



PARKHEAD CAB

helping the people
of the East End

Annual Review
2024/25

Parkhead CAB 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.

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What we do: our services

This last year (April 2024 - March 2025) we helped 3,036 people by offering advice and information on a range of issues including welfare benefits, debt and money advice, housing, employment, family law, legal issues and immigration.

People seldom come to us with a single issue, for example, a problem with housing may also involve welfare rights. The service we offer is holistic addressing all the client's issues. On average each client receives help on 6 problems and every client receives a benefit check to ensure they are claiming their entitlements. Last year client financial gains, that is money gained for clients through unclaimed benefits and rebates, charitable applications and written off debts totalled over £4 million. We also managed £2.4 million in debt negotiation and debt relief options for clients. As well as being of huge benefit to clients, this is money that is largely spent locally, boosting the economy of the East End of Glasgow.

"I cannot believe how much I am getting back, this means I can now afford Christmas"

Mary contacted us about her dad, Douglas. She had visited and found his food cupboard empty. Douglas was living alone in rented accommodation and in a poor state of health barely surviving on his £9000.00 a year State Pension. A benefit check revealed that Douglas was entitled to weekly allowances of Pension Credit (£19.41); Housing Benefit (£105.00); and a Council Tax reduction of £20.60. When these missing allowances and entitlements were totalled it amounted to £12,140.52. The CAB adviser suggested that Douglas might also be entitled to Attendance Allowance and this would further increase his Pension Credit payment. A claim will be made for this.

Our bureau also offers specialist services to help people with money and energy advice; pensions guidance; people suffering from Ataxia and other serious neurological conditions; and a helpline for those claiming Universal Credit. Our staff include 21 paid staff (some part-time) and 46 volunteers across qualified advisers, trainees and our Board



In Numbers



3036

People directly
helped



£2.4 million

Debt Managed



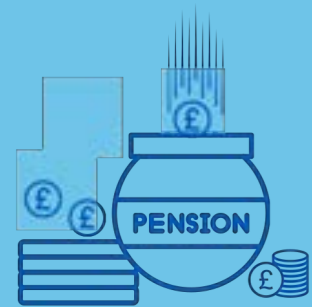
0£66k +

Volunteer Time
in Money



£40 million +

Gained for
Clients



0 243

Pension Guidance
Sessions



46

Volunteers
Trained



17486

Problems Sorted



10,660

People at Workshops
and Event engagements

Advice is free, confidential, independent and impartial



Anyone may use the services of Parkhead CAB. Our advice and information is free, confidential, independent and impartial. However, we know that many of the people who use our service are finding it difficult to cope with rising prices for food and essentials and the soaring costs of energy. Our work is preventative; Parkhead CAB seeks to assist those who are most vulnerable and in doing so relieves pressure on other social services such as the NHS and social work. Last year we assisted 507 families with children; 1054 people with disabilities and 287 people 'in crisis'. Those 'in crisis' are people who have no money or access to credit or food, are homeless or under threat of being evicted, deported or fleeing domestic violence.

Our office is in the Gallowgate on the street front. This means that people who are 'in crisis' can come directly to the office and be seen – we don't turn anyone away and triage everyone who presents. Other people whose issues are less urgent can book an appointment for a face to face interview or opt to receive help via email, webchat or by telephone. When demand is very high and the telephone line is busy people can telephone the Glasgow Advice and Information Network help line on 0808 801 1011.

Outreach services

Parkhead organises general advice sessions in a number of different venues to help various groups access services. These include:

Shettleston Library Outreach:

Fridays from 1pm–4pm. Book an appointment via the library staff.

Recovery Café Church of the Nazarene:

Support for individuals recovering from addictions and their families. Wednesdays, 12pm–2pm.

St Thomas’s Church:

Bi-weekly Thursday drop-in sessions from 10am–12pm.

The Forge Shopping Centre:

Presence at our stand monthly to assist with general enquiries and support.

