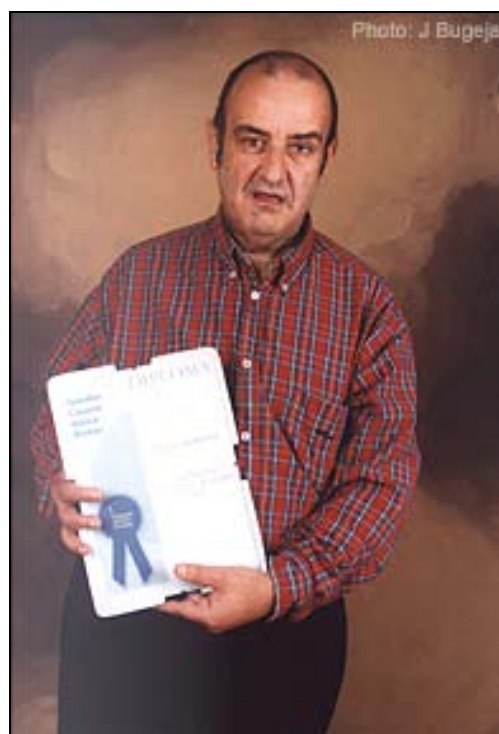


Volunteers

Volunteering for CAB work has developed. As volunteers we have had an ex advice worker from CAB in the UK, a retired teacher, a law student and a person on benefits. There is an inevitable turnover of volunteers who have shown interest in both administration and reception work.

In addition we have established a referral system with the disability team and Mental Welfare Officers. We have recruited volunteers who have been facing lengthy periods of unemployment due to ill health. Our valuable volunteering opportunities coupled with flexible, tailored training and support systems are allowing us to make a positive impact on our volunteers lives. Individuals who may have experienced exclusion in the past are having the opportunity to become involved in the community, learn new skills and be better equipped for future paid work opportunities.

At a presentation at the Gibraltar CAB a diploma for the Volunteer of the Year Award 2004 was presented to the late Ernest Adamberry by the Chairman of the Board of Trustees, Lt Col John Porral. Ernest was a regular volunteer at the Gibraltar CAB since June 2004. He was elected as Volunteer of the Year 2004 by the CAB staff, who thought Ernest's commitment and dedication was worthy of mention.



Audit

An audit for 2003/2004 was carried out by the Audit Department of the Gibraltar Government. The Auditors report for 2003/2004 is found belowz.

GIBRALTAR CITIZENS ADVICE BUREAU

FINANCIAL STATEMENTS FOR THE PERIOD 14 APRIL 2003 TO 31 MARCH 2004

AUDIT CERTIFICATE


I certify that I have examined the financial statements on pages 1 and 2.

In my opinion the financial statements properly present the receipts and payments for the period 14 April 2003 to 31 March 2004 and the assets and liabilities as at the end of that period.

REPORT

I have no observations to make on the financial statements.

Gibraltar Audit Office
24 February 2005


J. L. Morello
Principal Auditor

GCAB & IT

Gibraltar CAB I.T. and case recording has proved to be at the front of I.T. We have made advanced developments. Our I.T. officer developed case Recording (GIBCASE) in Gibraltar. It is a system that enables us to record clients' details quickly in an electronic "filing cabinet", and retrieve them instantly. Case Recording is protected by strong electronic and physical security measures to ensure that no one outside the CAB gains access to it. This allows CAB workers to achieve greater efficiency by, entering client's information just once, accessing and exchanging client's information instantly and securely.

Having this system in place allows us to obtain a range of statistical report to help identify trends, issues and results.



Counselling Referral

Counselling helps clients to address and resolve specific problems, make decisions and cope with crisis. Clients facing a situational problem e.g. sudden bereavement, unemployment, relationship breakdown etc, need support not only with practical advice and information but with their emotional needs.

GCAB working in partnership with the *Gibraltar Association for Counselling and Psychotherapy* and the *Counselling and Psychotherapy Forum (Gibraltar)* have set up a Counselling Referral Clinic where clients are referred and engage in a working relationship with a qualified Counsellor to undergo therapeutic work. Structured Therapeutic work facilitates change and growth and helps clients towards living in more satisfying and resourceful ways as individuals and as members of the community.

