

2023 – Celebrating 60 Years!

In 2023 we celebrate our 60th Anniversary serving the Community. Throughout the years the relationship between Drumchapel Citizens Advice Bureau and the wider community has continued to grow and strengthen. Although situated in Drumchapel, our bureau covers a far greater area – postcodes G1-G15 – and serves Knightswood, Anniesland and Whiteinch to name just a few.

Today we have 22 full and part time staff members working at the bureau and over 30 volunteers gifting their time.

The cost of living crisis, recovering from COVID and the migration of Universal Credit are challenging our community, but with our assistance we stand together and are stronger.

Drumchapel CAB – 60 Years!



Drumchapel Citizens Advice Bureau - 60 Years in the Community



**Contact
Us**

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Our History

The origin of the modern Citizens Advice Bureau dates back to 1924. By 1939 during the II World War, over 60 bureaux operated all over Scotland.



The CAB service has changed a lot since that time, reflecting widespread changes in society as a whole. However, many of the main issues facing CAB clients are similar to those that people faced in the early years of the service – such as housing, employment & benefits.

Every Bureau is an independent, locally run charity, funded mainly by the local authority.

Drumchapel CAB acquired premises in 1963 in a 3 bedroomed house in Inchfad Drive, Drumchapel. It was here that the Glasgow University Settlement established the Family Advice Centre run by a full-time trained caseworker and assisted by a large team of volunteers, mainly wives of the Glasgow University Staff.

By 1975 the bureau became part

of the national movement under the National Association of CABx and then Scottish Association of CABx. It was at this point Drumchapel CAB employed its first paid member of staff.

The 1980's saw some of the most radical Social Security Reforms with the introduction of the social fund. Also, the community charge (Poll Tax) was introduced in Scotland to replace domestic rates.

Throughout the 1990's the largest category of enquiries was about benefits, the extensive failure of the Child Support Agency as well as enquiries relating to job security, short term contracts and low pay.

Into the new century and there are still a vast range of issues to deal with, consumer, debt, employment and welfare benefits to name a few.

Our Vision and Twin Aims

Our vision is for a fairer Scotland where everyone has the advice and information they need to realise their rights and where the barriers to accessing those rights are effectively challenged

Our first aim is to ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities, or services available to them, or through an inability to express their needs effectively and, equally.

Our second aim is to exercise a responsible influence on the development of social policies and services, both locally and nationally.