

Project Background:

Citizens Advice Bureau - Youth Action Project, was born through understanding the needs of the young people of our area, this project was created to not only increase awareness of advice services and make young people more aware of their rights and responsibilities; but to importantly provide support with their personal development and employability opportunities.

Our core services are run by a team of highly trained volunteers, who are at the heart of everything we do from decision making to service delivery. Volunteers are supported by paid members of staff to enable volunteer advisers and tutors to deliver a high standard of service.

Our volunteers receive extensive training and development opportunities, gaining transferable skills and workplace experience. Many move onto paid employment within the CAB Network and various partner organisations of the project.

Our Mission:

Our Mission is to inspire and equip young people - irrespective of individual circumstances - to learn, develop and reach their full potential. We achieve this through: financial education, our volunteering programmes, increasing awareness of advice services and, making young people more aware of their rights and responsibilities.

We set high standards whilst being creative in our approach. We will ensure that all our activities are fit to meet our above Mission, whilst adhering to our guiding principles. This we do through 'learning by doing' and programmes 'delivered in a youth work approach.'

Our Principles:

In everything that we do we apply the following Principles:

(whilst also adhering to those of the Citizens Advice Network in Scotland)

- **Integrity**
- **Enthusiasm**
- **Creativity**
- **Collaboration**
- **Empowerment**

Our Values:

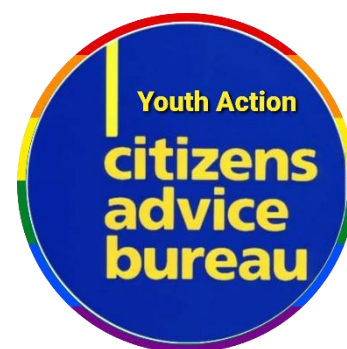
- Successful Learners (Achieving & Nurtured)
- Confident Individuals (Active & Respected)
- Effective Contributors (Included & Responsible)
- Responsible Citizens (Safe & Healthy)

Our Aims:

- Tackling Poverty
- Promoting Social Justice
- Supporting Volunteering
- Encouraging Learning & Development
- Strengthening the Third Sector

THE CITIZENS ADVICE BUREAU YOUTH ACTION PROJECT IS A COLLABORATION BETWEEN THE THREE CITIZENS ADVICE BUREAUX IN GLASGOWS EAST END. THE PROJECT IS MANAGED BY THE PARKHEAD BUREAU.

- **BRIDGETON** CITIZENS ADVICE BUREAU
- **EASTERHOUSE** CITIZENS ADVICE BUREAU
- **PARKHEAD** CITIZENS ADVICE BUREAU



CAB YOUTH ACTION

#KNOWYOURRIGHTS @CITIZENSADVICEYOUTH



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