



## Airdrie Citizens Advice Bureau

Airdrie Citizens Advice Bureau offers free, impartial and confidential advice. We deliver support and guidance on a range of topics, giving local people the information, they need to deal with any situation and improve their lives. We can offer advice, guidance and information in a number of different areas, including benefits, consumer issues, immigration, workplace disputes and much more.

The aims of the Scottish CAB service are:

***"To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities, or of the services available to them, or through an inability to express their needs effectively".***

***and, equally***

***"to exercise a responsible influence on the development of social policies and services, both locally and nationally".***

Citizens Advice Bureaux work according to the four main principles:

- Free - the service to clients is provided free of charge
- Impartial – advisers give information and advice in a non-judgmental way
- Confidential – advisers keep confidential all that clients tell them, only disclosing with a client's permission.
- Independent – CAB are independent organizations which owe no allegiance to any Government or political party

## Equal Opportunities and Anti-Racism Policies

Citizens Advice Bureaux are:

- Committed to ensuring that all services are equally available to all people, regardless of race, creed, disability, gender, age, or sexual orientation.

- Committed to equal opportunities and is striving to encourage participation of all people at all levels in the service.
- Opposed to all forms of racism and discrimination and will resist and challenge acts of discrimination and supports its clients and staff when confronted with racial harassment.

## **Airdrie Citizens Advice Bureau**

Airdrie CAB has been open since November 1971 and we're part of the Scottish Citizens Advice network, which has been offering advice and support since 1939. Together we advise over 300,000 people on the best way to sort out their problems every year - that's 1 in every 14 adults.

Last year Airdrie Citizens Advice Bureau worked with 3200 clients and helped resolve some 28,000 issues. As a registered charity, we rely on donations and the work of our volunteers to continue to provide these important services.

We also offer the following specialist services:

- Energy Advice
- Help to Claim
- EU Citizens Support - Settlement Scheme
- Money Talk Team
- North Lanarkshire Community Legal Service
- North Lanarkshire Tribunal Unit
- Patient Advice & Support Services (PASS)
- Pension Wise
- Welfare Reform Project

We have 39 staff and 55 volunteers working as advisers and helping behind the scenes. Everyone at Airdrie Citizens Advice Bureau has had a minimum of six months of training, so they are well-equipped to give you advice on a wide range of problems and issues.

## **Expert advice - every time**

As a member of the Scottish Citizens Advice network, the service we deliver must always meet national standards. This means service users receive a professional service, every single time you talk to us.

Our advisers undergo extensive training to make sure clients receive the best quality of advice, whatever their issue may be. The Citizens Advice Scotland competency-based Adviser Training Programme is renowned in the voluntary sector and beyond.

Our advisers also have access to the AdviserNET Information System. This valuable resource provides a wealth of information on everything from employment and

benefits to housing and debt. Access to this independent, trusted and quality assured information means our advisers can always offer clients the most up-to-date advice.

In addition to our training and resources, the quality and training team at Citizens Advice Scotland regularly review the advice we offer, via a bureau audit. This makes sure we continue to meet the high standards required of a Citizens Advice Bureau.

Airdrie CAB is also accredited (to Level III) under the Scottish National Standards to provide advice and information on Housing, Welfare Benefit & Money Debt.

### **Our charity status**

Every bureau within the Scottish Citizens Advice network is a registered charity, and depends on support from the public to continue to offer advice to improve people's lives.

As a charity, we are open and transparent about our accounts and governance structure. The minutes of our Annual General Meeting (AGM) are also published online each year.

### **Getting Advice**

There are a number of ways individuals can get advice from Airdrie Citizens Advice Bureau. Clients can call, email, drop in (either at the main bureau office or at one of our outreaches) for face to face advice or they can make an appointment.

**Elaine Toccock**  
**CEO Depute**

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