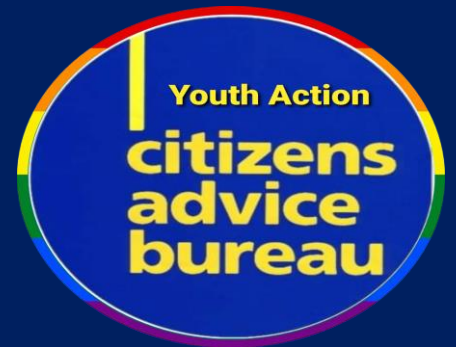


CITIZENS ADVICE BUREAU YOUTH ADVICE PROJECT



IMAGE: BIG ENERGY SAVING WINTER CAMPAIGN 2021 / 22

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.



SOME WORDS FROM OUR YOUNG PEOPLE

“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”

“I can’t believe I managed to achieve my community development qualification, thank-you!”

“I wish we had got this information at school”

Citizens Advice Bureau
Youth Peer Advice Project

1353 – 1355 Gallowgate
Glasgow, G31 4DN

Youth@ParkheadCAB.org.uk

0141 550 5909



@CitizensAdviceYouth

What's Happening?

The Youth Training Officer recognised that young people did not use traditional advice agencies to access information or support around financial, consumer, housing or their legal rights and responsibilities.

Peer mentors (trainees) and a team of volunteers were recruited to engage with young people and to co-produce information and advice that would be useful for their age ranges.

The peer mentors engaged young people in youth / community groups, Glasgow secondary schools, colleges and a wide variety of local partner organisations such as HMP Polmont, Celtic FC Foundation, Glasgow Life and many more. This work was carried out through focus groups, surveys, discussions and workshop-based learning.

NEW STAFF

We have employed a new Youth Training Officer following the departure of Rachel Hall.



Scott Leonard was recruited in February 2021 as our new Youth Training Officer.

He has a background in Advice having worked within the CABx Network for five years.

Scott also has a youth work and community-based background, he is looking forward to utilising his skills and experiences working for the Youth Advice Project.



★ KNOW — YOUR — RIGHTS



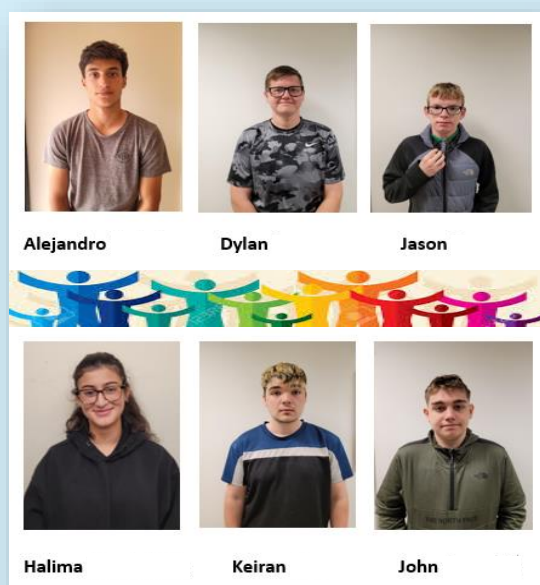
ADVICE

PEER MENTOR PROGRAMME



The project created a steering group, comprising of young people from various backgrounds and from varied partner organisations. The young people and peer mentors identified a wide range of subjects they believed as relevant in developing their financial knowledge and skills. The Youth Training Officer responded by recreating the projects workshop-based learning programmes, with the help of the project's volunteers, peer mentors and steering group feedback, a new financial education programme was created to be delivered within the local community. These included transition subjects comprising, preparing for work, further education / employability. They also identified key life events including my first home, my first car, my first holiday and my first bank account. These concepts have since been developed into a series of 15 new workshops that improve their knowledge and skills around key capability indicators. 70 workshops have been delivered this term. This approach by the Youth Peer Advice Project fits with the Financial Inclusion strategy for Scotland in meeting the needs of users for financial literacy and capability, developing knowledge and skills amongst young people to meet the financial challenges of adult life, developing accessible information and services and promoting planning for the future.

Current Peer Mentors



WORKSHOP DEVELOPMENT

The project has successfully delivered the new financial education programme in Glasgow's east end secondary schools, colleges, youth groups, community groups and with a varied list of partners and within our young offenders' institution at Polmont. The peer mentors and our training officer have engaged with a total of 683 young people to date (excluding Campaign & Social Media engagements). Approximately 10 sessions were delivered by our team of young peer advisors themselves, raising awareness in their local community groups.

Stephanie: -

Joined the project as a Youth Training Volunteer, working with our Peer Mentors and delivering our Financial Education workshops. Stephanie is currently a student at University.



RECOGNITION WHERE IT'S DUE AWARDS

All of our Youth Peer Mentors that participate in our project are given the opportunity to work towards a qualification.

Most of the current Peer Mentors are working towards achieving a level 5 or level 6 Community Achievement Award.

Some Peer Mentors opt for a different award such as a Dynamic Youth award which is another option particularly for the younger age groups that involves less hours but still gives the young people credit for their work.

Each peer mentor is also given a Saltire Award which recognizes their volunteering contribution.



The project is currently looking into having their new workshops accredited via SCQF allowing participants to gain an accredited qualification for engaging with our workshop-based training and learning. This work we hope to have completed by the end of the year. This will enable young people to add onto their CV to increase their chances of employment / further education &/or training.





Campaigns

This term, the project also focused on raising their profile, holding public events supporting the national campaigns for change run by Citizens Advice Scotland on a wide range of advice subjects such as Energy & Debt Advice. The two campaigns this term reached a total of 202 local people who benefited directly with key information received.

The project revamped their Facebook and online profile, to reach further into the local community, engaging with young people at their level.



CAB YOUTH ACTION

#KNOWYOURRIGHTS

VISIT FOR FURTHER INFORMATION

THE **CITIZENS ADVICE BUREAU** YOUTH PEER
ADVICE PROJECT IS A COLLABORATION
BETWEEN THE THREE CITIZENS ADVICE
BUREAUX IN GLASGOW'S EAST END.

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



How will our work be done?

Taking a youth-work approach by allowing young people to directly shape this project - we have designed a 3-pronged attack to better support our communities' young adults.

- 1) **The group programme** aims to train up young people aged 16-25 with knowledge and practical life skills. The trained up young people will be champions in key issues and basic life skills that young people want to know. They will project this knowledge in informal ways to other young people using the principles of peer education in youth-work.
- 2) We will offer young people in the community opportunities to make real change and provide real opportunities to **get their voices listened to**. This will involve young people getting involved on social issues, getting engaged in campaigns of their choice and making positive changes to their communities.
- 3) In the background, we will be proactively **changing the image of advice**. By:
 - Creating a professional, yet relatable online presence for the Glasgow East CABs involved in this project.
 - Trial different ways to provide advice i.e. online advice, live chat, outreach advice in youth centres & schools
 - Have younger people deliver generalist advice
 - Youth-only drop-in times for advice in CABs - potentially linking in with other youth representatives such as MYSPs & Glasgow Youth Council

