



# PARKHEAD CAB

*Annual Report 2019-20*

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**"I can't thank you and all your colleagues at Parkhead enough for the excellent service you provide, your advice and, more importantly, your ongoing support. For weeks I was an emotional wreck, anxiety levels through the roof and sick with worry. I really didn't believe that anyone could help. Then I came to you and all that stress went away. For the first time in a long time I was able to eat and sleep."**





**Get involved**  
Volunteer with your local  
advice charity

Parkhead Citizens Advice Bureau  
1151 Gallowgate Glasgow G3 7DF  
0141 206 1000  
0141 206 1000

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advice  
bureau

**Parkhead  
Citizens  
Advice  
Bureau**

Free, confidential,  
independent and impartial  
advice on a wide range of  
subjects

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- > benefits
- > debt
- > work problems
- > consumer issues
- > relationships
- housing

## 2019-20 in numbers ...

**2173** people directly helped

**10217** problems sorted

**£1.7m+** gained for clients

**35** volunteers trained

**£0.6m+** gained for third sector

**"I think you are all  
unsung heroes."**

**"I just want to thank  
you for all that you do,  
I know that you are  
trustworthy and will  
listen to me. I can't  
thank you enough."**

**"You are always so  
helpful - I always come  
here first."**

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positively changing lives ...

for our  
clients

- We provide quality-assured, holistic advice and support to members of the public, helping them to understand their situation, to decide which course of action to adopt and to take steps themselves to tackle their problems.
- Our work is often complex e.g. last year, we assisted with an average of 4.7 issues per client. Our advisers take time to build up a rapport and seek to address all related issues for each client thereby avoiding future crisis points and other agency interventions and providing them with more long-term options and assistance.
- As a result of our involvement, people are often better off financially, have improved ability to cope and are less stressed.

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**"CABx don't just help with housing and homelessness, they ... break down barriers of injustice, irrespective of ethnic origin, gender, sexuality, disability, political affiliation or any other identity that a person or family feels is important to them."**

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positively changing lives ...

through  
our  
projects

- We supported 228 men in prison at HMP Barlinnie and 39 families affected by imprisonment to cope with the financial stress and associated issues so that they can make a fresh start and not leave prison with the odds still stacked up high against them.
- Our Pension Guidance Specialist provided guidance to 638 clients working with in partnership with Bridgeton, Easterhouse, Greater Pollok and Glasgow Central CABx.
- Working in partnership with Bridgeton and Easterhouse CABx, our Youth Training Officer supported young peer advisers across the North East of Glasgow to design and deliver information and workshops in schools, community settings and in HMP & YOI Polmont. This project reached at least 239 young people.

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**“Before I started the project I had no idea how I even apply for a house. The housing stuff is so useful because you don’t get it in most schools. I’ve got a better idea now of what to do to get a house and the things I need to pay for including council tax.”**

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positively changing lives ...

for our  
volunteers

- Our clients quite rightly expect to get a professional and quality advice service ... they often don't realise that the advisers they're seeing are local people volunteering to help others in their community.
- Many of our volunteers are in similar circumstances and have similar issues to the people they are advising, for example people who are trying to move back into the world of work from dependence on social security benefits or trying to find meaningful employment while coping with a disability.
- We invest significant resources in training and mentoring local volunteers who gain transferable skills and workplace experience.

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**"It has been an experience of a lifetime first volunteering and then working for Parkhead CAB and I have learnt so much during my time with you all."**

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bureau**



positively changing lives ...

for our  
community

- We reached at least 3,718 people through preventative and information work at events, workshops and campaigns and our tweets had almost 100,000 impressions.
- We collect evidence of clients' experiences on a daily basis which we analyse and share locally and nationally to highlight emerging areas of public interest and concern.
- Our Fundraiser assisted 12 third sector groups to secure grants totalling £629,086 (over £500,000 for Glasgow-based organisations) contributing to the sustainability of the sector and the wider Glasgow economy.

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**“You're a lifesaver, I really didn't know where else to turn.”**

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positively changing lives ...

during  
COVID-19

- Fortunately, we already had laptops and a back-up plan ready to go, so all our advisers continued to work and immediately began to deliver advice remotely.
- We contacted existing clients to let them know we were still here and working on their cases and we also contacted stakeholders and linked in with local initiatives to ensure we could still help those in need. We also assisted on the Citizens Advice National helpline.
- Key advice areas have been financial assistance, benefits and employment.

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**"I'm glad I phoned and didn't just sit and worry about it... I feel a lot more confident about dealing with the issue myself."**





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positively changing lives ...

through  
research

Our service delivery is shaped by, and responds to, client demands and feedback e.g.

- We commissioned and published qualitative research (**Locked Down Not Locked Out**) to understand the experience of channel shift in the pandemic and provide an evidence base for thinking about the balance between remote and face-to-face provision within future services.
- We found that face-to-face provision is still crucial for our most vulnerable clients but other remote channel options can compliment this delivery model. Also, that training and support for advisers is vital to ensure the service provided is a quality one and this requires funding and investment.

We've published a summary and a full copy of our research findings online at [www.parkheadcab.org.uk/news/locked-down-not-locked-out](http://www.parkheadcab.org.uk/news/locked-down-not-locked-out)



**“It was all a bit of a relief ... without CAB I would have been lost. I wouldn't have got the redundancy money and I couldn't have filled in the form.”**

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for you?

If you need advice, information or guidance, we're here for you!

- During the pandemic, we are opening whenever we can for limited and emergency appointments.
- We are continually giving advice to local clients (G31 and G32 postcodes mainly) by telephone (0141 554 0004) and email ([info@parkheadcab.org.uk](mailto:info@parkheadcab.org.uk)).
- Check online for updates about the best way to access our services ([www.parkheadcab.org.uk/get-advice](http://www.parkheadcab.org.uk/get-advice)).

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If you'd like to volunteer with us or want to find out more, we'd love to hear from you!

**“It really helped knowing someone had my back so I could face up to things... I realised that the best thing to do is to speak to people. It's not as bad as you think it's going to be.”**





Our fundraiser was hard at work in the background during filming in the bureau for the STV Evening News

## thank you to our funders ...

Glasgow City Council  
Glasgow Community Planning Partnership  
Scottish Government  
Citizens Advice Scotland  
Henry Smith Charity  
The Robertson Trust  
Bank of Scotland Foundation  
Scottish Council for Voluntary Organisations  
Corra Foundation  
Parkhead Housing Association  
Co-op Local Community Fund  
Virgin Money Foundation  
Endrick Trust  
Albert Hunt Trust  
Bellahouston Bequest Fund  
Youth Scotland  
Mactaggart & Mickel

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**"Many people don't realise we have no guaranteed income and have to apply year after year for most of our funding!"**

Parkhead CAB is a Scottish charity (SC014413) and company limited by guarantee (SC396128). We are authorised and regulated by the Financial Conduct Authority FRN 617472.

