

Find out more

If you think that you would like to volunteer for your local citizens advice bureau, then get in touch.

You can find your nearest CAB in a number of ways:

- Use the contact details below
- Look in the phone book under "Citizens Advice Bureau"
- Visit the Citizens Advice Scotland website - www.cas.org.uk

Your local CAB is:



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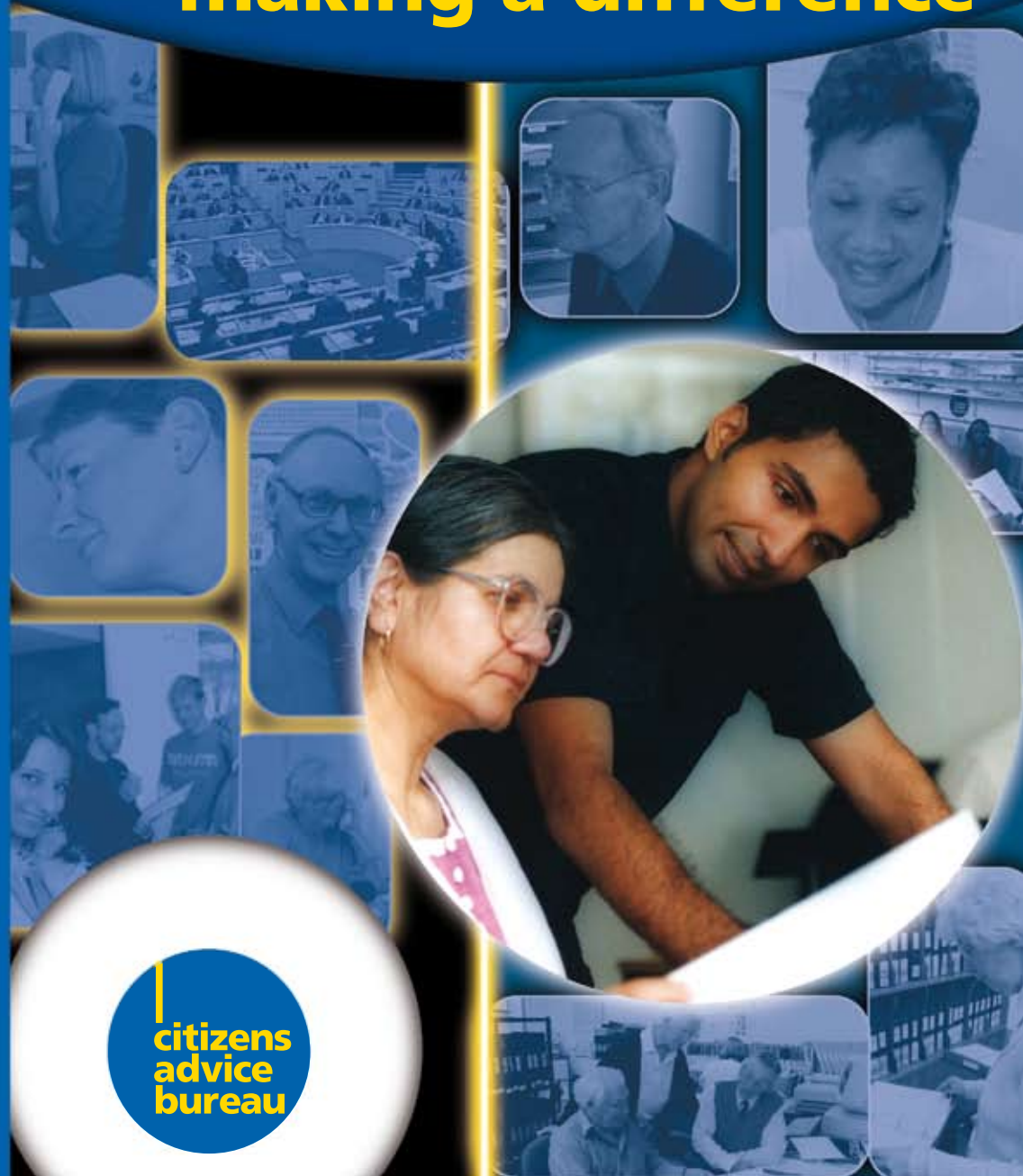
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social policy

working for change making a difference



Working for change, making a difference

The citizens advice bureau (CAB) is a trusted presence all over Scotland for people needing help. The CAB gives free and independent advice, information and support to many thousands of people each year.

What you may not know about is the other part of what bureaux do - social policy work. We always need more volunteers to help us do this important and rewarding work that can make a difference to the lives of millions of people. What about you?

What is social policy work?

If lots of people have the same problem, then it may be because of a particular law, regulation, policy or practice. If you change the rules and systems, you can solve the problem at its source. And that's where social policy work comes in – and where you can help.

The Scottish CAB service uses the statistics and case evidence it gathers to do social policy work. We highlight the problems our clients have and press for changes to the way things are done. We present our evidence through means that include:

- reports
- briefings for politicians, parliamentary committees, statutory and commercial organisations
- responses to consultations and enquiries
- press releases and other media work

People who are involved in making and shaping laws, policies and procedures value the information presented by the CAB service because they know it is unbiased and based on the experiences of real people all over the country.

What does social policy volunteering involve?

Some of the things you might do in the CAB include:

- **Completing and collating client evidence forms.** Without client evidence, we couldn't do any social policy work at all!
- **Keeping in touch with the Social Policy team at Citizens Advice Scotland (CAS):** CAS does national social policy work on behalf of the whole Scottish CAB service
- **Research** projects – sometimes CAS conducts research projects to understand more about a particular problem. Social policy volunteers are often an important link between CAS and bureaux in these projects

- **Identifying and raising issues** – the CAB service doesn't have the time or resources to help fix everything at once, so you can help by highlighting what you think are the most important issues
- **Taking local action** – not all social policy work takes place at a national level. Local action could include giving feedback to local service providers, contacting local politicians about issues, responding to local consultations or undertaking local media and publicity work.

Why's it so rewarding?

- **It really makes a difference**

Some of the important things we have been involved with in recent years include:

- Reforms that will introduce a tenancy deposit scheme for the private rented sector
- Reforms to the administration of tax credits which will help CAB clients avoid some of the overpayment pitfalls
- Extension of the national minimum wage to 16 and 17 year olds
- Development of a debt arrangement scheme to help people manage their debts
- Giving bureaux the tools to challenge bank charges on behalf of their clients

- **It feels good**

As CAB volunteers in all kinds of roles can testify, knowing that you're making a difference makes you feel great! And on top of that, you can expect to make new friends, keep your brain active, and even boost your career prospects.

Is social policy work for you?

Some of the things that we look for in our social policy volunteers are:

- Commitment to challenging injustice
- Interest in current local and national social policy issues
- Strong team worker
- Can set up and run systems that gather and manage information
- Happy to learn, share knowledge and experiences in training sessions and at meetings

Does this sound like you – or who you'd like to be?

We can provide lots of training and support to help you achieve your potential. We'll even pay expenses, and volunteering needn't affect your benefits either. So – if you're interested then get in touch!