Engaging the Young Client (Overseas Students Advice)

The CAB challenge is to provide advice and information wherever and whenever people need it. The potential for operating in innovative ways is enormous.

An innovation for Gibraltar CAB is that when Gibraltar students go for further Education in the UK, they sometimes find problems with landlords, deposits, bank accounts etc. The transition from living at home to living overseas can be quite difficult and stressful for some.

The GCAB working in partnership with both the Education Dept and the Gibraltar Students Association offer Gibraltar overseas students the opportunity to link up with the UK Citizens Advice Bureau nearest to their study area.

Overseas students can contact GCAB with details of their study area and they are referred to the UK CAB nearest to them, and if necessary GCAB liaise with the bureau concerned to help and support the student.

This initiative is proving to be very successful with GCAB becoming the first port of call for overseas students needing information, advice and support.

The Department of Education and Training (DET) works closely with CAB, and helps make students aware of the services that the advice bureau offers. This is done via talks to prospective university applicants and in written form with an entry in the 'Notes for New Students' booklets that the DET distributes to all new scholarship holders.

Making A Difference

Security, dignity a home, a job, basic human rights which underpin a just society. When people are deprived of even one of these, they can feel invisible and marginalized.

This report is about a handful of client contacts and how the Citizens Advice Bureau has helped clients to stand up and be taken seriously and subsequently make a difference in their lives.



Case 1 – Immigration and Nationality

Client is a non-EU national she had come to Gibraltar at her husband's request. Once here her husband left her and she found herself stranded in Gibraltar.

She came to us to see if we could help her obtain official documents for her and her son so that she could remain in Gibraltar. She had nothing to return to in her country. We contacted the Civil Status & Registration office to find out the procedures that have to be followed.

During this period client met a local man and they started a relationship. They had plans to marry. Client knew her written English was a bit limited so she asked for Civil Status to help with all correspondence. Many letters were written to the Head of CSRO who was very helpful and managed to obtain the necessary documents for the client and her son.

Once these documents were obtained client and her boyfriend had decided to tie the knot and honoured us by asking the advisor who dealt with the case to be the witness at their wedding in appreciation for everything that we had done for them.

Client's boyfriend is in the process of adopting her son.

Case 2 – Health

GCAB writes letters of complaint for clients wishing to complain to the GHA. A client had suffered an accident at work. After visiting the Accident & Emergency department at the Hospital client was referred to her family doctor at the Health Centre, who issued a sick note. Client then presented this certificate to Social Security in order to obtain injury benefit

As client was still in terrible pain a second medical opinion was obtained privately. The diagnosis was that several vertebrae had been damaged and would need surgery to correct. Client came in very distressed and anxious as in order to make an official complaint to the GHA it would require a written letter to the Complaints Coordinator. After interviewing the client a letter was drafted and later signed by the client. The complaints process is now under way.

Case 3 – Health and Employment

Client X had applied for a nursing position at the local GHA. His application was accepted over a year ago, but he had never been called for an interview. Client noted that new vacancies had arisen due to the opening of the new hospital, but still he had not been contacted. The client was advised to contact the GHA and ask if his application was still there.

Client returned back saying that he had been informed that although his application had been accepted he did not have the required paperwork as he had trained at a Medical University in Spain.

He was required to apply as a State Registered Nurse at the UK registrar before he could be accepted in the GHA. Client was then supplied with contact numbers in the UK for SRN registration but received no answer at these numbers.

Client came again with this new problem, quite desperate as the vacancies were being filled and he was being left out. After a brief search on the Internet we managed to find the Nursing Registrar.

The client was given this information. By the following day the client had managed to make a contact in the UK and within 3 days was state registered. He then forwarded his certificate to the GHA who have offered him a nursing position.

Client was very grateful for our help and has called several times to offer his thanks.



Case 4 – Bullying

Client's son was being bullied at school. This bullying was causing concern and anxiety for the whole family. The parents were scared that this bullying if not stopped might affect their son's mental health. Client informed us of complaints they had made in the past with schoolteachers handling the situation, but still the bullying continued.

CAB called the Education Department and informed them of this situation. As a result of which a meeting of all people concerned in this matter was arranged by the Education Department.