Carntyne Church:

Bi-weekly Thursday drop-in sessions from 10am–12pm.

Glasgow NE Foodbank Centres:

Calton Parkhead Church,
G31 4NA,
Monday 1pm-3pm,
Wednesday 10:30am-12:30pm and
Friday 1pm-3pm

St Enoch’s Hogganfield Parish Church,
G33 2QW,
Wednesday 1.30pm - 3.30pm

Shettleston Foodbank, G32 7PX,
Thursday 1.30pm - 3.30pm



Specialist projects

Pensionwise guidance for people aged 50+ on how to access their UK Defined Contribution pension pots. Guidance covers: tax implications, scam awareness, benefits impact and next steps. Contact: Call 0800 138 3944 to book an appointment.

Ataxia Support Project: In partnership with Ataxia UK, we offer tailored advice, representation and support for individuals affected by Ataxia and other rare neurological conditions. Help includes: welfare benefits, health, housing and social care systems. Call 0141 554 0004 (option 5) to speak with our adviser.

Welfare Advice and Health Partnership: Parkhead CAB operates within the Parade Group General Practice at the Royal Infirmary to offer advice on benefits and debt to patients referred by healthcare professionals. Speak to the GP receptionist for a referral.

Help to Claim supports anyone making a Universal Credit claim, from quick questions to full guidance through to first payment. Call 0800 023 2581 (Mon–Fri, 8am–6pm, free, webchat: www.cas.org.uk/get-advice/help-claim)

Youth action works with young people to increase access to advice and information helping them to make the transition to adulthood. The project works in collaboration with Easterhouse and Bridgeton CABx. This year a new workshop ‘Starter for 10 - Money Works Programme’ delivered financial education. Taking a 21st century approach to advice provision a small group of 10 young people met weekly and used social media platforms to deliver advice and information to their peers. We are seeking new funds to continue this project.

“CAB has saved me from being very unwell and harming myself”

June suffers from mental health issues and contacted the bureau when she began receiving threatening letters for the £24,000 she owed. Our money adviser completed an income and expenditure check and this showed that June had no disposable income to begin repaying the debt. Our adviser realised that June’s mental health issues impaired her understanding of credit agreements. With her permission a Debt and Mental Health Evidence Form was completed with evidence from a psychiatrist to support the bureau’s request for a cancellation of June’s debts. After much correspondence her total debt of £24,138.84 was written off. A benefit check secured her an additional £2,865.38 in annual income.

Improving Lives

Our work in Barlinnie Prison

A full time adviser, working within Barlinnie Prison, offers advice and information to prisoners and their families. People coming into prison and those being released are a major focus. Key issues are housing and homelessness, welfare benefits, debt and money and family law. This last year Parkhead's adviser has been assisted by two law diploma students. The project also employs a training officer who, in close collaboration with Barbed Wireless Media the prison's radio and TV station, organises and produces workshops, podcasts and trains prisoners as peer mentors to assist in the delivery of information to fellow inmates.

Our evaluation of this Lottery funded project shows that timely advice prevents homelessness and the build-up of unsustainable debts (major factors in reoffending) but most importantly that workshops and training as peer mentors builds the skills and confidence that will increase prisoners' employability on release. Our work empowers prisoners to rebuild their lives in the community.



In recognition of the success of the project the Lottery has continued some funding to a new phase of the project 'The Bridge' which will have an increased focus on employability.

I feel I got the help I needed because Vicky would help me with issues like housing and getting me involved with prison recovery and Chad has also dealt with a couple of things I was worried about. One of the workshops I sat in has gave me more confidence to chat in a group.

