



PARKHEAD CAB

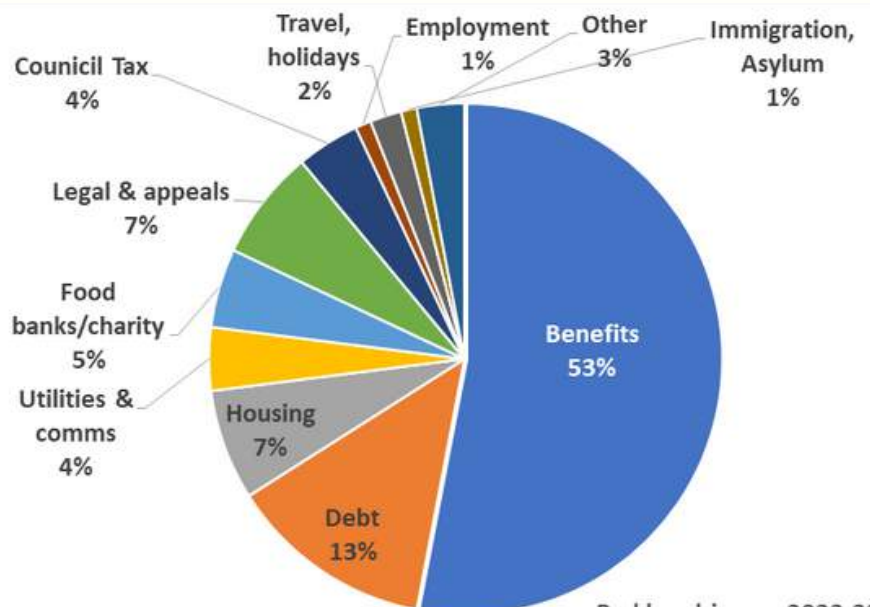
Annual Report 2022-23

Parkhead Citizens Advice Bureau offers advice and information to help people to claim their rights. We use the evidence of our clients to campaign and advocate for legal and policy changes which will improve people's lives. For example, this year along with other Scottish CABx we have campaigned to raise public awareness of help with energy costs and debt.

Our advisers have been seeing many people who are struggling financially; we offer all our clients a benefit check to ensure that they are claiming their full entitlements. Client financial gains are money that clients receive through unclaimed or appealed benefits, grants applied for and written off debts. As the figure below shows, last year this totalled £2.3 million; money that is spent in the East End local economy.

The year in figures

- 2,650 individual clients but 8000+ contacts with clients
- 16,833 problems sorted
- 19% of clients were families with children/other caring responsibilities
- 15% clients were 'in crisis'
- 30% of clients had health or disability problems
- £2.3 million gained for clients





Our Services ...

We have an advice team of 6 advisers and 12 part time qualified volunteer advisers who are in our office five days a week and we offer both a telephone, email and face to face service. We operate a daily triage system to determine priority cases and emergencies – that is people who have no money or access to credit or food, are homeless or under threat of being evicted, deported or domestic violence. Timely advice and information relieves stress, enhances well being and is a saving to the public purse reducing expenditure on the NHS and social work services.

“You have all been absolutely brilliant, wouldn’t be where I am now without all your help.” (Client)

Outreach Projects

Many people in our community find it difficult to come to an office; perhaps they cannot afford transport or lack the confidence to approach unknown people in an office. Outreach and embedded projects enable Parkhead CAB to bring services to people in familiar surroundings. We also accept referrals from a variety of stakeholders

- Barlinnie Prison
- NE Recovery Centre – Nazarene
- NE Addiction & Recovery Service
- GAMH
- NE Community Link Practitioners
- Scottish Huntingtons Association
- Alzheimers Scotland
- Rossdale Community Resource Team
- Jobcentre Plus
- Geezabreak
- Thriving Places
- Carntyne Church
- Parkhead Forge
- St Paul’s Primary
- Maggie’s Centre
- The New Charter
- Glasgow Kelvin College
- Budhill Day Centre
- Lord Provosts Office
- Riddrie Library
- Reidvale Neighbourhood Centre
- North East HSCP
- Tollcross Advice Centre



In Numbers ...

2650 People directly helped

Problems sorted 16833

3678 Workshops and Events

Volunteers trained 37

245 Pension Guidance

Gained for clients £2.3m

£2.6m Debt Managed

Gained for third sector £0.4m



About us ...