Much to the delight of the child and family concerned, the bullying has currently stopped.

Case 5 – Debt

Client is a single parent with multiple debts including rent arrears from previous property and current years electricity and water arrears. She wants to return to work but is concerned of her capabilities as she has been away from work for a number of years.

CAB arranged affordable repayments for the client's debts. We also referred her to the Employment Counsellor at the Employment Training Board.

The client has notified us that she has now been able to find a part time job.



Case 6 – Employment

Most of the Employment cases brought to the bureau relate to disputes over terms and conditions under which employees were hired, the most common being those relating to the length of notice required, non payment of wages. or entitlements for holidays.

Client had been working at a cleaning company for nine years. He thought he was entitled to an increase in paid holiday time after several years but the employer said no.

After consultation with the Labour Inspectors it was made clear that all employees must be given a written statement of the terms of employment, and as this had not been done they would ensure at a later date that this had been complied with.

Case 7 – Housing

Client is a mental health patient referred to bureau by the Mental Welfare officers.

Client complained of intimidation of neighbours through threats of violence. His house had been burgled and he lived in constant fear. This situation was aggravating his mental health, as he was constantly anxious and living in fear. He requested being re-housed.

The mental welfare officers wrote to the Housing explaining the clients mental state and the bureau helped to write the clients application for re-housing.

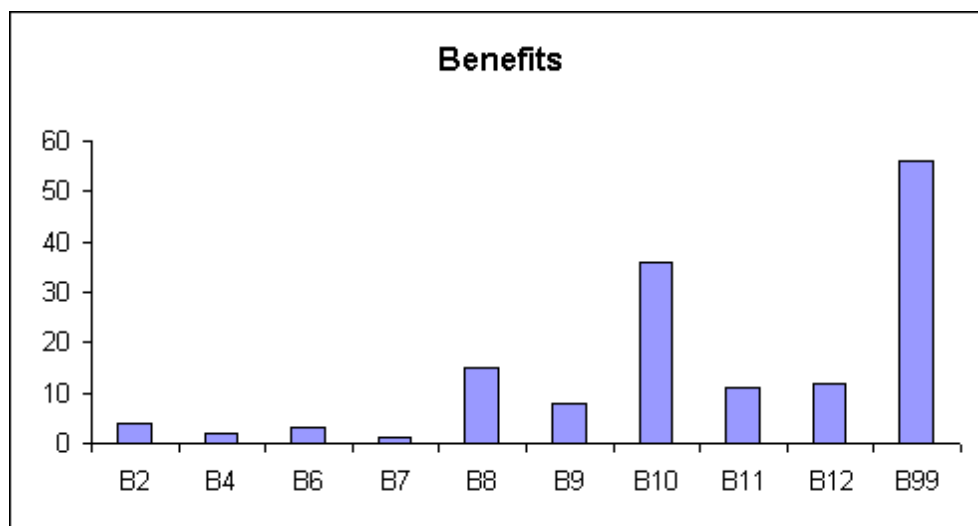
Client has now received a letter stating that his application has been successful and is now waiting to be re-housed shortly.



Statistics

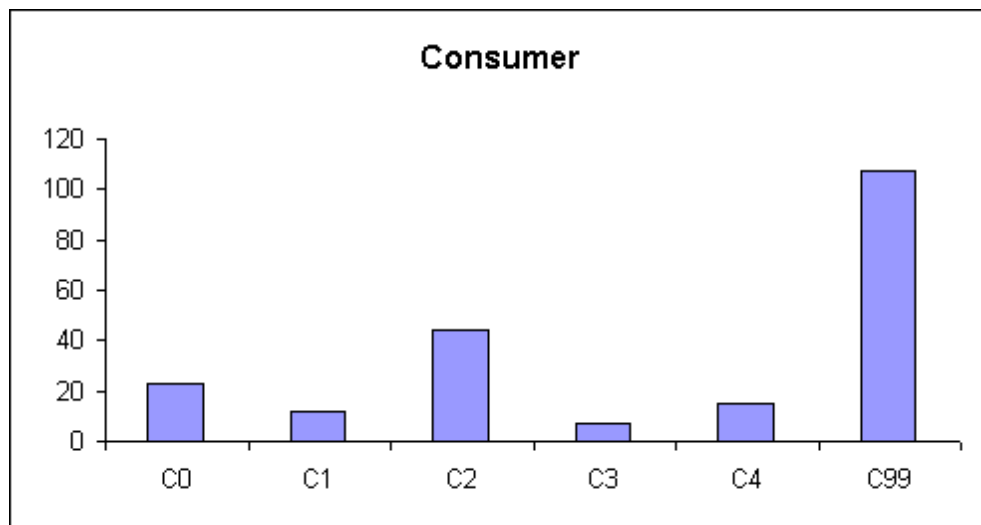
There has been a noticeable increase in client contacts; the latest statistics 2005 can be found below.