I felt like a lot of pressure was lifted off my shoulders while going through a difficult time on remand.
(Comments from prisoners)

This holistic, preventative and proactive work is a key component in supporting a reduction in reoffending... Their specialist advice and information is at the heart of what they do, but their willingness to innovate and 'think outside the box', for example by training peer mentors and producing podcasts, is to be commended. *(Governor of Barlinnie)*

Glasgow Social Policy Project

Social policy work, that is advocacy and campaigning for legal and policy changes to address the root causes of problems to improve people's lives, is the second aim of our organisation. Parkhead CAB houses the Glasgow social policy project; a collaboration with the 7 other CABx in Glasgow and Citizens Advice Scotland which is the network association that provides services to all bureaux and carries out lobbying and advocacy at national level.

The main purpose of the project is to pilot a model to build capacity for local and national social policy work that can be replicated throughout bureaux in Scotland. It trains and supports social policy coordinators across Glasgow to improve social policy feedback to CAS and to carry out local lobbying, advocacy, and campaigning.

The project has created and tested a range of materials which all bureaux in Scotland can use including: a role description, application form, training programme, training framework, social policy guidebook, and induction materials. During last winter the project ran a very successful take up campaign for Pension Credit when winter fuel allowances for the elderly were cut and organised a round table discussion with Glasgow's elected representatives to discuss welfare reform. The project has also worked on young people's perceptions of poverty and is currently gathering evidence to support residents of the Dalmarnock Commonwealth Games village whose homes are blighted with damp and mould with consequent health problems for the residents, especially children. In collaboration with the team working in Barlinnie, the project is gathering evidence to lobby banks to advocate for improved access to banking services for prisoners.



Volunteering, training and quality assurance

All our advisers are fully trained requiring to complete modules on all areas of advice and practical experience before passing a final advice giving assessment. As a condition of membership of Citizens Advice Scotland every quarter CAS conducts quality assurance to check that the advice we give is accurate and up to date. This year we passed our 3 yearly intensive CAS organisational Audit and also passed the Scottish National Standards again which not all agencies have, thus demonstrating that we value quality not just quantity when delivering advice. Every year we train new volunteers to ensure that we can keep up with the level of demand for services. Our volunteers come from all walks of life but in collaboration with Glasgow University Law school every year a group of law students sign up to work across the wider Glasgow CABx. One hundred hours of CAB service and a written assignment qualifies as one credit towards a law degree. Below is a statement from Sam, one of our law student volunteers.

“I never expected to gain such important skills and experience”

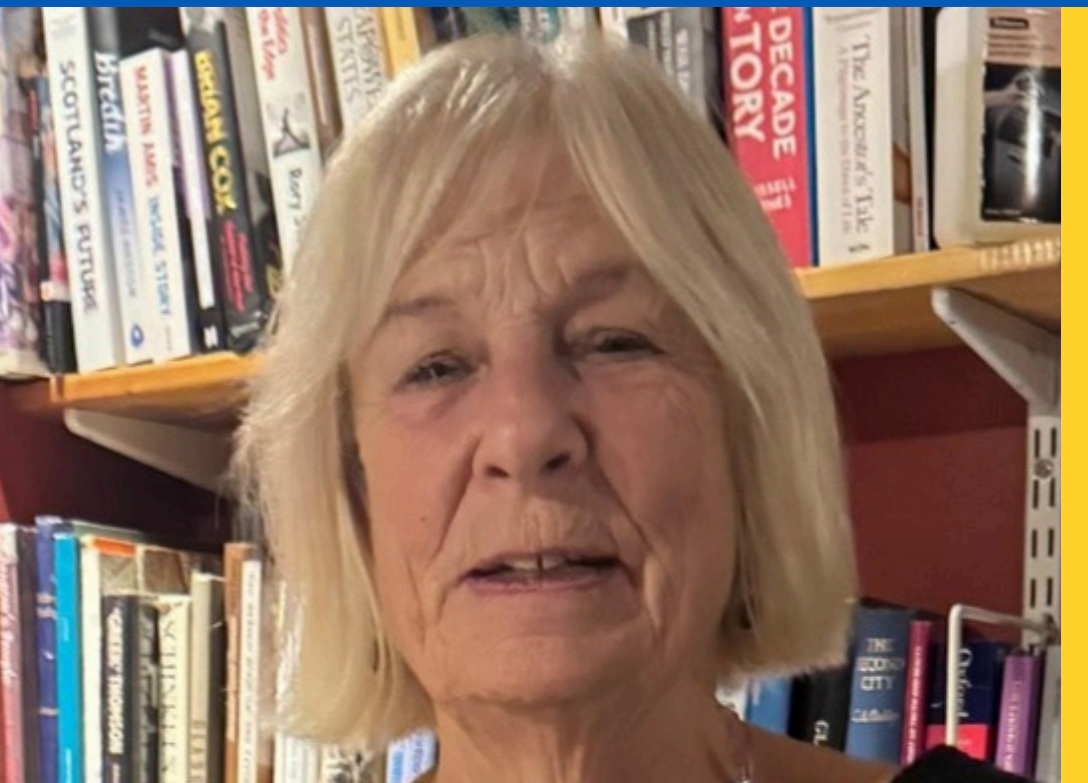
I joined Parkhead CAB during my 3rd year of university. I wanted to gain practical experience while giving something back to the community. To become a generalist adviser I studied online training modules progressing to shadowing an experienced adviser and supervised interviews before I qualified. Now I manage my own caseload. I never expected to gain such important skills and experience so early on in my career. I would highly recommend volunteering to any student.