Jean's story

“Before I spoke to your organisation I was living on less than £400 per month had a very frugal lifestyle and had debts with Scottish Power, you have helped me to get PIP (Personal Independence Payment) and to deal with Scottish Power. I am now on a very good long term fixed rate for my utility bills. I have just received word that I no longer need to pay my rent due to financial support I receive now, I cannot believe just how much my life has turned around and couldn't have done it without you.”
(CAB client)

Jean's story is not a one off. Parkhead CAB provides information and advice on a wide range of topics. Reflecting the cost of living crisis, the key areas on which clients sought help last year were welfare benefits, debt, housing legal proceedings and utilities (which includes energy and mobile/internet).

A holistic approach

You might think that this is an extraordinary story. But this client's experience is typical of the holistic approach to advice and information adopted by all Citizens Advice Bureau. Jean didn't have to go to several places or different organisations to get some help; Parkhead CAB was able to offer advice, information and support on all her issues. On average clients receive advice on between 4 and 5 separate issues and as the figures above on client contact show, many clients get help on several occasions. Jean is a fictitious name, in order to protect confidentiality, one of CAB's key commitments to our clients; our service is free, confidential, impartial and independent.





Volunteering

Volunteers are the life blood of Parkhead CAB working as advisers, assisting with administration or marketing or participating as a trustees. Mandy, the training officer, organises recruitment and training for each new cohort of volunteers. The adviser training programme comprises three main parts: online and group taught modules, shadowing a qualified adviser and being observed before operating independently.

Our project with the University of Glasgow Law School continues to provide law students for the Glasgow CABx and this year Parkhead has 6 students who completed 100 hours of service and an assignment and therefore earned a module towards their degree. Parkhead has also been the pilot for a CAS CIV Tech project called Volunteero, an app which helps Mandy and the trainees complete rotas for training sessions, shadowing and observation.

As members of CAS, Parkhead, participates in the quality assurance scheme. Each quarter CAS select random cases for checking to ensure that we are offering correct advice and recording cases properly. This year Parkhead achieved full compliance at each quarterly check.

Parkhead is expanding its sources of volunteers, targeting students in university social policy and social work departments and people about to retire. Next year we hope to experiment with recruiting and training dedicated social policy workers. If you are interested in volunteering as an adviser, a social policy campaigner or to share with us your administration or marketing skills, please contact Mandy by emailing: info@parkheadcab.org.uk, or through volunteero (QR Code Below). She will be happy to talk you through the opportunities and show you around the bureau. Or call into our office to let us know you are interested in volunteering and someone will speak to you.

**It's not for money, its not for fame. It's not for any personal gain.
It's for that feeling that you've been a part of helping others far
and near. That makes you be a volunteer.**

(Source Unknown)





Halima's story

I first heard about the opportunity to volunteer with Citizens Advice Bureau Youth Action Project through my supported employment job coaches at Glasgow City Health and Social Care Partnership. I was only 17 at the time and had no idea what I wanted to do as a career. I have always had a passion for helping others and I was excited about training and gaining transferable skills that would help me in the future.

Four months into my placement a full-time post came up for a trainee money adviser. I wanted to apply but the fear of something new put me off. The youth project officer in Parkhead told me the post would be based in Parkhead CAB and this encouraged me to apply. I started my full-time employment in May 2022 and began my training to become a fully qualified adviser. I passed my assessment and I now see clients independently, have my own caseload and I also deliver advice in outreach settings. I am now a paid full time adviser at Parkhead CAB.

I have gained so much confidence and I love the job satisfaction of helping other people who often have complex problems. I enjoy the challenges of the role. Working at Parkhead CAB, we are all like a family who support each other to achieve the best outcomes for the local community.

“I have gained so much confidence, transferable skills for my future... I love the job of helping people who often have complex problems. At Parkhead CAB, we are all like a family who support each other to have the best outcomes for the local community





Projects

Youth Action

In collaboration with Easterhouse and Bridgeton CAB, the project trains young people as peer mentors who then deliver workshops for other young people in schools, colleges and community groups in the East End and in partnership with other organisations such as HMP Polmont, Glasgow Life and the Rangers and Celtic Foundations. In just one term the project trained 9 peer mentors and reached 581 young people. Peer mentors also study for community development qualifications. Of the 9 trained in one group, 7 have gained full time employment.