Statistics - Benefits



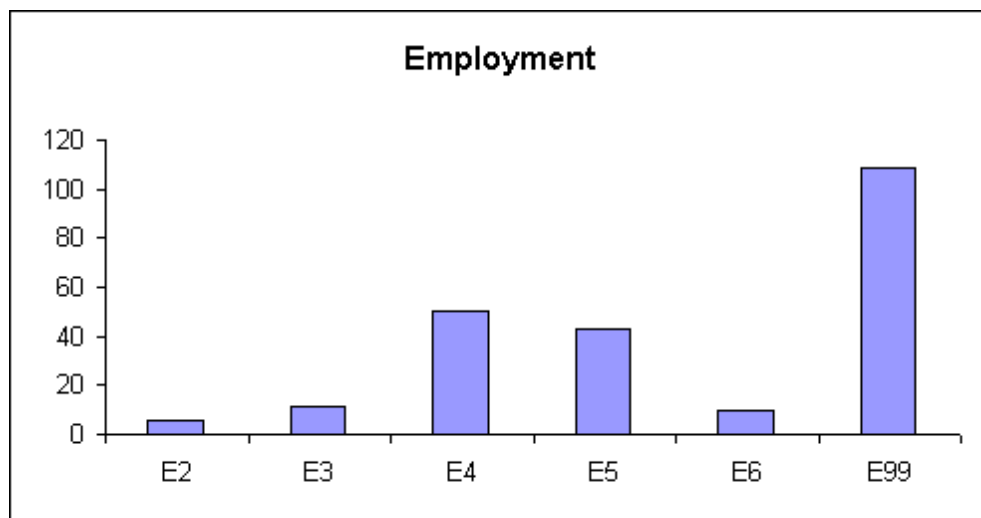
B2	Income Support	4
B4	Community Charge Benefit	2
B6	Social fund	3
B7	Sickness Benefits	1
B8	Disability Benefits/disabled person tax credit	15
B9	Jobseekers Allowance	8
B10	Retirement Pension	36
B11	NI Contributions	11
B12	Child Support	12
B99	All other benefits	56
Total		148

Statistics - Consumer



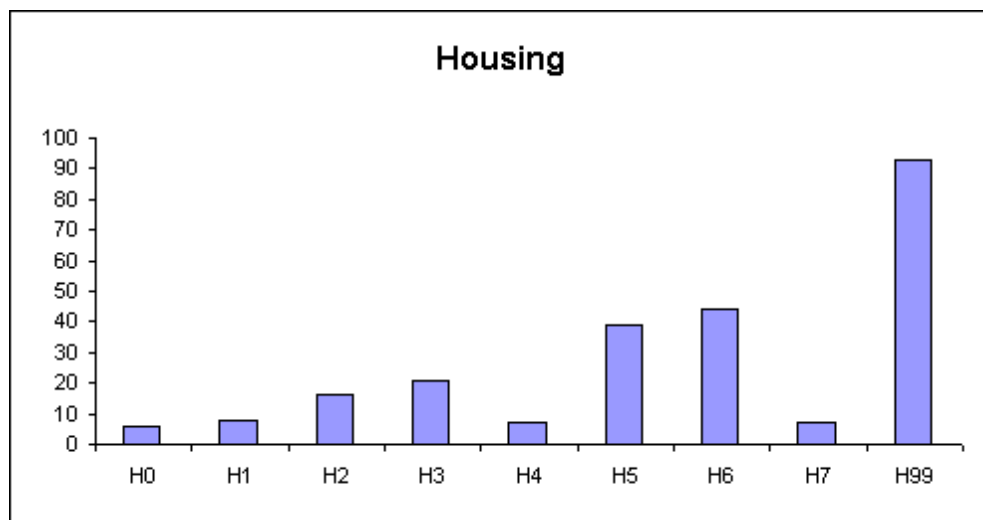
C0	Consumer Debts	23
C1	Discrimination/Intimidation in Consumer Affairs	12
C2	Goods and Services	44
C3	Credit & Finance	7
C4	Insurance	15
C99	Other consumer issues	107
Total		208

