

# The CAB service Information System: knowledge is everything

Citizens Advice Scotland makes sure that Scotland's frontline Citizens Advice Bureaux and the public have the information they need – every time.

## What information have we got?

Through its membership of Citizens Advice Scotland (CAS), each Citizens Advice Bureau in Scotland gains access to our comprehensive, web-based information system called **AdviserNet**.

**AdviserNet** provides detailed information on a huge array of subjects from employment and benefits to housing and debt, helping thousands of clients each year to get the advice and information they need to deal with their problems. It is renowned for its breadth and accuracy and is the only available source of independent, trusted and quality assured information for advisers in every field.

**AdviserNet** is available on a password-protected website and on CD and it forms the cornerstone of the CAB service in Scotland. No matter what the issue – from debt to dental treatment, homelessness to horse riding and abandoned goods to youth training – bureaux can advise clients of their rights with confidence that the information is correct.

**AdviserNet** provides bureau advisers with information specifically tailored to meet their needs as well as access to legal sources, case abstracts, online websites, leaflets, forms, an address database and current news of relevance to advisers. It is easy to use and features multiple ways of accessing information including an A-Z index and search tool. It is also accessible for use by advisers with visual impairments.

As well as being used by thousands of CAB advisers, the **AdviserNet** CD is used daily across the UK by hundreds of libraries, solicitors, politicians, trade unions, charities, universities, colleges and community organisations.

## Contact us

If you would like to know more about how we produce information for the Scottish CAB service, contact us using the details below.

Citizens Advice Scotland

1st Floor, Spectrum House, 2 Powderhall Road, Edinburgh, EH7 4GB

t: 0131 550 1000 f: 0131 550 1001 w: [www.cas.org.uk](http://www.cas.org.uk)

need advice? [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

**citizens  
advice  
scotland**

## Free public access to our information

The CAB Service also produces the award-winning **Adviceguide** website  
[www.adviceguide.org.uk/scotland](http://www.adviceguide.org.uk/scotland)

**Adviceguide** is an abbreviated version of **AdviserNet**, designed to be used directly by the general public. Updated daily and covering a wide range of topics, **Adviceguide** helps members of the public to take the first steps to sort out their money, housing, employment, consumer, legal and other problems. It covers the law in all four UK countries and provides people with round-the-clock access to CAB information on their rights as well as handy factsheets, sample letters and signposting to other trusted sources of advice.

## How is our information produced

CAS and our sister organisation in England and Wales, Citizens Advice, employ dedicated teams of information officers, to ensure that **AdviserNet** and **Adviceguide** are always accurate and up to date. The information is continually updated and maintained for technical and legal accuracy to reflect changes in legislation, case law and practice.

The **AdviserNet** and **Adviceguide** systems provide users with country specific information and CAS constantly monitors changes in Scotland's laws, rules and regulations. If we know a change is coming that will impact on bureaux clients then we prepare in advance so that advisers will be able to deliver the right information from the moment the change comes into effect.

We also work with bureaux to ensure that our information is accessible and easy to use as well as meeting the needs of clients.

## Where does the information get used?

Online access to **AdviserNet** enables numerous advisers to access the information at the same time.

Having **AdviserNet** means that all a bureau adviser needs to deliver advice in the community is a laptop computer. Scotland's 76 Citizens Advice Bureaux currently deliver advice across the country from over 213 locations, including hospitals, community centres and libraries.

The **Adviceguide** website enables the public anywhere to access trusted information about their rights, any time of the day, any day of the week.