**East Kilbride Citizens Advice Bureau Ltd**

**Background Information**

The Bureau was first established in 1965 and became a “Company limited by Guarantee” in June 2002.

There is an active Board of Management (currently10 strong)

The Bureau has a well-established record of involvement within the National Association at Board and Committee level.

**Funding**

Core Funding from South Lanarkshire Council (SLC) is currently £91536 pa.

We have a service level agreement with NHS Lanarkshire for provision of advice services for the community link worker project £42,400

NHS Hairmyres £12000 for a mental health project.

Various sources via CAS: Pension wise, Money talks +, Energy Best deal funding, SGN network funding, Cost of living project funding and various other smaller sources of project funding.

**Staffing**

We currently have a full- time Manager, a full-time cost of living project worker, 2 money advice workers, 2 paid admin staff, Help to claim adviser, pension wise adviser, community link adviser, money talks plus adviser, outreach adviser and our cleaner, who are all supported by a team of Volunteer workers. At present the team comprises of 15 Generalist Advice Workers, 10 of whom are fully trained and 5 are trainee advisers. There is an ongoing recruitment programme. The bureau is currently operating hybrid working.

**Bureau Opening Hours**

The Bureau is open as follows:

Monday : 9.30am – 4pm Appointments only

Tuesday : 9.30am – 4pm Appointments only

Wednesday : 9.30am – 4pm Appointments only

Thursday : 9.30am – 8pm Appointments only

Friday: 9.30am – 4pm – Drop in session & appointments

**Outreach**

The Bureau operates a clinic at Hairmyres Hospital. This clinic has been operating since April 2010 and is presently staffed by 1 paid member of staff and is based in Wards 19 and 20 of the Hospital and is a patient-based service.

The Bureau received funding through the Financial Inclusion fund for outreach to Greenhills area of the town in September 2006 this funding allows a part-time Money Advice Worker to operate the outreach service.

The service operates 1 session per week in Greenhills

SGN outreach – Strathaven & Stonehaven this is a short-term project which is operational from February – June 2023 to provide general advice services & energy advice in the community, we chose Strathaven and Stonehouse to make accessibility to he bureau services easier for the clients.

Cost of living project – to provide advice services to the community in the community, this service operates within the warm spaces within East Kilbride, clients can access advice there or arrange appointments to suit them.

**Premises**

Until April 2004 the Bureau had occupied Council owned premises at the East Kilbride Bus Station in the Town Centre.

During the re-development and extension of the East Kilbride bus station site the Bureau was required to re-locate to temporary premises for some months during 2004 before occupying our permanent location.

Agreement was reached with the developers (Land Securities) for a purpose built CAB which has been made available on a 25 years lease at a “peppercorn rent of £1 per annum”

The Bureau is equipped with IT facilities, its 14 computers being networked for Castle, Advisernet (CAS information system)

**Case Load**

In the year 2022/23 the Bureau handled a total of 10,000 issues

Analysis of case load

Benefits: 43%

Consumer: 2%

Debt: 14%

Education: 0.5%

Employment: 3%

Finance & Charitable support: 7%

Health: 1.5%

Housing: 6%

Immigration: 1%

Legal: 3%

Relationship: 3%

Tax: 4%

Travel: 3%

Utilities: 9%

MC

FEB 2023