Statistics - Employment



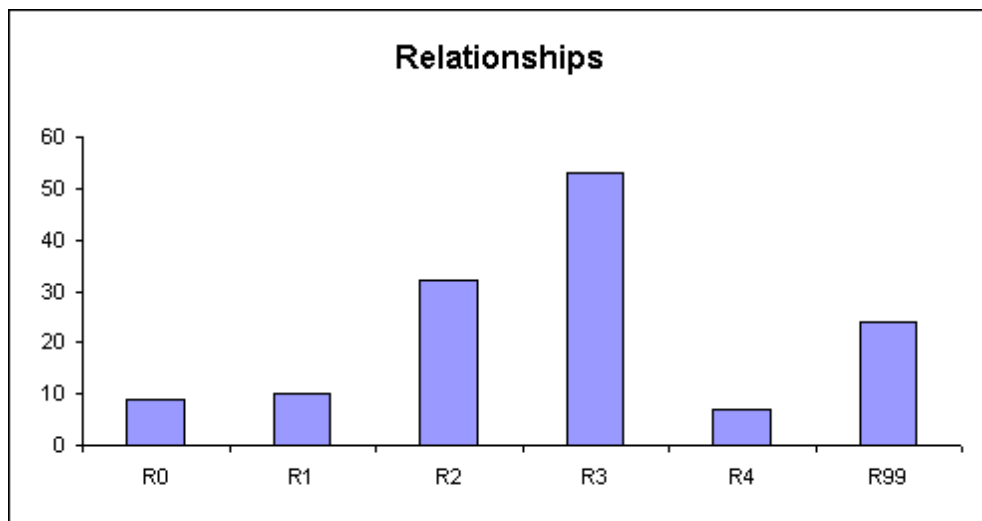
E1	Discrimination in Employment	29
E2	Scheme for unemployed people and training	6
E3	Self Employment Issues	11
E4	Terms and Condition of employment	50
E5	Dismissal	43
E6	Redundancy	10
E99	Other employment issues	109
Total		258

