

**ROCKET
SCIENCE**

**Independent
evaluation for
Glasgow Citizens
Advice Bureaux**

January 2023



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Executive Summary

In late 2022, the eight Citizen Advice Bureaux in Glasgow commissioned Rocket Science to evaluate their services and, in particular, sought to answer the following research questions:

- Understanding the services delivered by CABx
- Assessing the effectiveness of CABx and its delivery
- Evidencing the impact of CABx and its services
- Understanding the value and strategic alignment of CABx with stakeholders and funders.

Seven of the eight CABx are located in severely deprived areas of Glasgow (Bridgeton, Castlemilk, Easterhouse, Drumchapel, Glasgow North-West, Greater Pollok and Parkhead). Glasgow Central CAB is based in the city centre and offers services to people who may come from any area of the city. All eight bureaux are volunteer led, independent organisations with boards of trustees; all make extensive use of volunteers as trained advisers, trustees and in other roles.

Each CAB is community based and aims to engage the community in the running of their local CAB through, for example, membership on the board of directors, open annual AGMs and public events. All CABx are members of the Citizens Advice Scotland (CAS - formally the Scottish Association of Citizens Advice Bureaux) and are bound by its principles and conditions of membership.

The eight CABx, in common with all members of the CAS Network, have two aims:

- To provide advice and information to enable people to claim their rights.
- To use the evidence gathered from clients to advocate for policy and legislative change to improve people's lives.

As a condition of membership, all CABx adhere to the key principles of service provision: free, independent, confidential and impartial. The service adopts a holistic approach, that is helping clients with the variety of issues for which they need information and support. Other important principles relate empowerment of clients empower and the accessibility of services.



CABx service delivery

Pre-pandemic advice and information service delivery was, for the most part, carried out in offices using face-to-face interviews. At the onset of the pandemic, the Bureaux moved swiftly to delivering services by telephone and online, by email and webchat. In August 2020, the Scottish Government recognised CABx as a key service and CABx offices re-opened to allow emergencies to be dealt with. Post pandemic there is now an emphasis on multi-channel delivery, while also recognising that face-to-face delivery is important for vulnerable groups, as well as for those clients who may be digitally excluded.

All CABx throughout Scotland participate in the CAS scheme which quality assures the advice given in Bureaux every quarter and all Bureaux undergo an organisational audit every three years.

Glasgow CABx run outreach services in a variety of locations including in GP practices, recovery cafés, nurseries, schools, Barlinnie prison, in housing associations, community centres and libraries. These services target specific groups, or issues, and facilitate easier access to services for people in need across Glasgow. Accessibility of the service is a core CAS membership condition and outreach services help meet this condition of membership. All Glasgow Bureaux now operate a mixture of drop-in and appointments for telephone and face-to-face interviews and use triage systems to prioritise those in crisis. Clients in crisis are defined as those who present with no money, phone or access to credit, are homeless or under threat of eviction, deportation or domestic abuse. In 2021/22 this represented 22% of all cases in Glasgow CABx.

The evaluation analysed the statistics held by CASTLE, the case recording system which is used by all Glasgow bureaux. In 2021/22, the Glasgow CABx saw 19,798 clients. This represented a 12% rise from the previous year. In addition, the holistic approach means that, on average, for each client the Bureaux deal with between 4 and 5 issues. The number of clients with complex needs has increased over the past couple of years resulting in both longer appointments and longer term support. Client's issues are inter-related, and it is common, for example, for benefit, debt, housing and fuel issues to be addressed together.

On CASTLE, issues are classified in 16 categories. The top 5 issues across the Bureaux for 2021/22 were:

- benefits,
- debt,



- tax (which includes council tax, and is the largest debt issue),
- housing, and
- utilities and communications (which includes energy as well as broadband, internet and mobile 'phone issues).

Client demographics

The demographic breakdown of the Glasgow CABx clients is as follows:

Age: 75% of the clients were within the age group 25 – 59; 20% were elderly clients aged over 60 and the proportion of younger people (18-24) was below 10%.

Low income/poverty: There was a high incidence of clients living on low incomes: including 60% of clients with no dependent children living on low incomes and 80% of families with children (including single parent families) living on low incomes.

Ethnicity: the proportion of clients from a BAME background was approximately in line with their presence in Glasgow's population. There are, however, differences across the Bureaux due to the local communities they serve.

Employment, ill health and disability: 30% of clients were unable to work because of ill health or disability; 15% were unemployed and 12% were in some sort of part-time employment. The analysis showed that a significant proportion of those in work were also on low incomes indicating 'in work poverty'.

Impact on clients

Client financial gains (CFGs), achieved through unclaimed or appealed benefits, tribunal awards, consumer gains, written off debts or charitable applications, give a monetary assessment of the impact of CABx support. For 2021/22, the CFGs across the Glasgow bureaux totalled £16.1 million, an average of £4,275 for each client who received CFGs. The figures show that the vast majority of gains are from benefits claimed, with £1.2 million from written off debts.

CFGs are most likely spent by people in their local communities and, therefore, make a substantial contribution to Glasgow's local economy. The Glasgow CABx received £1.4 million of funding from Glasgow City Council in 2021/22, and therefore £16.1 million in CFGs represents a 11.5



return on investment for the year demonstrating the positive impact of CABx on reducing the poverty in Glasgow.

However, the advice and information provided by the CABx has much wider, if less quantifiable impacts on people's lives. Reducing stress and worry and empowering people to make decisions are essential contributions to health and wellbeing. These impacts are best illustrated by the comments of clients, who often spoke about CABx as being a 'lifeline'.

"It wasn't just the clearing of the debt. It was the fact that I felt like a failure in life and not having money when I lost my job. Just them taking control of the debt side and reassuring me that it wasn't my fault. They did more than just dealing with the money side. They allowed me the brain space to deal with my health." - Client interview

"I received housing and benefits advice. It was really relevant to me, and they helped me when DWP disputed my return and residence to the UK. I gained a tenancy and an income as a result." - Client interview

These findings are echoed in research issued by CAS. A survey detailing the impact of advice showed that:

- 70% of respondents reported improved mental health.
- 80% reported that the service helped to relieve stress.
- 91% reported that the service gave them confidence to deal with other issues.

Another recent study carried out for CAS focused on the economic impact of advice and information. It showed that in 2019/20 CAB work in helping people solve their issues across 10 advice areas was estimated to be £97.1 million in savings to the public purse across Scotland, for example, representing savings to the NHS and social work services. The report quantifies the impact of advice by preventing, for example, stress-related illness, physical ill health and the loss of employment. CAS internal estimates calculates that this represents a return on investment of 35.5.

How CABx services are delivered

The evaluation showed that the way in which services are delivered is extremely important to clients. The holistic approach and the non-judgemental attitude of advisers are highly valued by clients.



“The best part is them being friendly and they are patient and empathetic. They listen to everything and want to understand the full picture and not just listen to one issue.” – Client interview

“They provided me with advice I didn’t expect. They made me feel so welcome and were ready and prepared to help me.” - Client interview

“They told me what I could do, and it was life changing. I was not aware of the services they had.” – Client interview

Interviews with stakeholders showed that although they were not necessarily aware of the full extent of CABx services, they recognised their value as community organisations and the ability of CABx to reach marginalised communities and groups of people. Elected representatives indicated that they were willing to refer constituents to CABx, knowing the areas of expertise of CABx and their ability to support their constituents.

Strategic alignment

The evaluation found that the work of the Glasgow CABx aligns closely with Scottish Government and Glasgow City Council’s financial inclusion and poverty reduction targets, including the GCC child poverty action plan.

Challenges and responses

Demand and case complexity. Post pandemic and with the cost-of-living crisis Glasgow’s CABx are struggling to keep up with the level of demand. In the survey and focus groups, staff and volunteers felt that they were meeting the needs of the clients but were aware of groups within their communities who the Bureaux could not reach because of resource limitations. The combination of rising demand along with increased complexity of cases has enlarged the workload of the Bureaux’ staff and volunteers.

Analysis of non-client contact work shows that advisers are spending increasing amounts of time on case work, that is: making appointments, arranging document drop-offs, writing letters on behalf of clients, advocating, and engaging with other organisations on their behalf and providing



other support. The social security system is complex, and every client is offered a benefits check to ensure they are getting the full support to which they are entitled. These benefit checks are a key part of the holistic service.

Volunteering. Glasgow CABx make use of volunteer advisers who undergo an extensive online or face-to-face training programme and periods of shadowing an experienced adviser and observed practice before they are able to deliver advice themselves. As with most Third Sector organisations, recruitment and retention of volunteers has become more difficult in the post pandemic period when there has been increased demand for paid labour. The evaluation found that currently volunteers make up half the workforce in the Glasgow CABx. Across Glasgow the CABx are collaborating to raise their volunteer numbers to pre-pandemic levels. A Volunteer App, piloted by Parkhead CAB, aims to assist in retaining volunteer information and organising training.

CABx training gives volunteers flexible, transferable skills that employers demand. Internal data from CAS report that nationally across Scotland 35% of volunteers who leave the CABx service move on to paid employment or further education and training. The CABx might be able to access employability funds linked to the delivery of volunteer training and placements.

Recruitment and retention of staff. There are also challenges around the recruitment and retention of staff who fulfil a variety of roles as CABx managers, project and outreach workers, issue specialists, training and volunteer support officers and administrators. A primary function of all these roles is to support volunteers. Due to lack of funding CABx are often competing with other organisations that can pay higher salaries to new recruits. Glasgow CABx managers told the research team anecdotally that the gap between the pay of a CABx welfare rights worker and one employed in, for example, a housing association or independent advice agency can be as much as £5,000 annually.

Accessibility and digital exclusion. The obligation to provide accessible services is a condition of network membership and all Glasgow Bureaux operate multi-channels for accessing advice to enable clients to choose the method that best suits them. Those who are able to, can use the national online public advice site and the national helpline. The national number now uses postcode recognition to direct calls to the Bureau nearest to the caller. 'Recite Me' software is used on national and local websites to enable the contents to be read in a different language or spoken to assist people who have sight loss or suffer from dyslexia. These accessibility features were funded through national projects and benefit the people of Glasgow.



The evaluation showed that the shift to offering advice via multi-channels was important and should continue. At the same time, staff and volunteers worried about the levels of digital exclusion, with some clients not able to afford access to the internet or not possessing the necessary equipment or skills to operate online. These findings concur with previous research carried out by the CABx.¹ Staff and volunteers were clear that additional outreach was a key way of reaching marginalised groups, but this was dependent on additional funding.

Funding is the key issue facing CABx. Funding for core services, that is the resources necessary to run a generalist advice service, has been declining over a number of years. Glasgow Bureaux fundraise by approaching trusts and foundations to fund projects aimed at specific target groups or issues. However, sufficient core funding is necessary to provide for the managerial and infrastructure costs necessary to support projects. This is most evident in the case of outreach services which are key to accessibility and targeting marginalised communities or groups, and providing services in places which are convenient to people.

Reductions in funding and, therefore, Bureaux activity also have a wider impact on the Glasgow community through a reduction in client financial gains which may contribute to Glasgow's local economy and the decreased flow of skilled workers who have trained in Glasgow's CABx. Reduced Bureaux services also imply potentially no early intervention to prevent crisis.

It is important that Glasgow City Council recognise that core funding also enables the CABx to leverage additional funds from private sources. Adequate long-term funding is necessary to enable CABx to strategically plan for service delivery. Two new funding streams UK Shared Prosperity Fund (UKSPF) and No One Left Behind (NOLB) may present opportunities for Glasgow CABx to consider.

Key Recommendations

The evaluation made a number of recommendations for the Glasgow CABx and for funders and stakeholders.

¹ 'Locked down not locked out', a research report by Parkhead CAB, 2020
'The experience of digitally excluded clients', Nick Hopkins and Gil Long for the Glasgow CABx, 2022.



For Citizens Advice Bureaux:

- **A set of principles for co-operation to enhance joint work.** The Glasgow CABx currently collaborate in a number of ways including through joint training, sharing national project delivery and delivering joint local projects. Areas of future collaboration could include skills sharing among staff across the Bureaux to promote best practice, sharing of corporate functions and increased joint work on recruitment and training.
- **Accessibility.** CABx should continue to seek funds for outreach and maintain face-to-face access to offer help to clients in crisis and address the needs of the most vulnerable groups.
- **Increase communication with stakeholders.** Activity to ensure that stakeholders are aware of the extent of the work of CABx is essential. The current bi-monthly newsletter for stakeholders is important but the Bureaux also need to develop personal relationships with key stakeholders to explain their work and provide a voice for clients. Many CABx clients have experienced trauma. The principles of trauma informed work align closely with CAB principles. CABx should consider using this language to explain their work to stakeholders.
- **Increase advocacy.** All CABx contribute to social policy work; that is using client evidence to advocate for changes in policies and practice. While this was not within the remit of the evaluation, it is clear that CABx can provide a voice for vulnerable and marginalised communities, and unheard voices. CABx should consider the recruitment of a communications and advocacy worker to carry out this work for the eight organisations.
- **Continuous improvement of data collection.** Data is vital to demonstrate the impact of CABx services and provide evidence for advocacy. Gaps in data occur for a number of reasons including client reluctance to supply socio-economic details and adviser sensitivity to client feelings. The Glasgow CABx should together set a framework to improve data collection. CAS have explained that they are currently undertaking a CivTec challenge using Artificial Intelligence (AI) to assist advisers in producing case records and inputting client data for CASTLE.

