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- Perms From £50 (inc cut & finish)
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- Caci Skin Rejuvenation Facial 1Hr £40
- Full Leg Wax £22
- Brazilian/Hollywood & Full Leg Wax £45
- Brazilian/Hollywood Half Leg £38
- Brazilian/Hollywood £28
- Full Head Foils inc cut & Finish £55 - £70
- Half Head Foils inc cut & Finish £45 - £55
- Senior Citizens Rates Tues/Weds - SHAMPOO & SET £10 CUT, SHAMPOO & SET £17.50

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## CHARITY NEWS

Send your reports and pictures

# Bureau keen to tap in to the skills you offer

by Catherine Bennett

North Herts Citizens & District Advice Bureau

At North Herts and District Citizens Advice Bureau, we rely heavily on the diverse skill base of our volunteers.

Last year, we valued the time donated by our volunteers at almost £400,000.

Hugh Patrick, who lives in Letchworth, has been a vital member of our team for almost three years.

He is unable to use a computer due to a medical condition and thought this might be a barrier to volunteering with us, but the skills he brings to the CAB are invaluable.

Hugh started volunteering with our welfare rights team, helping clients' complete complex forms.

Clients sometimes come to us fearing benefit forms. They may find the questions difficult to understand, they may be unable to read or write, both issues may apply.

In particular, clients claiming disability benefit are sometimes unprepared for the difficult and



■ Hugh Patrick's expertise is a real boon for the CAB team.

personal questions on the form and find questions hard to answer.

It can be distressing for clients to take stock of their situation, and accept the human and financial cost their disabil-

ity or long-term illness is having on them and their families.

Hugh says: "A face-to-face interview with a client takes time patience and practice.

"Being able to establish the impact the disability or illness has on our client, and the day-to-day detail on how this affects them in a 24 hour period or over a week is critical for the assessment, to both establish entitlement and then to complete the complicated claim form."

With Hugh's expertise – before he retired he worked in property management – he also helps manage our three premises in Letchworth, Hitchin and Royston.

Among other responsibilities, Hugh ensures that they all meet the current health and safety legislation.

Without volunteers like Hugh we would not be able to reach as many people as we do.

North Herts CAB is run for the local community and we couldn't exist without your support.

To find out more please drop in or email [training@nhdcab.org.uk](mailto:training@nhdcab.org.uk).

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