Statistics - Housing



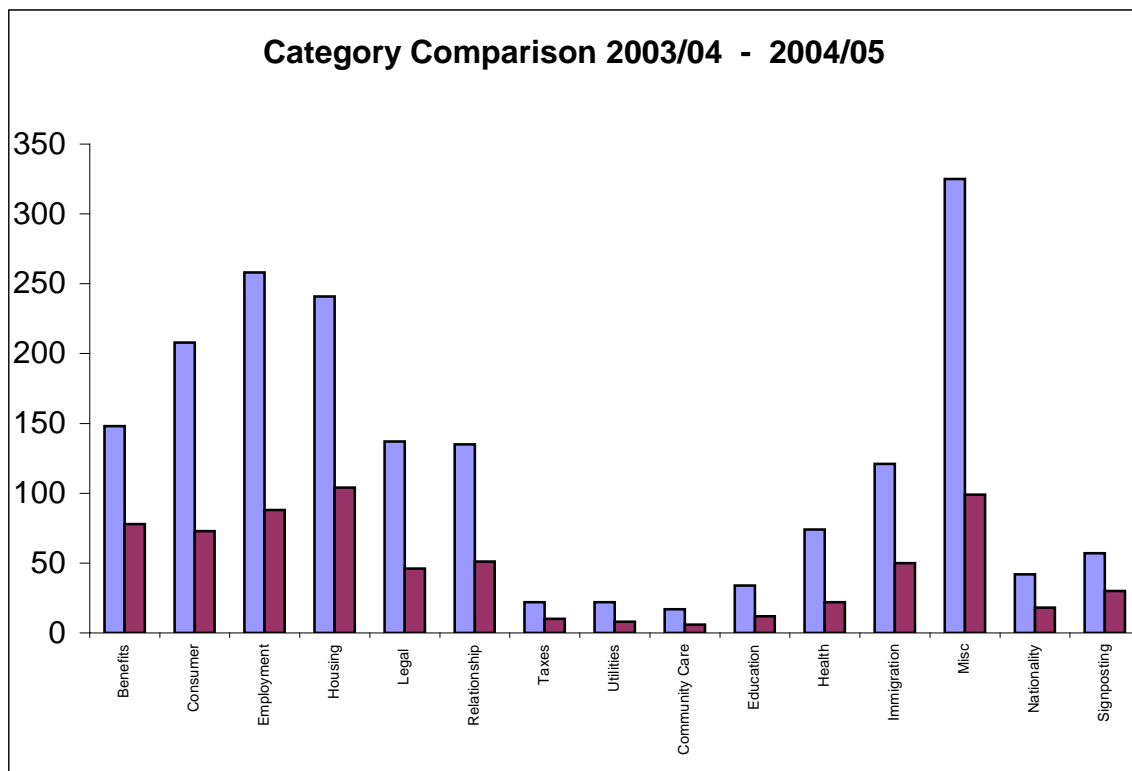
H0	Housing debts	6
H1	Discrimination/intimidation in housing	8
H2	Actual Homelessness	16
H3	Threatened homelessness	21
H4	Housing Costs Excluding Arrears	7
H5	Housing conditions	39
H6	Environmental and neighbour issues	44
H7	Security of tenure	7
H99	Other housing issues	93
Total		241

Statistics - Relationships



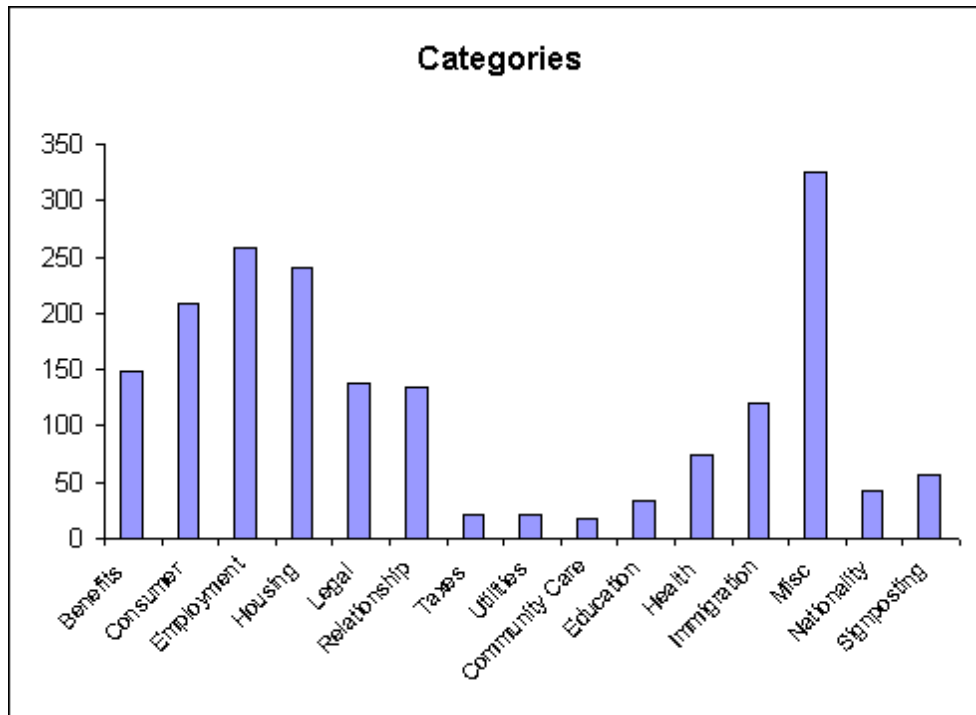
R0	Relationship debts	9
R1	Discrimination/intimidation in personal affairs	10
R2	Children	32
R3	Separation	53
R4	Death & Bereavement	7
R99	Other relationship issues	24
Total		135