“No-one in my life has ever believed in me, CAB have helped me to become a better person and given me the knowledge to take back control of my life.” (Peer mentor)

Pension Wise

The Pension Wise national service has experienced significant developments and the launch of "Stronger Nudge" by the Financial Conduct Authority (FCA) in June 2022 resulted in a substantial increase in appointment bookings with waiting times reaching 6 weeks in early 2023. By August 2022, Pension Wise had resumed its face-to-face delivery of service. Appointments for over 50s can be booked in nearly 40 CAB across Scotland. This service currently appoints 30 Guidance Specialists from 20 CABx.

To book an appointment online visit the MoneyHelper website :

www.moneyhelper.org.uk/en

or

phone 0800 138 3495 for a face-to-face appointment or 0800 138 3944 for a telephone appointment.





HMP Barlinnie - Improving Lives

For some 20 years Parkhead CAB has been offering a service to prisoners and their families. This year with a grant from the National Lottery Community Fund we have embarked on a new and innovative project. Advice and information on welfare benefits, debt and housing is vital to help prisoners retain their homes and stand a better chance of re-settling in the community and making a fresh start. The new money has allowed us to double the resources devoted to advice sessions but also deliver workshops in the Hub that prisoners visit during recreation time. Topics covered include: housing, family support, goal setting and creating positive habits, budgeting and credit reports.

In the first six months the new project advised 203 prisoners on 1010 different issues and delivered 111 workshop sessions. Working with partners in the prison the project also delivered employability and creative writing programmes. Victoria, the training officer and project leader explains that further phases of the project will involve training volunteer peer mentors to provide triage-style support to fellow inmates. Access to a CAB adviser will still be available but the training will empower the peer mentors to help others to manage some problems on their own. The skills gained through the training will enable them to engage with volunteering opportunities post release.

As Victoria says: “with the right tools and support I feel people are more equipped to make better choices, have a better quality of life and become positive contributors to society”.





at Glasgow
Community Links

Support for you right here, at Parade Group Practice.

Sometimes personal struggles can affect our health and wellbeing. Life brings lots of challenges; low mood, loneliness, bereavement, housing or financial difficulties, to name just a few. We have a Community Links Worker here at the Practice who can help you when you need it most. Ask reception for a leaflet and an appointment.

wearewithyou.org.uk

Good advice produces healthy outcomes

Inequalities in health in Scotland are well documented. A recent report found “healthy life expectancy is a quarter of a century shorter in the most deprived tenth of areas in Scotland compared to the least deprived tenth of areas”. And 44% of Scotland’s most deprived areas are in Glasgow.

Along with other Glasgow CABx, Parkhead is part of the Welfare Advice and Health Partnership (WAHP). Advisers are embedded in GP surgeries offering on the spot advice and information to patients on welfare benefits and debt. Good advice leads to positive health outcomes. A recent report from Citizens Advice Scotland (CAS is the network to which all CABx belong) showed that 70% of clients interviewed reported improved mental health and wellbeing, 80% said that the service helped to relieve stress and 91% reported that the service gave them confidence to deal with their issues.

“(The adviser) was so helpful to me and explained my options in a way I could understand. I feel less stressed now and happier, it was good seeing her in my GP practice as I knew where to go and didn't have to worry about transport” (client in WAHP practice)

“The service has assisted our practice enormously. It has decreased the amount of inappropriate GP consultations. The feedback from patients has been extremely positive” (Practice manager in WAHP project)