Funders and stakeholders:

- **Adequate, long-term funding.** Long-term funding is required to ensure continuity of CABx services and strategic planning for delivery. Longer term funding will contribute to reducing staff turnover, align with the Fair Work agenda and enable the expansion of outreach and other services. It will enable CABx to secure funds from other sources, increasing investment in Glasgow.



- **Recognise the contribution of CABx to employability.** Trained volunteers have flexible and transferable skills which are useful to employers; and many go on to find paid work. Funders should work with CABx to enhance their role in training and use of volunteers and enable the CABx to access employability funds.
- **Collaboration on monitoring.** CABx exist on a variety of funding sources, all of whom require different monitoring information and data. This is time consuming, especially given increased client demand with more complex cases. Funders could collaborate to standardise monitoring requirements, easing the burden of reporting for CABx while still requiring robust and reliable information. CABx have already produced research relating to this.²
- **Strategic partnerships.** CABx make important contributions to the achievement of national and local targets on financial inclusion and poverty reduction. Glasgow CABx can engage as strategic partners in a number of policy agendas, including financial inclusion and child poverty. CABx can also play an important role in the reform agenda proposed by the Scottish Government's Community Wealth Building Bill.

² <https://www.cas.org.uk/publications/moca>



1. Introduction

This evaluation looks at the eight Citizen Advice Bureaux (CABx) located in Glasgow. Seven of the eight are located in severely deprived areas of Glasgow (Bridgeton, Castlemilk, Easterhouse, Drumchapel, Glasgow North-West, Greater Pollok and Parkhead). Glasgow Central CAB is based in the city centre and offers services to people who may come from any area of the city. All eight Bureaux are independent organisations with individual boards of trustees. Each CAB is community based and aims to engage the community in the running of their local CAB through, for example, membership on the volunteer board of directors, open annual AGMs and public events. All CABx are members of the Citizens Advice Scotland (CAS - formally the Scottish Association of Citizens Advice Bureaux) and are bound by their principles and conditions of membership.

The eight CABx, in common with all members of the CAS network, have two key aims:

- To provide advice and information to enable people to claim their rights.
- To use the evidence gathered from clients to advocate for policy and legislative change to improve people's lives.

CABx offer a general advice service to their clients which is classified in their case recording system, under 16 different headings. Advice on welfare benefits and debt are the two most common client issues but CABx also provide help on housing, employment, family law and recently most importantly, utilities which includes energy and internet/broadband issues. CABx adopt a holistic approach: that is helping clients with the variety of issues for which they need information and support. On average clients receive help on between 4 and 5 issues at the same time. As a condition of membership of the CAS Network, all advice and information is quality assured on a quarterly basis and bureaux undergo an organisational audit every three years.

CABx also participate in a variety of national projects. These are projects focused on specific topics which are externally funded but managed by CAS. For example, all Glasgow Bureaux participate in the Money Talks project focused on money and welfare benefits advice for which CAS disperses the Scottish Government grant to CABx across Scotland. In addition to offering a service from their main office, all CABx run different projects and outreach services, largely funded by trusts and foundations, which are linked to the needs of their respective communities.



All Glasgow CABx receive some funding from Glasgow City Council. In 2020, the local government funding mechanism for the local network of Citizens Advice Bureaux (CABx) in Glasgow, was changed. As a part of the new funding mechanism, there was a shift from the IGF (Integrated Grant Fund) to the GCF (Glasgow Community Fund). Initially the results of the new mechanism led to a 100% defunding for five Bureaux, an independent advice service and a law centre. Following a campaign, Glasgow City Council revised its funding package to maintain all CABx, but this resulted in a funding cut for all of 35%, with a further decrease of 3% in the following financial years.

As a result of the Covid-19 pandemic and related lockdown measures, the Bureaux were already facing pressure as a consequence of increased demand for services. This has been exacerbated by the cost-of-living crisis.

Given the financial backdrop, the eight Bureaux in Glasgow commissioned Rocket Science to evaluate their services, and in particular sought to understand the following research questions through the evaluation:

- What are the strengths and weaknesses of the current service delivery offered by the eight Bureaux?
- What are the current gaps in the service provisions? How can the eight CABx collaborate better to address these gaps?
- What are the impact and outcomes for clients including the socio-economic outcomes?
- To what extent are there preventative impacts from the services provided?
- To what extent do current services contribute to relevant local and national government priorities and strategies?
- How can the eight CABx work together as part of a collaborative plan to improve services in Glasgow?

1.1 Evaluation methodology

The evaluation team set out to help the Glasgow CABx assess their impact and obtain a better understanding of what is working well and what requires improvement. The overall aims were to:

- Understand the services delivered by CABx.
- Assess the effectiveness of CABx and its delivery.
- Evidence the impact of CABx and its services
- Understand the value and strategic alignment of CABx with stakeholders and funders.



The evaluation questions used to fulfil these aims are set out in [Appendix 1](#). Mixed methods were used to conduct the evaluation including:

- **Interviews with the managers:** 8 semi-structured interviews online or in person with the managers of each Glasgow CAB.
- **An online survey with staff and volunteers:** an online survey that was sent to all members of staff and volunteers across all the CABx. The survey was open from 3 November 2022 to 29 November 2022 and received 109 responses from 84 staff and 25 volunteers. This is a response rate of 65% for staff and 22% for volunteers.
- **Focus group with staff and volunteers:** following the results of the survey, two in person focus groups with staff and volunteers representing the CABx were held; 19 people attended across the two focus groups.
- **Client interviews:** 15 telephone client interviews were held and 9 written responses to the interview guide received from clients.
- **Stakeholder interviews:** 5 semi-structured interviews with stakeholders, including funders and policymakers were held.

While the evaluation methodology did not include a literature review, the findings of the evaluation are supplemented with some additional resources provided by CAS as well as some additional information provided by the Glasgow Citizen's Advice Bureaux.

Limitations on data collection

The study team at the Citizens Advice Bureaux and Rocket Science used a holistic approach to the research and aimed to engage with a variety of stakeholders to ensure all perspectives were reflected in the study. However, there were some limitations which need to be taken into account and these are discussed more fully in [Appendix 2](#). In summary, a small number of stakeholders responded to the request for interviews. Engagement with clients, who are frequently reluctant to speak publicly about their confidential issues, was also difficult. Although those who did respond were very positive; those less satisfied may have not responded. There were also a number of issues related to data collection as 2020 was the first year when all Glasgow bureaux had migrated to using the CASTLE case recording system.

The remainder of this report includes:



- **Chapter 2:** The services provided by the eight Citizen Advice Bureaux and the communities they serve.
- **Chapter 3:** The perceptions of stakeholders, funders and volunteers: what works well and what needs improvement? The current funding situation and collaboration structures.
- **Chapter 4:** The challenges CABx face: limited funding and the changing needs landscape.
- **Chapter 5:** Improvements to service provision suggested by managers, staff and volunteers, clients and stakeholders.
- **Chapter 6:** Conclusions and recommendations for future service provision and practice.



2. Services provided by the Glasgow CABx

This chapter describes the services provided by the eight CABx in Glasgow. It looks at the client numbers and demographics, and the types of services provided. Demand for services and the categories of advice types have to be considered in relation to the pandemic and post- pandemic recovery. At the start of the pandemic CABx immediately turned from providing a predominantly face to face service to a remote service model, delivering by telephone and online via e mail and webchat.

2.1 Client numbers

In 2019 not all Glasgow CABx were using the CASTLE recording system and therefore the figures for 2019 are a substantial underestimate. In addition, in migrating to the system the number of 'ongoing cases', that is clients who were already on the CABx books may not have been included. Recovery post pandemic also increased numbers and in 2021/2022, with all bureaux on the system, the eight CABx supported **19,798 clients** This is an **increase of 12%** from the previous year.

Table 1. Clients served by the Bureaux – 2019 - 2022

Year	Total clients	Comments
2019-20	12,366	Not all CABx on CASTLE; non-inclusion of ongoing cases
2020-21	17,651	
2021-22	19,798	Post pandemic recovery raised numbers

2.2 Types of services provided

CABx offer holistic advice, information and support on a wide range of social and legal issues which in the CASTLE system are classified under 16 different headings (see table 2). Across all eight CABx the most common issues are benefits, debt, tax (which includes council tax, housing and utilities and communications (which includes energy as well as broadband/mobile issues). CABx across Scotland are key providers of social data which collated and disseminated by CAS is used by government and other institutions to inform policy and practice.



Differences in the demand for particular advice areas depends on the community served but also on other factors. For example, during the Covid pandemic demand for employment information and advice rose in response to issues of furlough and redundancy. To cite another example, immigration, asylum and nationality advice ranks as the third most used area for Glasgow North West and fifth for Greater Pollok, while it is 14th for Castlemilk and 13th for Easterhouse. This reflects the make-up of local populations. Some of the differences can also be explained through the projects based in each CAB. For instance, Bridgeton, Pollok and Glasgow North West have Financial Inclusion Support Officers (FISO), who are based in schools, which results in higher rankings of education in these CABx. Similarly, Bridgeton has a Patient Advice and Support Service (PASS) officer looking at NHS complaints which results in the higher NHS complaint ranking as this role is unique in Glasgow. Greater Pollok and Glasgow North West have EU settlement workers which results in increased immigration advice in these Bureaux. Participation in national projects will also alter the range of advice issues dealt with by any one Bureau. (See Appendix 3: Current National Funded Service Delivery in Glasgow for list of national projects.)

Table 2. Ranking of services provided by CABx by frequency used.

	Bridgeton	Castlemilk	Drumchapel	Easterhouse	Glasgow Central	Glasgow North West	Greater Pollok	Parkhead
Benefits	1	1	1	1	1	1	1	1
Consumer	14	12	12	10	11	12	12	10
Debt	2	4	3	2	2	2	2	2
Discrimination	16	16	16	16	15	16	16	16
Education	9	10	14	14	16	8	8	14
Employment	8	8	9	8	8	10	10	8
Finance & charitable support	13	5	5	7	9	7	9	5
Health & community care	15	11	11	12	13	13	13	13
Housing	4	6	6	4	3	5	6	3



Immigration, asylum & nationality	11	14	10	13	6	3	5	12
Legal proceedings	6	7	7	5	7	11	4	7
NHS Concern or Complaint	5	15	15	15	14	15	15	15
Relationship	12	13	13	11	12	14	14	11
Tax (inc. council tax)	7	2	2	3	4	4	3	6
Travel, transport & holidays	10	8	9	9	10	9	11	9
Utilities & communications (energy/broadband /mobile)	3	3	4	6	5	6	7	4

Based on data submitted by the eight CABx in summer 2022 to the research team.

Stakeholders were mostly aware that CABx provide advice on housing and benefit issues, as well as legal, financial advice and some immigration issues. Stakeholders also acknowledged that they were probably not fully aware of all the full range of services that Glasgow CABx offer.

Accessibility is an important condition of CAS membership and stakeholders and funders gave vital feedback about Citizens Advice Bureaux providing accessible services to people from marginalised communities and through advocacy providing a voice and early intervention for seldom heard communities. However, our qualitative interviews with stakeholders and funders revealed that not all stakeholders and funders had a solid understanding of the services that Glasgow CABx provide. Some were not fully aware of the local and community-based nature of the CABx services and the significance of CABx physical presence in the local community, or the potential the visible presence has to reduce barriers to engage in services. There was little or no awareness among the stakeholders interviewed about the amount of outreach activities that CABx currently organise or the voice that CABx provide for marginalised groups and communities. More information about the outreach activities can be found in Section 2.4.



2.3 Client demographics

Gathering client socio-economic data is sensitive. Not all clients wish to discuss their personal circumstances and advisers, sympathetic to client feelings, collect such data when it is freely offered. Advisers also report that collecting personal details is much more sensitive in telephone interviews, when the lack of face-to-face contact makes establishing a friendly rapport more difficult. The figures discussed below excludes those who preferred not to share personal information.

Age distribution

Quantitative analysis of the CASTLE data looked at the age distribution of clients for four years, from 2019 to 2023. This analysis revealed that:

- Close to 75% of the clients were within the age group 25 – 59.
- Elderly clients, above the age of 60, were close to 20% of the total client group over the period.
- The proportion of young people (18-24) approaching the Bureaux remained below 10%.

Age distributions have remained quite similar over the years, although there was a slight increase of clients in the younger age group in 2020 which is likely to reflect an increase in requests for advice and information on employment issues, for example, furlough. See Figure 1.