Statistics – Main Category Comparison



Categories	2004/05	2003/04
Benefits	148	78
Consumer	208	73
Employment	258	88
Housing	241	104
Legal	137	46
Relationship	135	51
Taxes	22	10
Utilities	22	8
Community Care	17	6
Education	34	12
Health	74	22
Immigration	121	50
Misc	325	99
Nationality	42	18
Signposting	57	30
Total	1841	695

Statistics – Main Category Summary



Categories

Benefits	148
Consumer	208
Employment	258
Housing	241
Legal	137
Relationship	135
Taxes	22
Utilities	22
Community Care	17
Education	34
Health	74
Immigration	121
Misc	325
Nationality	42
Signposting	57
Total	1841

Events 2004/2005

Royal Visit to GibCAB

HRH the Princess Royal honoured us on the Tercentenary year 2004 with a visit to the Bureau office on June 28th. The Princess met the staff and trustees and showed a great understanding about the affairs of GCAB and also took a particular interest in how we perform in Gibraltar. Following the visit a letter was received from Buckingham Palace thanking us for showing the Princess round our little office whilst equally affirming that she had both enjoyed the visit and was impressed with the work being carried out at GCAB. Congratulations were received from CAB Head Office UK on the visit by HRH.



Cyprus/Gibraltar

The Gibraltar Bureau was requested by the Head Office in the UK to assist Cyprus in initiating their own bureau. Contact between Gibraltar and Cyprus was established during a meeting held in London.

Age Concern Eastbourne

Members from Age Concern Eastbourne and Age Concern Estepona visited the Gibraltar bureau. The aim of the visit was to discuss the needs of older people both in Eastbourne and Gibraltar and to link to provide specific confidential information and advice to the elderly when necessary. The Gibraltar Senior Citizens Association were also involved in setting up the link.



York Conference 2004 / 2005

Gibraltar CAB delegates continue to participate at the annual CAB conference in York in September.

Our participation at this yearly event serves to network, establish, connect and exchange ideas and views as well as to consolidate existing contacts.

Social Policy Conference, Westminster, London, March 05

The Gibraltar Citizens Advice Bureau was invited to form part of the second national social policy conference held at Church House, Westminster London on the 9th March. The conference was organized by NACAB the National Association of Citizens Advice, UK.

The theme of the conference was, "Giving a voice to all". The aim was to demonstrate how campaigning for change and championing equalities issues go hand in hand. Her Royal Highness, Princess Royal was in attendance and gave the keynote speech of the conference.

Workshops during the day looked at equalities dimensions of topics such as employment, access to justice and citizens rights. It also explored the various ways to challenge discrimination and campaign for equality.



From its early beginnings it has been the principle of the Citizens Advice service that trying to influence policies is as important as offering advice and information to individuals.

It is the aim of the Citizens Advice Bureau service to collect information on the kind of problems which are at a specific time causing difficulty or distress to individuals or groups and to bring such problems to the notice of those who have the power to prevent or solve them.

Citizens Advice International

The Gibraltar Citizens Advice Bureau, (GCAB) was invited to take part in the annual forum of Citizens Advice International First General Assembly in Brussels on the 28th/29th April 05.

Citizens Advice International (CAI) is a non-profit governmental international organization representing interests of free advice giving associations throughout the world. Based in Brussels and funded by a range of EU donors, Citizens Advice International aims to:

- Promote the provision of independent, free, impartial and confidential advice and information to the public about their rights internationally
-
- Represent the interests of each member organization to bodies like the European Union and other international institutions as well as providing a mechanism for information exchange, co-operation and joint projects

Promotion And Awareness

The work of the Citizens Advice Service impacts on peoples lives in many ways. Many people though are unaware of the services provided and by having outreach clinics, we are working in the heart of the community, promoting the value of the service and raising awareness.

Casemates Square Outreach

An outreach clinic was held at Casemates Square on the 14th April , to coincide with the second anniversary of the CAB service inaugurated in Gibraltar.

The objective was to have an opportunity to take our information and advice to the community, face to face on site and on location. During that outreach numerous requests for information and advice were received, making the day successful, rewarding and satisfying.