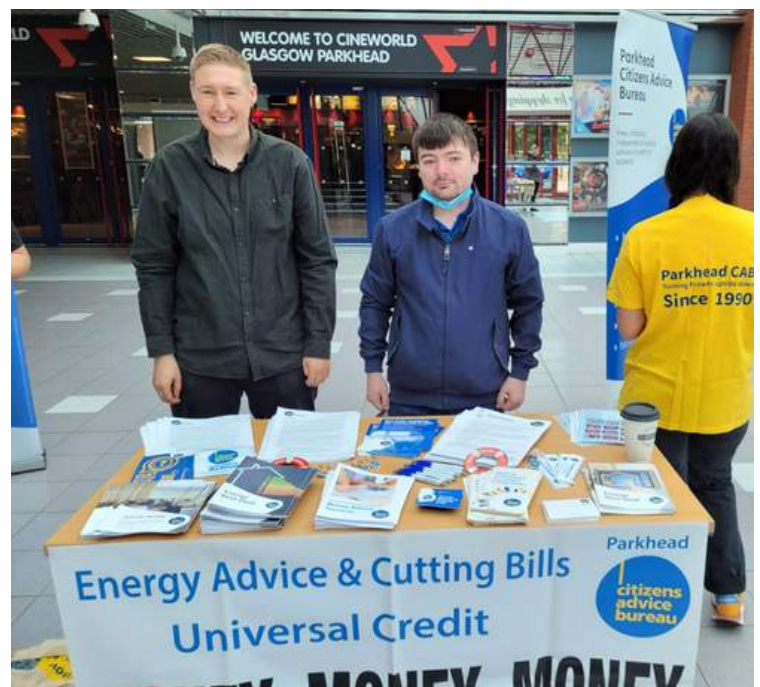
Social policy – campaigning and advocacy

CABx have two aims; to provide advice and information but also to campaign and advocate on the basis of client evidence for legal and policy changes that will address the root causes of client problems. Advisers send social policy feedback to the CAS Impact Team that takes responsibility for campaigning and advocacy on national issues. Our case recording system (CASTLE) provides details of all client cases and the data that allows us to assess and evaluate our progress.

This year the CAS Impact Team, using evidence from CABx, have campaigned on a number of issues including: council tax debt, housing issues in the private rented sector, the adult disability payment, digital exclusion and access to legal services.

Last year Parkhead CAB joined in three national campaigns organised by CAS: 'Advice Adds Up', 'Debt Happens' and Big Energy Savings. All aimed to encourage people to seek advice to maximise their incomes and access help with managing debt.

Parkhead also initiates smaller, local campaigns. For example, in partnership with GCVS we were awarded a small grant to deliver a gambling harms campaign across North East Glasgow. We delivered 12 workshops, one event and a conversation café style lunch to increase awareness and understanding of gambling issues spreading the message that it's OK to talk about the subject and seek help.





Funding & Development

Parkhead CAB exists on a cocktail of funding in any one year from between 30 and 40 different sources. Grants are mostly short-term making it very difficult to plan strategically. However, we have produced a 5 year strategy (2022-2027) which can be viewed on our website <https://www.parkheadcab.org.uk/> Julie and Linda our fund raising and development officers continue to search for funds that will enable us both to maintain existing services and allow us to innovate to target new groups of people or deal with hidden issues. Parkhead CAB also participated in an independent evaluation of the CABx services in Glasgow. The report can be found on our website. If you would like to volunteer to help our fundraising efforts please contact us.

New grants for innovative work this year have included: the Barlinnie project to train prisoners as peer mentors; the gambling harms campaign, the Ataxia project to offer advice and information Scotland wide and an anti- stigma and mental health fund award specifically targeted at women in the BME community. Successful outcomes of the last mentioned project was the creation of a peer to peer support group for local women and the insight Parkhead CAB gained in how to deliver services to people in BAME communities

Our Funding and Development officers also raised £3.4 million for other third sector organisations in Glasgow via our consultancy service.

Parkhead CAB has a Local Giving page, if you would like to help fund our work please visit: <https://localgiving.org/charity/parkhead-citizens-advice-bureau/>

“The sessions and discussions have opened my eyes as to the feelings of stigma and discrimination I have experienced. I need to learn how to challenge this in a positive way rather than just get angry” (participant in the mental health and stigma project)



Need advice?

We serve our community by telephone (0141 554 0004) email info@parkheadcab.org.uk, at our main office at 1361 Gallowgate, G31 4DN or in our outreach services.

You can check online about the best way for you to access advice via:
(www.parkheadcab.org.uk/get-advice)

Advice is also available at: www.citizensadvice.org.uk/scotland/about-us/get-advice-s/

Date for your diary

We would like to invite all our partners and any interested individuals to become members of Parkhead CABx. Details of how to do this can be found on our website <https://www.parkheadcab.org.uk/>

We will hold an open event in the Forge Shopping Centre on Thursday 19 October 2023 when you can meet our staff and find out more about Parkhead CAB.

Our AGM will start at 11.30 in the meeting room in the Forge. Everyone is welcome.

**A big thank you to all our funders. And
thank you to all our volunteers for their
work during the year.**