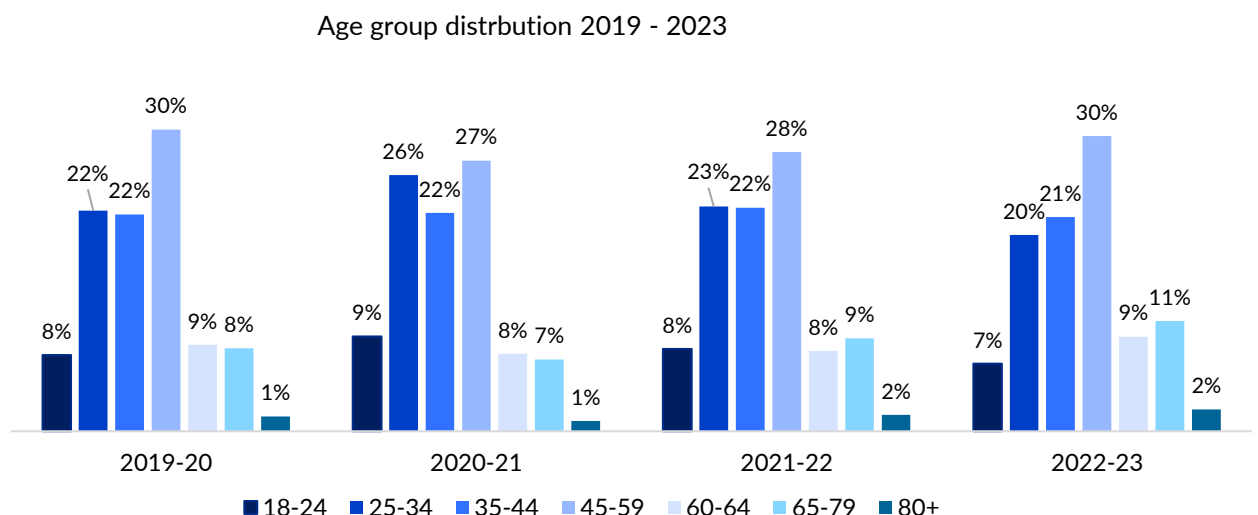


Figure 1. Age group distribution of clients



Gender distribution

CASTLE data indicates a slight variation in the distribution of men and women approaching the eight Bureaux of Glasgow. On average between 2019 and early 2023, 54% of clients were women and 46% men. The gender split in 2019-2020 matches the overall gender split of the City of Glasgow (50.8% women and 49.2% men in 2021)³. See Figure 2.

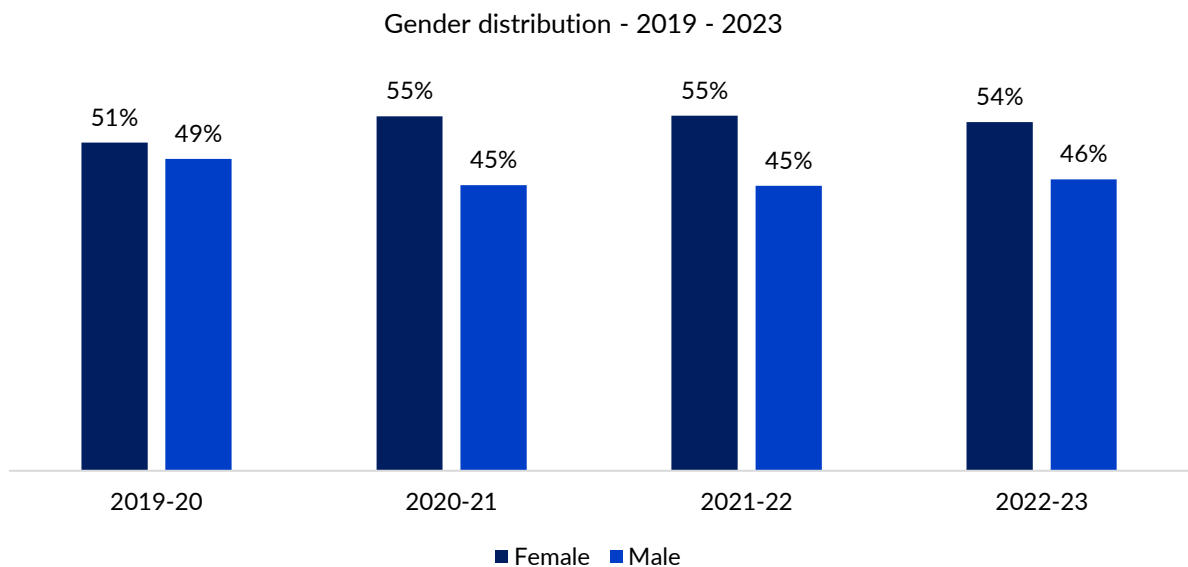


Figure 2. - Gender distribution of clients

Ethnic distribution

Between 2019 and 2023, 80% of CABX clients described themselves as white with the remaining 20% spread between African, Asian, Asian British Asian Scottish Caribbean or other ethnic group. This is broadly in line with the last census figures which showed that 17.3% of Glasgow's population belong to ethnic minorities with 5.8% identifying as "Other White" and 11.6% as BAME.⁶

Employment status

CASTLE data shows that 30% or more clients were unable to work due to ill health or disability. However, during the year 2020 – 2021 the proportion was reduced to 25%. On average, over the

³ National Records of Scotland (2022). Glasgow City Council Area Profile. Available at: [https://www.nrscotland.gov.uk/files/statistics/council-area-data-sheets/glasgow-city-council-profile.html#:~:text=In%202021%2C%20there%20were%20more,%25\)%20living%20in%20Scotland%20overall.&text=In%20terms%20of%20overall%20size,with%20a%20population%20of%20223%2C403](https://www.nrscotland.gov.uk/files/statistics/council-area-data-sheets/glasgow-city-council-profile.html#:~:text=In%202021%2C%20there%20were%20more,%25)%20living%20in%20Scotland%20overall.&text=In%20terms%20of%20overall%20size,with%20a%20population%20of%20223%2C403). Last accessed: 06 January 2023



four years, 15% of the clients were unemployed, and a similar proportion of people approaching the Bureaux were engaged in full time work. Around 12% had some form of part time work, while less than 10% were either not seeking any work, self-employed or looking after their family (Figure 3).

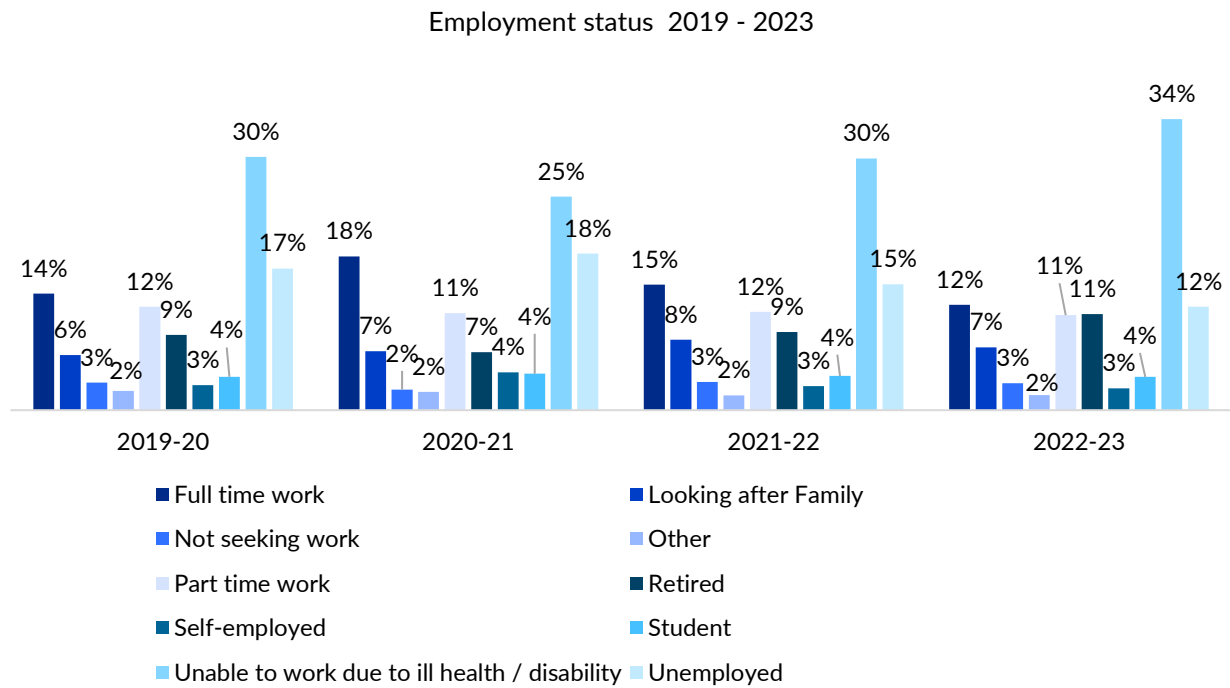


Figure 3. - Employment distribution of clients

Determination of poverty categories

Households Below Average Income (the government categorisation of poverty income levels) was used to define the proportion of people served by the Bureaux who are living below the poverty line. The categories and income ranges are shown in table 3 below.

Table 3. Classification of families by income range

Category	Income range to poverty
Adult family (non-pensioner; no dependent children)	£0 - £15,000
Single adult pensioner	£0 - £15,000
Single adult non-pensioner	£0 - £15,000
Single parent family (1 adult; dependent children)	£0 - £20,000
Family (2 or more adults; 1 or 2 dependent children)	£0 - £25,000
Family (2 or more adults; 3 or more dependent children)	£0 - £30,000



Analysis indicates that:

- Nearly 60% of the bureaux clients, classified as an adult family with no dependent children were living the below the poverty line.
- 80% of the clients with a family with 1 or 2 dependent children were likely to be from deprived backgrounds.
- More than 80% of the clients with a family with two or three children, or a single parent with a dependent child were living the below poverty line.
- 62% of those adults who were single and had no pension support, and 80% of those who had some form of pension support were living the below poverty line.

In summary, from the data we can see that a high proportion of CABx clients are living below the poverty line, and although a proportion of CABx clients are in full or part time work they too are living at or below the poverty line; the 'in-work poor'. Further detail is shown in Figure 4, below.

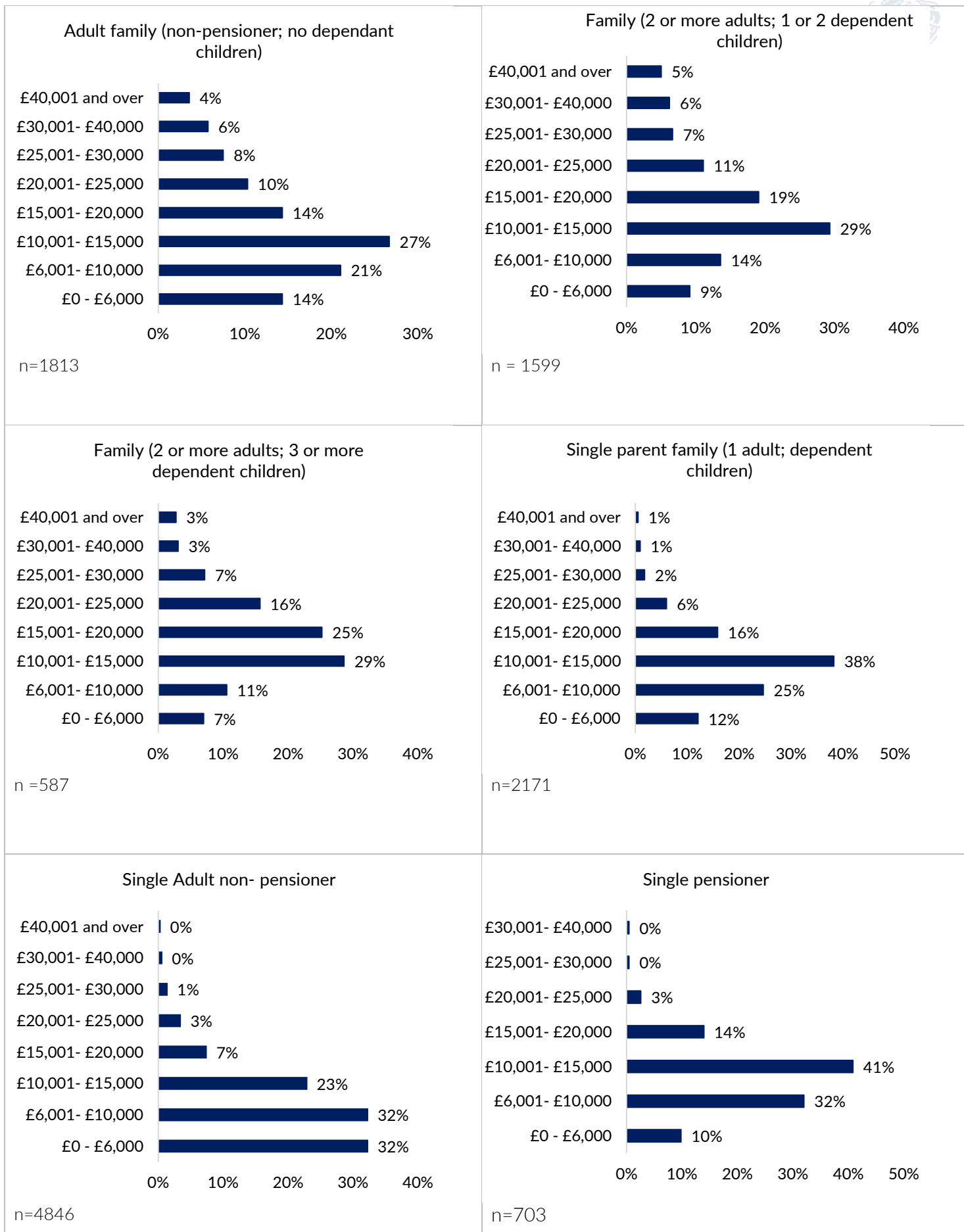


Figure 4- Proportion of people living in BPL served by the Bureaux



While the client base shows some commonalities across the Bureaux, individual CAB demonstrate differences depending on the demographics of the communities they serve. For example, Greater Pollok has a high number of clients who are older and have mental health issues and/or learning disabilities, while Glasgow Central works a lot with people experiencing homelessness and Bridgeton sees a high proportion of clients from BAME groups.