As well as training to become an adviser, Parkhead recruits and trains volunteer administrators and social policy co-ordinators to work on campaigning and social policy issues. Our Board of trustees who take responsibility for the strategic direction of the bureau are also volunteers. If you are interested in joining us please get in touch. Our contact details are shown below.

Parkhead CAB is seeking additional people for our Board especially those from our local community with lived experience and anyone with expertise in fund-raising to assist our Development and Fund-raising Officer. Mandy, Parkhead's Training and Support worker, recruits and oversees the training of all our volunteers. If you are interested in volunteering, please get in touch with her. Scan the QR code to get more information.





Looking Forward: a note from our Chair

Sadly, there is no sign that the cost of living crisis is ending and with rising food and fuel costs we expect demand for Parkhead CAB's services to be higher than ever. Next year we will work hard to provide the advice, information, help and support that the people of the East End deserve.

A big thank you to all our funders that include: Glasgow City Council, the Henry Smith Foundation, The Robertson Trust, Foundation Scotland, The Lottery Community Fund, and the Scottish Government. Thank you also to our stakeholders and partners that are listed below, we will continue to work with you in the coming months.

I am proud to be the chair of Parkhead CAB and wish to thank all our staff and volunteers for their dedication, commitment and hard work. The feedback from one client says it all:

"I feel so much calmer after speaking with you, you have no idea the difference your help makes. I have not been able to sleep for the last two weeks, I just feel lighter. I can't thank you enough".

Need Advice?

We serve our community at our main office in person and also by telephone, email, events and outreach services across the community.

Parkhead Citizens Advice Bureau
1361 Gallowgate
Glasgow, G31 4DN

Tel: 0141 554 0004
Email: info@parkheadcab.org.uk
Website: www.parkheadcab.org.uk

Advice is also available at:
www.citizensadvice.org.uk/scotland



Partners and Stakeholders website :

- NE Addiction & Recovery Service
- Local Councillors, MSPs & MPs
- Wheatley Care
- Glasgow Advice and Information Network
- Money Talk Plus
- Health and Social Care Partnership
- Action for Children
- Life Link
- Women's Aid
- Tollcross Advice Centre
- Legal Services Agency
- Scottish Prison Service
- The Croft
- www.parkheadcab.org.uk
- Glasgow University
- Turning Point
- Ataxia UK
- North East Criminal Justice Team
- Wise Group
- Shettleston Health Centre
- Glasgow Association for Mental Health
- Glasgow Helps
- Kelvin College
- Parkhead Forge
- Lord Provosts Office
- North East Food Bank
- Families Outside