**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 £52,000 per year with additional funding for Money advice of £18540 and financial inclusion of £20,344.

The Bureau has a service level agreement with NHS Lanarkshire to provide advice via the community link project £42,400 per year. The bureau receives funding for national project involvement via CAS in the region £80,000. There are also smaller funds for provision of outreaches across the area of East Kilbride and Strathaven.

**Staffing**

The bureau has 2 full time member of staff and eight part-time paid members of staff – the Bureau Manager and the advice services team leader are full time and there are 2 part time Money Advice Workers, and 6 advice workers who cover various services within the bureau, who are all supported by a team of Volunteer workers. At present the team comprises of 18 Generalist Advice Workers, 13 of whom are fully trained and 5 are trainee advisers.

There is an ongoing recruitment programme.

**Bureau Opening Hours**

The Bureau is open as follows:

Monday: 9.30am – 4pm Appointment only

Tuesday: 9.30am - 4pm OPEN SESSION

Wednesday: 9.30am – 4pm Appointment only

Thursday: 9.30am – 8pm Appointment only

Friday: 9.30am – 4pm OPEN SESSION

Saturday: 10am – 2pm Appointment only (every second Saturday)

**Outreach**

The Bureau operates a number of outreach services:

The Beacons EK fortnightly Monday 11am – 12.30pm

Strathaven weekly Tuesday 10am – 1pm

Kilbryde Hospice fortnightly Tuesday 10am – 2pm

Greenhills weekly Wednesday 10am – 12 noon

Calderwood Foodbank weekly Wednesday 11am – 1.30pm

Bruce Hotel – EK – monthly Thursday 1pm – 3pm (Asylum seekers and refugees)

Hairmyres ward 8 – Monthly Thursday 1pm – 3pm

The Beacons EK fortnightly Thursday 3pm- 4.30pm (Women’s group)

Meeting Place monthly Friday 11am – 2pm

**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”

**Case Load**

In the year 2023/24 the Bureau handled a total of 8413 level 1 issues, carrying 179 Multiple Debt Cases totalling £2.5 million.

Breakdown of issues:

Benefits 42%

Consumer 2%

Debt 19%

Employment 3%

Finance & Charitable support 4%

Health 1%

Housing 7%

Legal 3%

Relationship 3%

Tax 4%

Travel 3%

Utilities 5%

Other 4%