2.4 Methods of accessing services

According to the CABx, it is a CAS membership requirement that Boards monitor and review the accessibility of their services. As mentioned previously, prior to the pandemic, face to face was the predominant method of service delivery for all Glasgow CABx. Post pandemic the Bureaux re-opened offices as quickly as possible to enable them to offer face to face services initially to cope with clients in crisis situations. Today, Bureaux continue to experiment with hybrid models combining face to face with telephone and internet-based delivery. Two small research studies, led by Parkhead CAB showed that face to face services are very important to particular groups of vulnerable clients and to those who present in a crisis who have no access to phones or credit while others prefer the use of telephone or internet-based information and advice.^{4 5}

Drop in or appointments

Traditionally, CABx organised service delivery predominantly through drop-in sessions, that is clients queued to take their turn in CABx offices. Glasgow Central Bureaux which is based in the Mitchell Library, largely continues this method today because their remit enables anyone in Glasgow who can reach the library to use the service. This Bureau also offers some appointments and telephone and internet-based advice.

Drop-in systems, while providing the client with the assurance that they would be seen also resulted in long queues which clients found frustrating. For this reason, all Glasgow Bureaux now use a combination of drop-in and appointments using a triage system to identify emergencies to ensure that people in crisis situations can be seen immediately. Appointments may be booked for both telephone and face to face sessions. Telephone advice may be reached by a client phoning a Bureau directly or through a national free-phone helpline number. This system, started during the pandemic but has been further developed over the course of the pandemic and now uses

⁴ 'Locked Down Not Locked Out', Nick Hopkins Consulting and Gil Long, 2020

⁵ The Experience of Digitally Excluded CAB Clients, Nick Hopkins Consulting and Gil Long, 2022



technology for post-code identification which allows phone calls to be directed to the bureau nearest to the caller.

However, demand for services is very high and appointments may be booked up, weeks in advance. All CABx seek to mitigate the length of waiting times but with limited resources this cannot be fully addressed. The timeframe to book for appointments differs between the individual Bureaux as some have a policy of not booking appointments more than two weeks in advance while others are booked out up to four weeks ahead. A further challenge with an appointment-based system is the number of no-shows from clients, especially when the waiting period has been a few weeks. This means that the time could have been spent on other clients, but it is often too late to book in other people.

The advantages of an appointment-based system include minimised waiting times for clients and staff and volunteers can prepare for sessions knowing what to expect from the appointments. It also helps manage time as staff and clients have better awareness of how long the appointment might take.

Outreach services

Outreach work is seen as crucial to make services accessible to people who may be isolated or face barriers to seeking support at CABx offices, such as lack of transport, disabilities or ill health, including mental health problems. Almost all bureaux offer outreach sessions, these include being present in GP practices within the community, offering support in recovery cafés, co-locating with other charities, nurseries or schools, in Barlinnie prison, MP or MSP offices, housing associations, community centres and libraries. A summary of the locations of the outreach services can be found in the map developed by the Glasgow CABx (Figure 5 below). A full list of the outreach sessions provided by the CABx across Glasgow can be found in Appendix 4: Information on reach and outreach of the Glasgow CABx.



Figure 5. - Map provided by Citizens Advice Bureaux Glasgow

These outreach services are offered on a regular basis, mostly weekly or fortnightly and run for either a half or full day. Outreach sessions may be organised on an appointment basis and mostly include referrals directly from the partner organisations engaged in the outreach sessions. A majority of outreach sessions are project funded, that is separately from generalist advice service funds, for example, the NHS funds sessions in health facilities. The funding may contribute to the salary of the person delivering the outreach sessions, volunteer or staff travel and communications costs.

The advantages of the outreach work are that people receive help in locations that might be more easily reached or the service is available in places they routinely visit. The survey conducted with staff and volunteers revealed that 67% believe that outreach sessions are a necessary tool to reach more people and that the sessions play a role in serving communities who find it difficult to



engage with services.⁶ Outreach can also create more awareness of CABx by providing a presence in different parts of the community. The staff and volunteer survey highlighted that lack of funding meant insufficient outreach sessions in the community (12 out of 34 responses). Focus group participants also explained that they face difficulties with the infrastructure and technology available for outreach sessions, such as outdated laptops or access to phones.

Client respondents indicated that a mix of options for accessing services was beneficial as it enabled them to get in touch in a way that suited them and in a way that enabled them to feel comfortable. Telephone contact was viewed as a key mechanism to reduce inequalities of access, particularly for people who have limited mobility, caring responsibilities or people who are housebound for other reasons.

Some staff and volunteer interviewees noted the importance of drop-in sessions in emergencies so that support can be provided directly and immediately to the clients. The staff and volunteers also identified some circumstances when face to face appointments work better. For example, form filling or other activities that require longer periods of times or when a range of documentation has to be provided by the client, for example, in dealing with debt issues.

The evaluation found that one of the main challenges the CABx found in sustaining a range of services and accessibility options was the limited funding available. Funding constraints has meant that many CABx do not have enough staff or volunteers to support the increased demand for services. Reducing inequalities and increasing the financial inclusion are key strategic priorities for CABx stakeholders and funders, including the Scottish Government and Glasgow City Council. CABx can play a key role to provide services in locations that will target 'under-served groups' but adequate funding to staff the different access methods appropriately is required for CABx to fulfil this role.

Furthermore, many CABx, in common with many other Third Sector organisations, experienced a decline in volunteer numbers over the Covid-19 pandemic.⁷ This had led to an urgent need to recruit and train new volunteers, thereby requiring additional time and resources. CABx training for volunteers is mandatory and competence based. It comprises online and face to face sessions over a period of up to 12 weeks, observation and working alongside an experienced adviser. The

⁶ Some staff and volunteers did not respond to the question on outreach because they were not involved in outreach provision.

⁷ Scottish Household Survey, 2021 results, Volunteer Scotland.



trainee is then supervised by an experienced colleague and must undertake a range of cases before operating independently. All CABx also operate 'session' supervisors who are there to assist volunteers with difficult or complex issues. These requirements demand resources and limit the number of new volunteers that can be trained at any one time. However, it is important to note that throughout the pandemic, CABx continued to train volunteers using online courses and supervision sessions.

A further challenge for several CABx, including Castlemilk, Greater Pollok and Easterhouse, is that they do not have the physical space or the infrastructure to adequately provide all of the services. This includes not having enough interview rooms and having to use outdated phone systems and technology. There is a potential opportunity for funders to assist CABx to access in-kind help.⁸

"The mix is difficult because we do not have the bodies to maintain the different service channels. You also have to manage the mental health of the staff and volunteers. For some the phone service and the face to face have different impacts on them." – Manager interview

Location of the services

The location of the services is key to the success of the CABx. Their current locations are central to the communities they serve. For example, Glasgow Central is located within the Mitchell Library, a central location in Glasgow, which, prior to the pandemic, had a footfall of about 1,900 people per day. While the footfall is lower now, it remains a central point in Glasgow and over the winter of 2022/2023 became a designated 'warm bank'. The location is shared with a variety of other organisations and support services such as Glasgow Life. Greater Pollok CAB is located in a community centre, close to other services that their clients use, such as GP surgeries, shops and close to bus services. Other CABs are located on high streets or in shopping centres within their respective communities.

The study team found the CABx they visited easy to find and easily identified through branding and signposting. The settings reduce barriers and are aligned with good practice on accessibility. Several clients noted that the location of the CABx within their community or in walking distance from their house was a key decision-making factor for them in accessing help.

⁸ See for example: [Capital investment for regeneration - Regeneration - gov.scot \(www.gov.scot\)](https://www.gov.scot/resources/consultations/webopen/default/opening-the-door-to-capital-investment-for-regeneration.aspx)



“I have always known about them they are quite local to me.” - Client interview

“I looked up where I could get help online and found Citizens Advice Bureaux and one other organisation. I chose Citizens Advice Bureaux because they were local to me.” – Client interview

“They are just around the corner from us.” – Client interview

Throughout the Covid-19 pandemic CABx saw an increase in clients who were able to use web-based advice provided by Citizens Advice Scotland.⁹ The physical presence in local communities is vital for people who are unable to use remote services, for example, over the phone or online. CABx have a substantial group of clients that have limited or no access to phones or the internet who rely on in person interactions to receive advice.

This is partly explained as about 20% of CABx clients are elderly people who may not feel comfortable using technology but also because a large proportion of clients live in poverty. A previous study by three Glasgow CABx highlighted that 7.5% of CABx clients were digitally excluded and, therefore, struggled to access digital or remote service provision¹⁰. Having a local community-based CAB mitigates barriers to accessing support.

The premises and whether the space is fit for purpose was perceived differently across the CABx. Castlemilk and Easterhouse, for example, have a space that is too small for the amount of clients they support and limits the number of volunteers and projects they can take on. For Glasgow Central, being located within the Mitchell Library building means that rent and utilities are shared and therefore may be cheaper than they would be elsewhere. In addition, there is good cooperation with the library and other organisations in the Mitchell, making the space work for them. Bridgeton CAB was able to fundraise money to renovate and design a space for them that is fit for purpose and designed for their needs.

The Scottish Government has a clear aim of transforming the economic, physical and social potential of places to ensure the most disadvantaged communities are supported and that all places are sustainable and promote wellbeing. CABx have opportunities to work collaboratively

⁹ CAS is currently working to enhance this with the use of chatbots.

¹⁰ Nick Hopkins Consulting & Gil Long (2022). The Experience of Digitally Excluded CAB Clients.



with their local authorities and stakeholders to be part of the response to support local plans and aspirations.

21 out of 24 clients rated the ease of finding the office as excellent, two thought it was good and one person had trouble finding it. In terms of the accessibility of opening times, 18 rated the opening times as excellent and six as good. Out of the six, two explicitly mentioned that they would have preferred a drop-in service as they believe it would have solved their issues faster.

Service awareness and reach

Word of mouth is the most powerful advertisement of CABx. Their community presence and the fact that some have been established for many years, for example Glasgow Central started in 1939, means that CABx are well recognised local organisations. A common response from clients when asked how they heard about CABx was:

“I have always known about them” or “I have seen the sign when walking/driving past.”

In addition, all clients mentioned that recommendations from others about the quality of support offered by the Bureaux was an important factor in seeking help. Some clients also explained that they had been referred to their local Citizens Advice Bureau by health workers, the job centre or other caseworkers.

“I live right across the road. You also hear people talk about them and people always recommend them.” – Client interview

“I approached the job centre, and they made me aware about the Bureau services.” – Client interview

“You always see it on when you go past my area and a couple of folk I know went before and got help.” – Client interview

Bureaux make efforts to reach groups which they feel will have difficulties in accessing services. Outreach is one mechanism, some bureaux use a mini-loop system, and some advisers have sign language, Bureaux have access to ContactScotland BSL that provides translation services and some offer home visits to those who are housebound.



However, asked which groups they felt they could do more to reach, staff and volunteers mentioned: elderly, housebound people; those with limited mobility, mental health issues, or who are deaf, people from ethnic minorities or those for whom English is not their first language and younger people who may not think 'CAB is for them'.

Some outreach projects focus on specific groups in order to establish good practice in overcoming barriers. For example, Bridgeton has made specific efforts to target the Roma community on Glasgow's Southside; Pollok runs a mental health project in collaboration with local health facilities, Glasgow Central works extensively with homeless organisations and Parkhead CABx runs a youth project and an outreach to serve Barlinnie prisoners and their families.

Funding to provide outreach services to specific groups is often short term and having established good practice in overcoming barriers it is often difficult to sustain services that have proved to be successful.

Among those interviewed, there was a general awareness of the complexities of creating inclusive services. Many staff, managers and volunteers concluded that there is no one way of trying to improve services for these communities particularly within the current financial and staffing capacity levels. It would be helpful to provide more outreach sessions, to engage with community leaders and increase social media advertising and targeted leaflets. Managers, staff and volunteers commented that additional funding is vital to fulfilling current demand and any expansion of services.

"We need more resources to fill that demand before we go looking for that demand." – Staff and volunteer survey

"If we would advertise more, we would not be able to support the people coming through the door." – Manager interview

Many clients interviewed, whilst knowing that CABx offered advice and information were surprised by the holistic nature of the service. Almost all clients explained that they had approached a Bureau with one issue but had received more help than they expected. Often clients were unaware of benefit entitlements.



“It was more than we expected. Our advisor just took me on board and looked at me and my husband and looked at everything that we were entitled to.” – Client interview

“They provided me with advice I didn’t expect. They made me feel so welcome and were ready and prepared to help me.” – Client interview

“They told me what I could do, and it was life changing. I was not aware of the services they had.” – Client interview

2.5 Impact of services on clients

Meeting clients’ needs

Staff and volunteer perspectives

Most managers, staff and volunteers interviewed felt the service met clients’ needs. However, several noted that the demand for services had gone up, that issues were becoming more complex and the number of clients in crisis had increased. Several interviewees felt that it was becoming more difficult to support clients as quickly as they might wish. In survey findings, 76% of staff and volunteers strongly agreed or agreed that they were currently meeting the needs of the clients. (Figure 6). Among those surveyed, 23 out of 24 clients rated the ability of Citizens Advice Bureaux to meet their needs as excellent and one person rated it as good.

“We are doing a good job to provide the support. I check cases regularly to ensure that there are no issues and if so that they get caught early.” – Manager interview

At the same time, staff and volunteers acknowledge that it is likely that there are client needs that they might not be aware of, specific groups that are not accessing services or there were unmet needs because of demand and the time it takes to engage with clients. These figures are shown in the pie chart below (Figure 7).