Introductory Talks to Students

After consultation with the Department of Education and Training GCAB staff delivered a series of introductory talks to both Secondary schools and colleges. The aim is to give young people an insight into the work of the Citizens Advice Service, ensuring equal access to advice and promoting good relationships with all ages.

Better Advice/Better Health

The Gibraltar Citizens Advice Bureau, (GCAB) working together with the Gibraltar Health Authority has set up a weekly outreach clinic at St Bernard's Hospital. The aim is of improving access to advice and information, not just about medical issues, but about the wider social issues which impact on the health of individuals and the family.

When ill health strikes it can bring all sorts of problems, anxieties and concerns. The Citizens Advice and Information process allows for the interconnected problems such as unemployment, relationship breakdown and debt, which may be factors contributing to anxiety, worry and depression to be dealt with effectively in one place.

Advisors are at the reception area of the hospital; they also go round the wards to see patients that have requested their services.



Citizens Advice International, (Forum) Brussels

The forum has become an annual rendezvous bringing together advice bureaux and networks, which are in direct contact with citizens. The participants come from different regions of the European Union and countries located on its borders. They are joined by EU and National officials, legal aid bodies, legal professional and academics specialized in migration issues and free movement of people.

The forum of Citizens Advice creates a great opportunity to meet and establish new worthwhile contacts with specialists and colleagues working in our area of expertise and practice. From experience we know that new acquaintances made and knowledge acquired at the forum do not go wasted.

Set up with an aim of supporting it's members and enlarging the representation of citizens advice services throughout the world, CAI has managed to establish a wide network of contacts and supporters.

It gives us great pleasure to report that the Gibraltar Citizens Advice Bureau has been accepted and welcomed as full members of Citizens Advice International.

Full members acquire voting rights and can aspire to become members of the Citizens Advice International council.

The CAI charter is based on the legal constitution of CAI and on generally agreed shared values, principles and concerns of CAI founding members.. To ensure high standards of free, impartial, independent and confidential advice and information provided to individuals, and to develop their expertise by working for and with the public. It also commits its members to observe and maintain human dignity.

Despite the fact that the creation of CAI has been an European initiative there is no reason to stop at EU borders when citizens advice movements are spreading. In May 2004 the New Zealand Citizens Advice Bureau Association joined the group, and membership enquiries have been received from other continents.

We see CAI as a vehicle to support and promote the Citizens Advice concept worldwide and are pleased that Gibraltar's acceptance as full members puts the Gibraltar Citizens Advice Bureau at the lead of advice giving organizations worldwide.

Strategic Plans 2005/2007

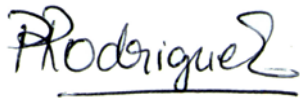
Working together in partnership the Gibraltar Citizens Advice will try to,

1. Maintain our existing information and advice service to remain the first point of contact for all members of the community.
2. Make our services more accessible to the public.
3. Represent our clients' interests.
4. Raise our profile and promote the value of the service.
5. Obtain the human and financial resources we need to achieve these goals.
6. Continue to consolidate our existing, Legal, Debt and Counselling Referral clinics.
7. Participate with Citizens Advice International to put Gibraltar at the lead of advice giving services worldwide.
8. Offer information advice and support to Gibraltar overseas students.
9. Provide training for all staff to ensure competency in their bureau roles.
10. Plan outreaches for the senior citizens and Prisoners.
11. Be able to take the necessary steps to become a first point of access for help on discrimination for everyone.
12. Promote equality and diversity with our services.

Summary Statement

In common with last year, the Bureau has seen substantial changes. I am confident that in the next 2 or 3 years we will see more and better advice services available to the people of Gibraltar as a result of the development work being carried out by the bureau.

The dedication and hard work of the staff and trustees have remained unwavering throughout. I know that it is precisely this commitment to helping people solve problems that affect their everyday lives, which will ensure the services continue to drive forward.



Pili Rodriguez,
Bureau Manager

Bureau Information

Trustee Board Members

Lt Col J.J. Porral	Chairman
Andrew Haynes	Trustee
Olga Zammit	Trustee
Luis Azzopardi	Trustee
Kevin Hook	Trustee

Bureau Staff

Pili Rodriguez	Bureau Manager
Gus Linares	Info Systems Officer
Joanna McGrail	Advisor
Ivan Cruz	Advisor

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