

# **Rutherglen & Cambuslang Citizens Advice Bureau**

## **Recruitment Pack**

### **Background Information**

#### **The Organisation**

Citizens Advice Bureaux are the major providers of information, advice and assistance, operating from 219 service points that cover Scotland from the islands to the City Centres. Bureaux are autonomous bodies under the control of a local Committee of Management or Board of Directors. All bureaux are members of Citizens Advice Scotland (the Scottish Association of CABx), and as such must meet specific conditions of membership related to standards of service and other matters.

Enquiries are across a wide range of fields, and people using our service expect high quality advice and assistance (including representation at tribunals and in Court when appropriate) on what are, at times, highly complex matters. The main enquiries at the present time relate to problems with welfare benefits and debt; legal issues, employment; housing; and family and personal situations.

#### **Rutherglen & Cambuslang Citizens Advice Bureau**

The Bureau has been providing an independent advice service in Cambuslang and Rutherglen since 1967. The bureau is very close to Cambuslang Library & Jobcentre plus. It is close to several bus routes and a few minutes' walk from Cambuslang Train station. The main bureau consists of 4 interview rooms, large reception area, a general office and a training room. We offer outreach services when funding permits.

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The Bureau has service level agreements in place with South Lanarkshire Council for core and money advice services. We have recently secured grant funding from Scottish Government, Investing in Communities

We have 8 local outreaches throughout the area (Whitlawburn, Halfway, Springhall, Cathkin, Fernhill, Spittal, St Columbkilles Church and the Housing Association building on Farmeloan Road in Rutherglen) to ensure we can help the clients unable to make it to our main office – through either disability or low incomes.

We have been a Scottish Living Wage Employer since January 2018 and we were accredited with a Volunteer Friendly Award in April 2019.

We are governed by a Board of Trustees who meet regularly and provide strategic direction, ensure financial management, and support the Manager Sharon Hampson. The current Chair is Jim Nixon.

## **People**

There are currently fifteen experienced volunteer advisers, 9 trainee advisers. A team of ten paid staff provide specialist advice and management support across the services.

## **Our Services**

Within the Bureau we offer a mix of drop-in and appointment. In the last financial year we reached 6,638 clients in the Rutherglen and Cambuslang area dealing with 12,976 enquiries, securing an overall Financial Gain to clients of £1.8million

Around 76% of our work is Money Advice and Welfare Benefits with legal, housing and employment issues providing another 12% of our work. We currently offer money advice service appointments in Cambuslang and have a minimum of 15 appointments every week split between a Monday and Thursday. We also offer a service for Appeals & Representation, and again, offer a minimum 8 appointments per week.

## **Quality & Training**

We achieved our Scottish National Standards in 2021 to provide level 3 advice in Benefits, Debt and Housing. We have staff competent to type III in all areas. We work constantly to improve the service and we do this using peer review, mentoring and structured feedback, observation, in depth case review, internal audit, team meetings and external audit.

A training programme is delivered internally twice in the year and/ or to meet identified needs. Volunteers are encouraged to attend external training e.g. WiserAdviser courses, CASLearn and where possible we share training resources with other SL CABx and partners.

## **Systems**

We are primarily web based using AdviserNet for information; CASTLE case management and Microsoft Office. We operate from our office base, outreach facilities with some staff using remote working systems and mobile communication.

## **Partnerships**

We are well established within our local community and have good operational and strategic partnerships with South Lanarkshire Council; our Lanarkshire CABx colleagues, DWP etc as well as community and voluntary organisations such as credit unions, woman's aid, housing associations, and carers support groups etc

A number of referral protocols are in place to support the front line service and we are keen to develop more neighbourhood partnerships to support people affected by welfare reform.