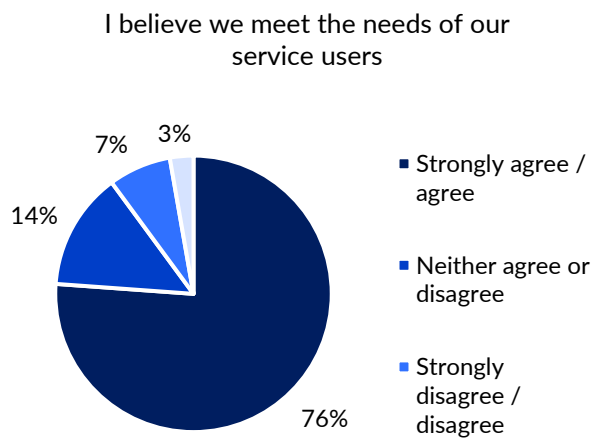


Figure 6. - Percentage of staff on how well CABx are able to meet client needs (% out of 109 respondents, source: online staff and volunteer service)

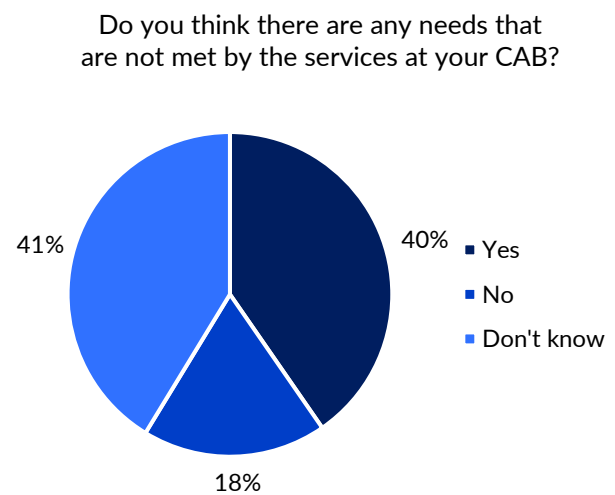


Figure 7.- Percentage of staff on unmet needs of clients (% out of 109 respondents, source: online staff and volunteer service)

All the managers explained that they believe that the main reason for unmet needs is insufficient funding. Due to lack of resources only some CABx are able to offer employment tribunal representation, home visits and accompanying clients to medical boards. These are areas which all CABx would like to expand.

The CABx staff and volunteers commented that recently **case complexity has increased**. For example, advising on the multifarious benefits and energy issues has been heightened by the cost-of-living crisis and disability application forms have become longer and more difficult for clients to fill out.

Interviewees noted that they felt the time spent on each client had increased. The holistic approach means that on average each client receives support with 4 to 5 different issues. Advisers commented that in some cases clients were well informed having begun their own research which led to higher expectations of what the Bureau could do to help. Managers also commented that they felt increasingly clients come to the Bureaux at a later stage of their problem resulting in greater complexity. Several advisers responded that this was increasing the time spent on case work. Complex problems are not resolved in one visit. Advisers often engage in extensive case



work with the client returning to the Bureau on several occasions to receive additional support. All Glasgow Bureaux have large ongoing caseloads.

“The issues that happened 23 years ago seemed much more straightforward and the appointments were much shorter. Now people come to us later and with more complex issues. The appointments can last for 2 hours or longer.” – Manager interview

Analysis of the CASTLE data demonstrates a steep rise in non-client contact work. This represents the time spend outside of appointments and direct client interactions. It indicates the efforts made by the bureaux advisers on follow up case work: making appointments, arranging document drop-offs, writing letters on behalf of clients, advocating and engaging with other organisations on their behalf and providing other support. The graph, in Figure 8, below shows growth in non-client contact work for the years 2020-2021 and 2021-2022 in non-client contact work. This increased time spent on is likely due to the **increase in the complexity of cases**.

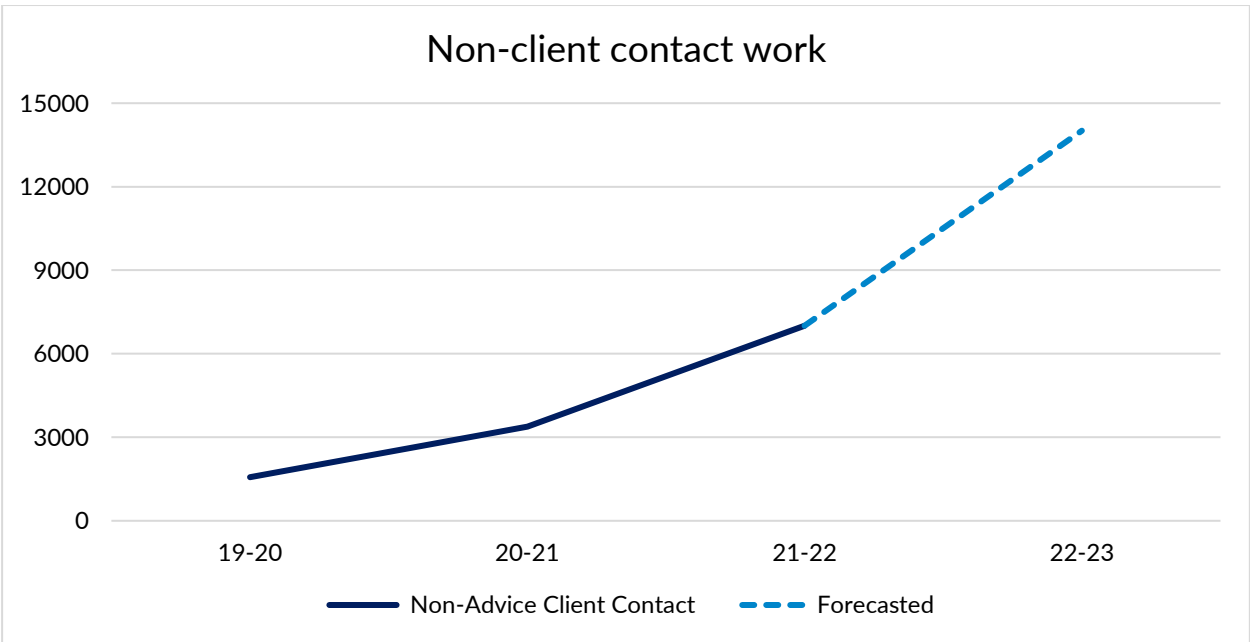


Figure 8. - Growth in Non-client work

Client perspectives

Clients highlighted that they had complex needs and that they would not know how to engage with authorities, such as the DWP, or how to fill out the forms correctly without help. Some also



indicated that they lacked digital skills and that they needed help because of this. Many described CABx as 'a lifeline'.

"I received housing and benefits advice. It was really relevant to me, and they helped me when DWP disputed my return and residence to the UK. I gained a tenancy and an income as a result." - Client interview

"We have never been on benefits, so we didn't know how to claim anything. Our advisor got us PiP and a carers allowance. We didn't know we could do these things." - Client interview

"The [DLA] forms are really long and it is difficult to go through and it reassures me to have someone from the CAB there." - Client interview

The findings of the evaluation show that the main reason why clients felt that their needs were met is the holistic and non-judgemental approach adopted by CABx and their understanding that the organisation is independent of government institutions. Many of the clients felt stressed and anxious about their issues and were worried about how the Bureau would engage with them. The reception they had received made them feel that they could open up and would get the support they needed. Trust in the CABx service was a very important factor for clients.

"The best part is them being friendly and they are patient and empathetic. They listen to everything and want to understand the full picture and not just listen to one issue." - Client interview

"They are listening and have patience and they are not rushing you to get things done" - Client interview

"A few years ago, I was unemployed, and the electricity and gas were turned off and my meters were turned into pay as you go meters the CAB helped the energy bill and to clear my debt which was unexpected as I had gone with another issue but really helpful." - Client interview

"We can help especially people who have fallen through the net everywhere else that can (now) get help here." - Manager interview



Case study 1

The client is a student who worked part-time on a zero hours contract which finished during the pandemic. He has a wife and a newborn baby but couldn't claim benefits because he was subject to the 'no recourse to public funds' regulations. The bureau assisted by making sure his family received regular food parcels; applied for him to be registered on the 'priority services register' with his energy supplier (even though he had no money to pay the bills); applied to Glasgow City Council to secure pram and baby clothes because the family had a vulnerable child and helped the client contact the University's welfare fund for financial help. After months of hardship and destitution, he managed to get his job back and could begin paying off his debts.

Case study 2

The client arrived at the bureau in a state of shock fleeing from an abusive situation. Her husband controlled all the finances of the household and she discovered that he had terminated the tenancy agreement with the landlord when she received a letter telling her to vacate the property and that the landlord would be changing the locks. As a refugee, the client had limited leave to remain and was faced with the immediate threat of homelessness.

The bureau first dealt with the housing situation, informing the landlord of his failure to follow eviction procedures and securing the client's rights to occupancy. As English is not the client's first language, the bureau supported her to make her own applications for Universal Credit and other benefits and worked with the local Job Centre to get her a work coach who would understand her situation. In partnership with the Ethnic Minorities Law Centre, the bureau helped the client to make a late visa application.

All clients agreed that they would not have been able to receive the same level of support if they had gone anywhere else. Most clients were not aware of any other services in their area, or Glasgow wide, that would have provided support for people in their situation. That the CABx service is free was also very important.

"I probably wouldn't have known who else to contact." - Client interview



"I contacted [another organisation] before and they didn't help. Their customer service was awful. They don't listen. Citizens Advice is the total opposite." – Client interview

"If I didn't go there, I would have gone straight to my solicitor where I would have had to pay for the advice right away."- Client interview

The evaluation found that CABx services helped reduce client feelings of stress and anxiety. Some clients emphasised that they felt in charge and were able to make decisions; they felt empowered. Almost all clients expressed the view that they felt advisors were going 'above and beyond' to support clients.

"They give you options and do not try to prescribe you something. Everything was so spot on." – Client interview

"They helped me to get through medical evaluations and other aspects that I didn't understand."- Client interviews

"Just getting things done and helping with my mental health and lower stress by helping me."- Client interview

"It wasn't just the clearing of the debt. It was the fact that I felt like a failure in life and not having money when I lost my job. Just them taking control of the debt side and reassuring me that it wasn't my fault. They did more than just dealing with the money side. They allowed me the brain space to deal with my health." – Client interview

Qualitative findings indicated that the CABx holistic approach meant that clients often received more support than they originally expected.

"Overall getting the support was really helpful and my advisor saw that I was struggling with grief and was really good at getting me to reach out for help with a counsellor." – Client interview

"They helped me access this and I didn't know I even qualified for it."- Client interview



Several clients explained that the support of the CABx was often lifechanging for them and that they would not be in the same position in their lives if they had not received help from CABx.

“It will be lifechanging. It is like allowing my daughter to access dance classes and improving my daughter’s quality of life.” – Client interview¹¹

“Without the help of the CAB my life would be very different, as I couldn’t have won my case without the bureau support.” - Client interview

“I was struggling with my life before the CABx and wouldn’t have survived without the bureau’s help. They have been a constant support and I have approached them for most of the issues that I was struggling with in my life.”- Client interview

These findings are echoed in a recent large survey conducted by Citizens Advice Scotland. The benefits of advice reach far beyond the quantifiable financial gains for clients which are explained further with below. Client feedback responses from across a national welfare rights and income maximisation services, found that 93% of clients report improved peace of mind, while 81% of clients report improved ability to help themselves. Meanwhile 64% of clients report improved mental health as a result of engaging with advice services¹². Broader research into clients across all CAB advice services demonstrates similar improvements¹³:

- 70% of respondents report improved mental health and wellbeing.
- 80% of respondents report that the service helped to relieve stress and
- 91% of respondents report that the service gave them confidence to deal with their issues.

¹¹ The Carnegie Report illustrates how community organisations helped the pandemic recovery. [Carnegie-UK LongShadow Final.pdf \(d1ssu070pg2v9i.cloudfront.net\)](#)

¹² Essential Community Services Briefing, Citizens Advice Scotland, April 2022.

¹³ Essential Community Services Briefing, Citizens Advice Scotland, April 2022.



2.6 CASTLE impact data

The Study Team analysed the CASTLE data available to determine the trends in client advice areas and client financial gains.

Trends on client advice areas

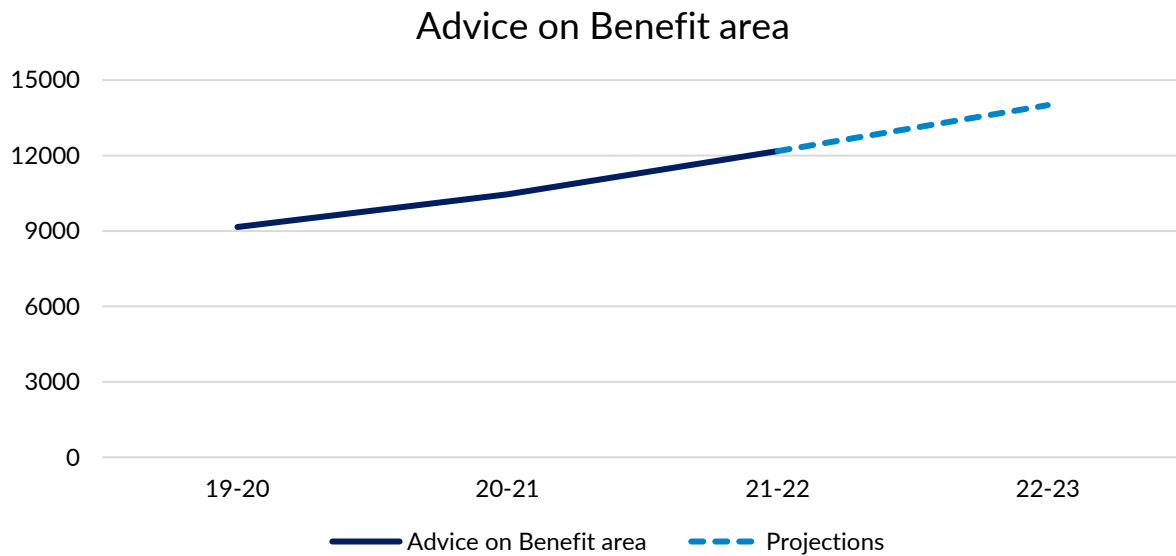


Figure 9. - Benefit cases across the CABx

The analysis indicates that benefits stood out as a key advice area and the proportion of clients for whom benefits was an issue grew by 14% between 2020-2021 and 16% between 2021-2022 with a projected increase of 15% for the year 2022-2023 (Figure 9)¹⁴.

The increase in the trend can be explained by clients affected by the pandemic and the cost-of-living crisis requiring help with benefit entitlements, appealing decisions and the complexity of online application procedures relating to the DWP 'digital by default' approach, as set out in the DWP Digital Strategy.

CASTLE data analysis further indicates that tax (council tax is a key area of indebtedness), debt, housing, utilities and communication (which includes energy issues), as well as finance and

¹⁴ Projections need to be interpreted with caution, as they are based on the average increase of the previous years which may be skewed based on the gradual move to recording data on CASTLE for some Bureaux. The benefit figures for 2019 therefore reflect only what was recorded by Bureaux using the CASTLE system.



charitable support are the other top areas where the demand for advice has risen over a four-year period (Figure 10).

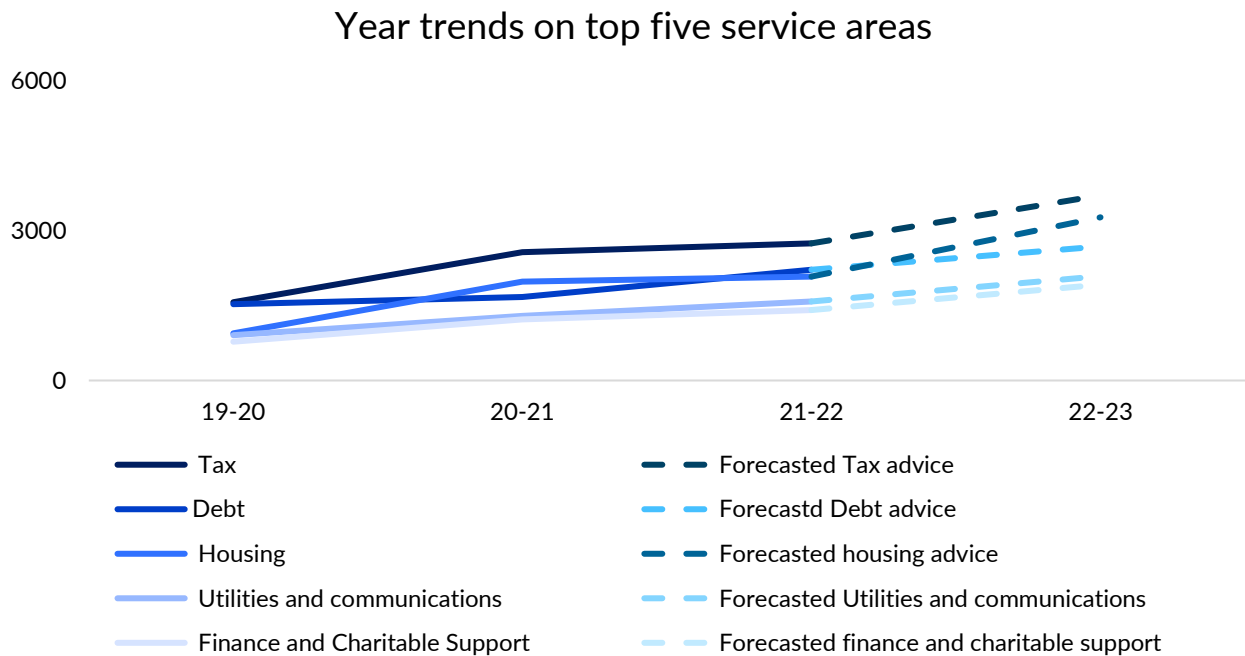


Figure 10. - Trends across top five service areas

Client financial gains

Client financial gains (CFGs) include money received from unclaimed or appealed benefits, tribunal awards, consumer gains, written off debts or charitable applications. The CFG are calculated based on confirmation by the client of financial gains or money clients will receive when entitlement is automatic, for example, child benefit. The CFG calculation is made from the date of the award for 52 weeks. Across the eight CABx and all advice areas, CABx had a total of £16,181,585.28 CFGs in 2021/2022.

Average Client Financial Gains

Not all advice given generates client financial gains. Debt, employment and benefits cases are the key areas that generate income for people. The average gain per client can be calculated by dividing the total CFGs by the number of clients who received a financial gain. In 2021/22 this was £4,275. Broken down, CASTLE data indicates an average gain of £10K with regards to debt, £4.5k - £5K with respect to benefits and £2.2K for employment issues.



The local impact of client financial gains

Client financial gains are most likely spent by people in their local communities and therefore make a contribution to local economies. As noted, CFGs in 2021-2022 reached £16.1 million. The Glasgow CABx received £3.6 million of funding during the same time period highlighting a 5:1 return on investment. This demonstrates how the return on investment for CABx contributes to reducing poverty in Glasgow.

Measuring impact

The evaluation found that the Citizen Advice Bureaux tend to use CFGs as the main outcome measure. Using these indicators provides an overview of the financial support provided but does not take into consideration other impacts that CABx advice and information may have had on the lives of their clients.

“It is important about getting to know the communities and understanding what the actual impact is on the ground and to what is happening. Numbers on, for example, footfall will not always indicate this.” - Stakeholder interview.

Some of the CABx use case studies and client surveys to gather a better understanding of how their support impacts the clients, not just financially but in other areas of their lives. Surveys include questions of how satisfied the client was with their CAB, how easy it was to access, if they received the help they expected and so on. An example of a survey can be found in Appendix 5: Examples of Case Studies and Newsletters. However, the pressure of demand can leave little time for carrying out client surveys.

“We have prepared a community survey and a client survey last year and the surveys are still sitting with them, but we have not had the time to distribute them because we have to firefight.” - Manager interview

“We have surveys throughout the years but not the last two years. It is not on the priority list. The clients come in with thank yous and biscuits which in a way shows the impact we have.” - Manager interview



During the evaluation, the study team visited several CABx, and observed that it was relatively common for there to be cards from clients with thank you messages. This type of informal acknowledgement of impact is difficult to quantify. Several managers told us that their casework systems contained information pertaining to impacts, but that it was not systematically collated, or aggregated as a measurement of outcome.

Advice and information: savings to the public purse

Glasgow CABx also contribute data and expertise to Citizens Advice Scotland's Scotland-wide studies and evaluations on the impact of the CAB-network. A recent study carried out for CAS focused on the economic impact of advice and information. It showed that in 2019/20 CAB work in helping people solve their issues across 10 advice areas was estimated to save £97.1 million in savings to the public purse, for example, the NHS and social work services. The report quantifies the impact of advice by preventing, for example, stress-related illness, physical ill health and the loss of employment. A further CAS commissioned study published in 2022 demonstrated the increasing complexity of the advice sought by clients underlining the need for a holistic approach.¹⁵

2.7 Staff and volunteers

Citizens Advice Bureaux are volunteer led organisations who are supported by paid staff. Across the Glasgow CABx over the summer of 2022 there were 109 staff and 134+ volunteers. The composition of volunteers compared to staff differs substantially between bureaux (see Table 8). Bureaux make considerable use of part-time staff; shortage of funds means that posts cannot be offered full time.

¹⁵ . The Economic Value of advice provided by the Citizens Advice Network in Scotland, Europe Economics, 2019/20) Evidencing the Holistic Nature of Advice provided by Citizens Advice Bureaux in Scotland, Select Statistics, 2022)



Table 4. Staff and Volunteers per Bureaux

Citizen Advice Bureaux	Staff	Volunteers
Bridgeton	15	9
Castlemilk	7	4
Drumchapel	22	33
Easterhouse	11	6
Glasgow Central	17	35
Glasgow North West	16	28
Greater Pollok	9	12
Parkhead	19	10
Total	109	134

In common with most Third Sector organisations, there has been a significant reduction in volunteers since the start of the pandemic, especially among long-term volunteers. For example, Glasgow Central had 74 volunteers before the pandemic but this dropped to 17 by 2022. All Bureaux are working to rebuild their volunteer work force. Volunteering as an adviser requires a commitment of six hours a week to comply with the CAS and National Standards requirement for all CABx advisers. Not all volunteers are always able to offer this amount of time on a regular basis making it difficult for CABx to recruit new volunteers.

Training of staff and volunteers

CABx are volunteer led organisations. Volunteers may be used in a variety of capacities as advisers, members of the boards of trustees, administrative workers or social policy co-ordinators. The qualitative findings revealed that many CABx experience little or no issues when it comes to attracting new volunteers but retention of volunteers, particularly those from the younger age group is more difficult. Young volunteers are attracted to volunteering to gain practical experience and flexible, transportable skills that enable them to move on to paid jobs. These skills include self- management (i.e., being able to adapt), social intelligence (communication and collaboration) and innovation skills (i.e., critical thinking).¹⁶ Managers commented that for young people volunteering provides experience for their CVs helps them enter the labour market and

¹⁶ Skills Development Scotland (2018). Skills 4.0 A skills model to drive Scotland's future. Available at: https://www.skillsdevelopmentscotland.co.uk/media/44684/skills-40_a-skills-model.pdf. Last accessed: 10/04/2023



helps their careers. Internal data from CAS report that nationally across Scotland 35% of volunteers who leave the CABx service move on to paid employment or further education and training. Given that many volunteers are retired people, this is a significant contribution to increasing employability. According to the managers, CABx training provides a flow of competent advisers for the wider advice and information sector, which is beneficial for other organisations in the area.

For the past 30 years Glasgow University Law School and the Glasgow CABx have collaborated on a scheme in which the students, after training as advisers, undertake a placement within a CAB. Those students who complete 100 hours of service and a written assignment are awarded a module which counts towards their law degree.

“The people that are staying the longest are retired volunteers. However, retirees are often more difficult to reach. There are volunteers that are law students who stay for some time based on their aspirations. Some dip in and out. So, it is quite varied.” – Manager interview

In addition to the initial compulsory training for advisers, ongoing training opportunities are available for all staff and volunteers. This includes specialist training, for example, for tribunal representation. Training courses may be provided in house by CABx staff, by CAS or by external agencies, for example, Child Poverty Action Group and are open to paid staff and volunteers alike. In the post pandemic period with dwindling numbers of volunteers and a labour market shortage in part due to lack of skilled workers, CABx should be seeking to advertise their success in providing flexible skills and seeking ‘employability’ funds.

Paid CABx staff are employed as Bureaux managers or CEOs, to organise and manage specific projects, as training officers, fundraisers, administrators and as session supervisors to support volunteer advisers.



Interviews and survey data indicated that 70% of staff and volunteers believe that there are insufficient volunteers and 48% agreed that more specialist staff are needed to satisfy increasing demand. (Figure 11 and 12).

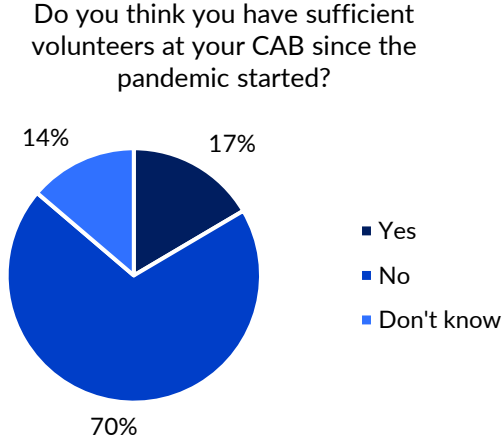


Figure 31. Percentage of staff believing there are sufficient volunteers in their CAB (% out of 109 respondents, source: online staff and volunteer survey)

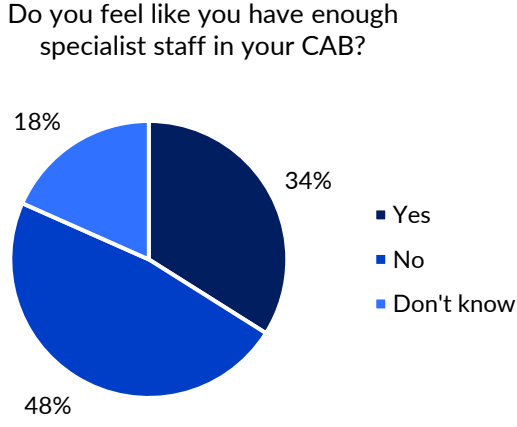



Figure 42. Percentage of staff believing there are sufficient specialist staff available in their CAB (% out of 109 respondents, source: online staff and volunteer survey)

Specialist staff are employed both to carry their own caseload but also to advise and support volunteers working on specific issues. Across the Glasgow CABx, specialists are employed to cover debt, employment, housing, immigration, energy, tribunal representation and consumer issues. Staff emphasised the importance of having specialised advisers available to provide high quality support for clients with complex cases.

Challenges with recruitment and retention

Staff and managers reported difficulties in providing cover for staff absences such as holidays and sickness because of the limited numbers of specialist staff. Allocating sufficient staff to cover for booked appointments sometimes means that the manager relinquishes managerial duties and takes over as an adviser.

A key challenge is that CABx are not able to offer salaries competitive with other, better funded, service providers. Glasgow CABx managers told the research team anecdotally that the gap between the pay of a CABx welfare rights worker and one employed in, for example, a housing association or independent advice agency can be as much as £5,000. The short-term nature of CABx funding also means that Bureaux often have to issue short term contracts. Both factors



have an important impact on the recruitment and retention of staff who are understandably concerned with job security and adequate salary levels. Some bureaux have tried to overcome these competitive disadvantages by offering other benefits for example, one CAB offers their staff a 4-day working week.

Traditionally, Bureaux have recruited paid staff from their pool of volunteers. Post pandemic and with a smaller pool of volunteers, it has been more difficult to recruit for paid positions from people within the CABx. The challenges are described in comments from the managers as shown below.

“Historically CAB people hire from the pool of volunteers because CAB world is not for everyone. If you have volunteers, they know what they are in here for.” – Manager interview

“Recruitment process has always been difficult because we cannot compete with salaries in other organisations, as people get a lot more money for example at Glasgow City Council. This is because of the amount funding of we receive.” – Manager interview

“People were trained up through the advice training and they then went on to other places. We help and train them and they then transfer to other places. Because of the pandemic there has now been a lot of recruitment from other organisations meaning a lot of volunteers left.” – Manager interview

Supporting staff and volunteers

Staff and volunteer peer support are crucial to the management of CABx to ensure the quality of advice and provide reassurance to those working in what can be a challenging emotional environment. The survey indicated that 61% of staff and volunteers agreed that they have sufficient support with 14 people highlighting peer support and 13 highlighting the one-to-one support from managers as the key components. Other suggestions made about what could be provided included: ‘more staff’; a ‘buddy system’; ‘a more consistent approach to support’; ‘access to external counselling’ and more ‘team building’. An external telephone counselling service is available to all staff and volunteers, but the survey results suggest that not all staff might be aware of this. In the focus groups, there were also suggestions made about the need for cross-Bureaux exchange to enable staff and volunteers carrying out specialist roles to connect with those in other Bureaux working in a similar capacity.



“We face quite intense pressure as we deal with client problems and are also trying to manage our own problems. Especially with the cost-of-living crisis.” – Focus group participant

The passion, empathy and commitment of the staff and volunteers are seen as the key elements of the service provision of the CABx. This was highlighted by the staff, volunteers and the managers. Clients confirmed that the staff and volunteers are one of the main reasons they liked coming to CABx. As the quotes below illustrate the non-judgemental and listening approach of advisers is crucial to building client trust.

“I think the fact that they are on my level. They are community based and they are ordinary people, and you got the confidence to speak to them. Rather than speaking to the authorities.”- Client interview

“The advisers are very friendly and quite approachable, and they understand the issues quickly.” – Client interview

“The advisors were easy to talk to and I have been able to build a good relationship with them.” – Client interview



3. Stakeholders, funders and staff and volunteer views

This chapter discusses the views of the funders and stakeholders, outlining the ways in which CABx could strengthen and expand their services. Internal relationships between the CABx, linkages with CAS and other stakeholders are also outlined.

Positive change through information

Stakeholders hold the view that CABx are a public facing organisation, working closely with a high percentage of vulnerable clients and providing them with relevant information to resolve their issues. Through the dissemination of information, they are able to empower people and build their capacity to be more self-sufficient and bring positive changes in their life.

“Our role it to act as fulcrum between the Bureaux network, assist them in what they are trying to achieve and also strengthen linkages with the government aiming to find a middle ground to help the bureau network in order to secure resources” – Stakeholder Interviews

Advocacy of services

Stakeholders are of the opinion that CABx are a valuable asset, and their income maximisation advice is beneficial to their clients. They have respect for the services that the CABx deliver, and they recognise that the Bureaux are capable of building strong relationships with clients. However, stakeholders informed us that CABx are not currently communicating their strengths and impact to their funders. There seems to be a significant lack of awareness of what, and how, Citizens Advice Bureaux support clients and the full impact of that support.

“Income maximisation advice from CABx can release up to £4,200 pounds a year average for a person which makes a huge difference in a person’s life. Making a difference in people’s lives especially in these difficult times and the services that they provide are amazing” - Stakeholder interviews

“CABx need to narrate their story in a more humane way – for instance, letting the funders know that they were able to achieve client gains by x amount and due to the gains that the individual made they could invest in a resourceful asset which helped in improving their lives.” - Stakeholder interviews



Aligning priorities

Stakeholders mentioned that CABx provide useful information and advice benefitting communities and stakeholders. CAS, and other policymakers including the Scottish Government, use both statistical and qualitative CABx evidence to drive and influence positive policy changes.

“CAS acts as fulcrum between the Bureaux network and the government in order to secure resources for the CABx and at the same time offer solutions to government that they need as part of their policy development” – Stakeholder interviews

Funders acknowledged that CABx undertake important work reaching out to the most vulnerable populations. However, they also mentioned that in the current financial climate national government is increasingly focused on work that requires to be undertaken on a statutory basis. CABx help the delivery of national projects through resources provided by CAS. These contribute to the ability to provide local services in Glasgow but are dependent on national funding available to CAS. As the emphasis on statutory based work increases, the funding for ‘discretionary’ work inevitably declines.

Some of the stakeholders who took part in this evaluation have encouraged the Bureaux to participate more in national projects by integrating their public facing work. Many of the national projects are now focused on low-income families in debt. Stakeholders told us that they felt that the CABx may benefit, and may gain more funding, by being more proactive in the design and delivery of national projects.

Many Glasgow CABx already participate in national projects as is shown in appendix 5. The lack of awareness of this among stakeholders might indicate a need to emphasise this more in interactions with the stakeholders.¹⁷

“Bureaux need to be more adaptive to the situation and have an omni approach to cope with the clients demand that has been increasing in Glasgow and nationally since Covid and the cost-of-living crises.” Stakeholder interviews

¹⁷ Since the evaluation has been completed, the CABx Network now operates a co-design policy for all national projects.



Some stakeholders were aware of some services, usually especially local community-based services, but lacked awareness of the public advice website which is available across Scotland and the availability of telephone and online services.

Strong linkages with communities and closer engagement with other organisations

Stakeholders reported that CABx are well-respected entities among local communities, and they are especially good in dealing with under-represented and vulnerable client groups. Comments from stakeholders also recognised Bureaux work in assisting clients with financial issues, resolving cases by providing them with necessary support, undertaking contacts with outside institutions and assisting with application processes.

“CABx are quite a critical lifeline and a real crucial service to the local community for the people to access”. – Stakeholder interviews

All Glasgow CABx engage with other organisations that work in their communities. Often this is done to promote outreach work but there are other examples of co-operation. For instance, Bridgeton CAB offers office space to a women’s organisation from the West End to facilitate access to the services for women within the Bridgeton Area. All Glasgow CABx are members of the Glasgow Advice and Information Network (GAIN) which includes law centres and independent advice agencies.

Engagement and support from local MPs, MSPs and councillors are relationships valued by the CABx, as well as by the policymakers. Stakeholders informed us that they rely on and trust CABx and feel confident to signpost constituents to their local CABx, as they know CABx are experts in providing personalised advice.

Collaboration between CABx

The Glasgow CABx do function together as a unit in specific settings and there are regular bi-monthly meetings of the eight managers to focus on issues that impact the Bureaux services individually or as a whole. Although managers reported that CABx are constantly strengthening their collaboration, they acknowledged that newer staff and managers could be provided with more support. At the moment this collaboration only takes place at the senior management level and as noted earlier, cross-Bureaux meetings for other staff would be welcomed. For instance, suggestions were made about peer support but also the chance to share best practice and tools



such as checklists and question guides for specific issues. A Microsoft Teams Channel may be one way of promoting this cross-Bureaux collaboration.

Principles to strengthen collaborative working

While collaboration is desirable and supported as Glasgow CABx goal it must also be remembered that in terms of funding the Bureaux, as independent charities, are often competitors trying to access resources from similar grants and trusts. However, it should also be recognised that Bureaux do collaborate over in a number of ways: sharing responsibility for participation in national project; mounting joint local projects and volunteer recruitment and training. Nevertheless, the managers acknowledged that a set of principles for collaboration would facilitate joint bids for funds and other activities. There is already a CABx membership condition that requires Bureaux to work in co-operation and with other organisations. A more specific set of agreements would assist in achieving this.

We don't have an agreed set of principles of what happens. If there were a collective bid and what happens if one organisation doesn't want to but the rest wants it. What do you do when you cannot reach a consensus. – Manager interview


Funders would like to see a more collaborative approach in terms of bidding and securing funding. Some commented that currently the Bureaux seem to be working in silos, and that a united consortium would help them to pool their resources and skills. For example, a shared business development officer might identify and secure joint funds for specific activities.

Stakeholders and funders issuing tenders and contracts seek value for money, and CABx could take a more commercial approach, more closely aligning their priorities with those of the funders.

“CABx need to align their priorities such as stability and other requirements such as being able to pay for their different services example – rent, salaries, other overheads etc. and show they generate value for money” – Stakeholder interview.

Level of involvement with CAS differed across CABx due to membership system

As members of the CABx Network, all Bureaux receive specific services such as: quality assurance, Advisernet (the online information system), training materials, HR support, the CASTLE case recording system and development advice via network officers. However, the degree to which individual bureaux engage with CAS varies. For example, some CABx provide their own IT services



rather than use the shared services, others choose to put forward delegates for CAS standing committees and all make varying use of network officers.

“Membership of CAS provides access to their resources and training materials, good HR, good casework system that the members can access.” - Manager interview.

4. Challenges CABx are facing


This chapter outlines the main current challenges facing Glasgow CABx.

4.1 Funding

The eight Bureaux have different funding structures. Each Bureaux is unique in the make-up of their funding sources. For all Bureaux, there is a mixture of core funding and project specific funding. One of the main funders across the Bureaux is Glasgow City Council (GCC). The percentage of GCC funding differs across the Bureaux; not all receive the same level of funding. For some, GCC money represents around 46% of their total budget whereas for other CABx GCC money forms only 24% of their income. These differences are largely explained by the ability of some Bureaux to pull in external funds from charities and trusts and engage in national projects. This has both advantages and disadvantages as explained below. However, it is critical to note that all Bureaux are reliant on GCC core funding, and this is extremely important.

Security of funding streams

Bureaux managers reported that there is no secure, long-term source of funds for CABx, as they have to apply every three years to GCC for 'core' funds. Recent reductions in GCC funding have had impacts on the ability to deliver services and the need to source additional funding. For example, in 2020 Bridgeton CAB received £134,000 from GCC but in April 2023 this will be reduced to £80,000. In the same period, Drumchapel CAB has lost £59,000 in GCC funding. These substantial reductions have an impact on the job security for staff and, therefore, staff recruitment and retention and the ability to train and support a volunteer workforce. Crucially, short term funding does not allow bureaux to plan strategically. As demonstrated earlier, client numbers have risen in the past three years and are projected to rise further. Without additional



resources for the 'core' generalist advice service CABx will struggle to support the increased demand on their services.

Reductions in funding and, therefore, Bureaux activity also have a wider impact on the Glasgow community through a reduction in client financial gains which are likely to contribute to Glasgow's local economy and the decreased flow of skilled workers who have trained in Glasgow's CABx. Reduced Bureaux services also imply less or no early intervention to prevent crisis.

External funding

Fundraising for advice work is difficult according to managers. Interviews with funders indicated that advice work is often not a priority and not aligned with their funding priorities. The main problem for CABx is that the majority of funders wish to fund projects and their funding priorities often include specific target groups or issues, for example, help for people with mental health or homelessness. While the CABx may apply to carry out these targeted projects, the funds are often restricted and cannot be used to resource the staff and monies needed to provide 'core' generalist advice services that are used to support the wider community and broader advice needs. Fund raising for external projects is time consuming taking away managers' time from managing the generalist service.

Reporting requirements

Managers reported that funder requirements for monitoring and reporting take up a significant amount of time. Often CABx have multiple monitoring reports for different funders, which puts pressure on the Bureaux staff. A solution for this could be a standardised reporting template which could be used by different funders. Some years ago, Glasgow bureaux in collaboration with other CABx led a research project which made clear recommendations [for standardised reporting](#).¹⁸ However, there is no evidence that this is currently being used by funders.

¹⁸ <https://www.cas.org.uk/publications/moca>



4.2 Evolution throughout the pandemic

Operational impacts:

- **Adapting services:** CABx needed to move from face-to-face to remote delivery during the pandemic. This was easier for some than for others. For example, Bridgeton had just moved into new premises and had a new, digital phone system installed which made it easy for them to adapt their service delivery. For Drumchapel, prior to the pandemic, the different channels had been set up but had not been frequently used. The Covid-19 pandemic accelerated the use of technology in their service delivery. For others such as Greater Pollok, it was more difficult as they lacked the IT equipment to support people working from home. Citizens Advice Scotland played a role in supporting Citizens Advice Bureaux by providing IT equipment.
- **Staff engagement:** the way CABx interacted with the staff and volunteers changed. Video call software was used more frequently to check in with staff and provide team meetings. Some CABx had daily morning and afternoon check-ins, in other bureaux managers and supervisors provided one-to-one support.
- **Staff involvement in national hotline:** some of the Citizens Advice Bureaux supported the national helpline throughout the pandemic with the result that their staff advised people in other areas of the country, as well as clients in Glasgow. This emergency response has now been upgraded so that calls to the national helpline are routed to the callers' nearest bureau. Glasgow CABx participated in this initiative which has won Digital leaders and National Helplines awards.
- **Volunteer loss:** throughout the pandemic in common with other Third Sector organisations, all Citizens Advice Bureaux lost substantial numbers in their volunteers due to age, health concerns or shifting priorities. This has impacted on the ability of the bureaux to deliver services.
- **Volunteer recruitment and training:** there were challenges in the training of volunteers which used to be mainly 'in person' before the pandemic. A remote adviser training programme was put in place, but Covid restrictions meant there were limited opportunities for new volunteers

to meet and shadow other advisers. This important part of training had to be completed online.



Impacts of the pandemic on clients:

- **Shift in clients:** all CABx saw changes in the patterns of advice work. CABx noted a drop in clients they would normally see face to face and an increase in 'new' clients that were using helplines to get advice. CABx managers worry that their CAB lost touch with people over the course of the pandemic that were not comfortable with phones or IT. Maintaining a face-to-face service is vital for more vulnerable clients.
- **Shift in issues:** throughout the pandemic there was an increase in employment cases, especially on issues about furlough and redundancy and there was generally an increase in requests from working people.
- **Shift in appointment length:** moving to telephone appointments rather than face-to-face appointments increased the number of calls/ contacts to gather all necessary information. This contributed to an increase in the time spent on individual cases.

The pandemic also caused **a pause or a halt to some of the outreach** activities for the Citizens Advice Bureaux. Host organisations, for example, doctors' surgeries, were either closed or adapting their own work practice. As the pandemic has eased, outreach activities have re-started.

"Employment has become an increasing issue throughout the pandemic. One week we had 39 people for employment in one week which is unusual. Prior to the pandemic it was 2-3 a week." – Manager interview

"People were suddenly not together anymore which means that can be isolating, especially dealing with the issues we deal with." – Manager interview

"During the pandemic the legislation changes impacted people that wouldn't usually impact people who know Citizens Advice Bureaux, so they reached out for the first time." - Manager interview.



4.3 The cost-of-living crisis

The cost-of-living crisis poses new challenges for CABx and their clients, including:

- **Emergencies:** all Citizens Advice Bureaux are seeing an increase in emergencies. As stated before, emergencies include clients without access to available funds or credit, and those under threat of homelessness, eviction, domestic abuse or deportation. For some of the Bureaux, there has been an increase from a few emergencies a month to a few emergencies a day.
- **Fuel vouchers and food bank referrals:** A key CABx principle is that they offer a non-judgemental service. This means that CABx can advise about the availability of food banks and their criteria and can give out food vouchers to those who present and ask for a voucher but may not judge who can receive a food or fuel voucher. All Bureaux report increasing numbers of clients seeking help with food and people that have maximised the amount of support they can receive for fuel vouchers (usually around three vouchers per year).
- **More complex cases:** this means more interactions with the clients are needed and solutions are more complicated. This is due to people presenting with multiple issues and those who have delayed asking for help.
- **Client changes:** CABx are seeing more clients that are working and are struggling to manage the increase in fuel and food costs. Current national statistics suggest that a majority of those in poverty are households where at least one person is working¹⁹.
- **Mental health challenges:** managers and staff/volunteers highlighted the increasing numbers of clients presenting with mental health problems and suicidal thoughts. This requires expertise and makes situations more urgent and difficult for staff and volunteers to manage and might impact their own mental health and wellbeing.

¹⁹ Joseph Rowntree Foundation (2017) Keeping more of what you earn. Available at: https://www.jrf.org.uk/report/keeping-more-what-you-earn?gclid=EAlalQobChMlyqbsgfc_QiVi9LtCh1SMgDJEAAYASAAEgJYavD_BwE. Last accessed: 17/02/2023



Citizens Advice Bureaux staff and managers are confident they will be able to continue support provision within their realm of expertise but are concerned that their support might come too late for some clients and that demand for help with food and fuel will outstrip resources. One manager provided an example of a client with multiple emergencies and issues that the CAB worked several days to resolve. When they tried to contact the client to tell them about the success, they had in resolving the issues, the CAB found out that the client had, tragically, committed suicide. The increasing levels of emergencies and hopelessness faced by some clients highlights the pressure CABx are under to resolve and support clients in precarious situations.

Several managers also mentioned that the number of emergencies Citizens Advice Bureaux are currently seeing impacts on the mental health of their staff. Many staff are also dealing with challenges similar to their clients.

"It is crisis management more than advice at the moment...making sure people stay alive. This also impacts on our staff". Manager Interview

"A lot of clients have exhausted all the other options but are now looking for more support. We have the same people coming in weekly for fuel support. There is no plaster to fix it and it is challenging for us and our staff." - Manager interview.

"We are seeing more cases that are not simple debt or benefit cases but that include complex multiple debts often including energy or fuel debts." – Focus Group participant

"A lot of the casework is getting harder. We have more cases and more complex cases." – Manager interview



5. Areas for improvement

The managers acknowledged that the service provision needs to be adapted and reassessed regularly, especially with the current challenges due to the pandemic and the ongoing cost-of-living crisis. This requires finding a balance between client needs and how to provide for those within the funding available.

“The organisations need to constantly evaluate the service now in the new world ...changing it and evolving. Which puts pressure on the team as they need to be agile.” – Manager interview

The main request that clients had for improvements of the services are more staff. They recognised how busy the Citizens Advice Bureaux are and how many more people need the support offered.

“The amount of staff. They have too few staff.” – Client interview

One client suggested that it would be good and helpful if Citizens Advice Bureaux could lead community groups on, for example, financial literacy and their rights to prevent people in the communities getting into debt or struggling financially. The respondent was aware that this would only be possible with additional funding, but that this could be extremely beneficial to communities.

Among staff and volunteers the most common suggestions for improvements to services revolved around the need for more funding, more staff and better facilities and technology (Figure 13). These could result in being able to support more clients and to reduce stress on the current staff and volunteers, as well as facilitating more collaboration among staff and volunteers across the Bureaux.

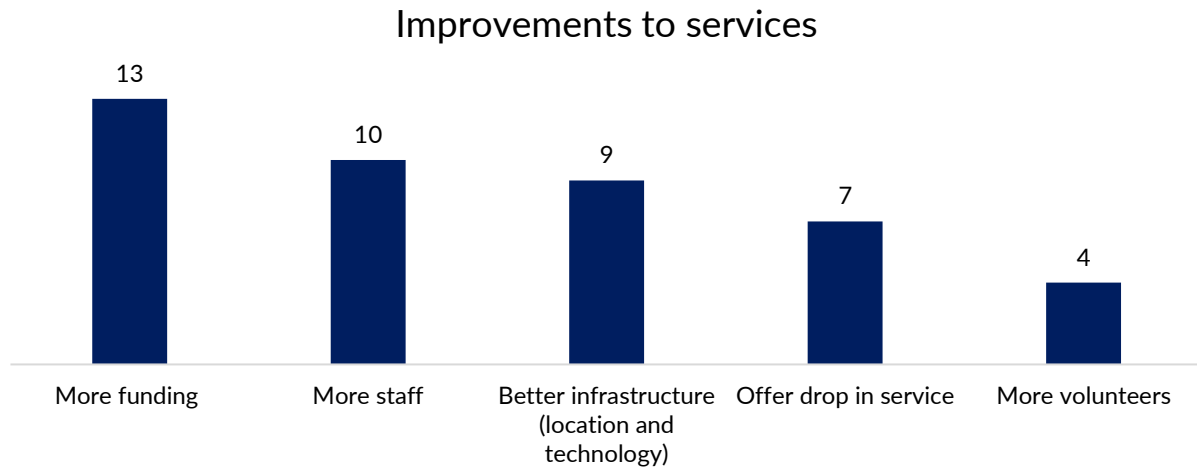


Figure. 13 - Suggestions for improvements in services by staff and volunteers with more than two responses (55 respondents, source: online staff and volunteer survey)

Whilst there is always room for improvement, these suggestions must be set against the knowledge of client satisfaction with services and the holistic and non-judgemental way in which clients are dealt with.

6. Conclusions and recommendations

6.1 Conclusions

CABx supported **19,798 clients** in 2021/2022. This is an **increase of 12%** from the previous year. Further increases are predicted. This increase is attributed to the impact of Covid-19, as well as the cost-of-living crisis. CABx successfully served people of all age groups with 75% of the clients falling within the age group of between 25 – 59. CABx, with the range of services provided, have also reached out to the most vulnerable residents in Glasgow, with 45% of the clients served over a four-year period who were either unable to work because of ill health, disability or unemployment.

Clients are presenting with **more complex cases** compared to the period prior to the pandemic. For example, cases that include multiple debts have increased, on average and clients present with between 4 and 5 issues. Anecdotal evidence suggests clients increasingly access CABx support in the later stages of their problem. Increased complexity represents a rise in the already substantial



time spent by bureaux advisers on non-client contact work, that is case work, and a further pressure on scarce resources.

Over the years, Bureaux have also built the capability and capacity to handle more complex cases and CASTLE data showed that complexity in benefits cases has increased. The bureaux meet clients' complex needs by providing them with holistic **and non-judgmental** advice and information. This approach enables clients to open up, confident that they will get the support that they need. Many clients interviewed indicated that bureaux had gone 'above and beyond' to support their needs identifying underlying issues and offering additional help on resolving their problems.

CABx are delivering **valuable services for many vulnerable clients** by trying to **reduce inequalities** and increasing financial resilience. The work of the Glasgow CABx is directly aligned with the priorities of stakeholders such as the Scottish Government and Glasgow City Council. For example, the Child Poverty (Scotland) Act of 2017 set new legal targets for reducing child poverty in Scotland, including that less than 18% of children should be living in relative poverty by 2023/24 with a reduction to 10% by 2030.

Currently, **almost 60% of the Bureaux clients without children and around 80% of families with children live below the poverty line** demonstrating that CABx are addressing the poverty reduction agenda by focusing on financial resilience, inclusion and child poverty. By supporting people and families living in deprived areas. CABx are effectively strategic partners for GCC and the Scottish Government contributing to the achievement of the targets set for Glasgow and Scotland.

Stakeholders appreciate CABx ability to engage with under-served and **vulnerable communities** and to support them in a holistic and **trauma informed way**. Elected representatives refer clients to bureaux, illustrating the trust placed in the CABx to assist constituents, There was also recognition among stakeholders of the importance of CABx as community organisation.

The non-judgemental and friendly approach is why clients feel supported by Citizens Advice Bureaux. Being free and **independent** from authorities, for example, government institutions, landlords or energy companies, increases the trust clients have in Citizens Advice Bureaux.

Accessibility of services is an important principle of CABx. The Glasgow CABx are firmly **located within their communities** in places that residents routinely visit. Being local and community based, reduces barriers to access for clients. The **physical, local presence** and the **well-known and trusted**



brand increases awareness of Citizens Advice Bureaux. Word of mouth, the good experience and recommendations of other clients have established Citizens Advice Bureaux as 'the go-to destination' for support.

In the evaluation survey circulated by Rocket Science, 76% of the staff and volunteers agreed that they have been able to meet the needs of the client successfully but were also aware of the financial limitations placed on the organisations to meet increased demand and unmet needs. The **increased demand for services** after the Covid-19 pandemic and in the current cost of living crisis, coupled with the limited resources of the CABx, implies that there are unmet needs within the communities served. **Full appointment books and queues for telephone advice are common** and provide some measure of unmet needs that cannot be satisfied without additional financial support. Outreach services, often targeted on specific groups or issues, widen the presence of CABx within communities and are seen as a way to reduce unmet needs and increase engagement with under-served communities. However, existing **outreach activities can only be increased with additional funding**.

The impact of the service on clients can be measured quantitatively through the calculation of client financial gains through unclaimed or appealed benefits, charitable applications and debt write offs. The average gain for clients who received financial compensations in 2021/22 was £4,275. Financial gains for individual clients translate into an injection of £16.1 million in 21/22 into Glasgow's local economy.

However, **impact is not only measured in financial gains** but in other aspects of clients' lives: individual empowerment, increased confidence, improved mental and physical health and lowered stress levels. Many clients found their lives and situations overwhelming and did not know how to move forward. The holistic and non-judgemental advice, information and support from CABx meant they were guided through often complicated procedures and able to make progress in their lives.

Citizen Advice Bureaux in Glasgow are facing a number of challenges in their service provision. The challenge is the **lack of sufficient and long-term core funding** which would ensure continuity of services and job security for staff and enable CABx to make strategic plans for service delivery. The Citizen Advice Bureaux currently depend on a mixture of funding. All CABx receive some Glasgow City Council funding to support their core services, and this enables them to apply for additional 'project' money from other funders to provide specialist services or target a particularly



vulnerable group. The **reduction in core funding CABx have experienced over a number of years threatens the service** that CABx can provide and reduces their ability to pull in additional resources to augment GCC funds.

The eight Glasgow bureaux as member of the CAS network are bound by the common principles of their association which includes co-operation with fellow bureaux and other community organisations. They currently collaborate in a number of important ways, for example: sharing in the delivery of national projects, mounting their own joint projects, to deliver outreach, adviser training and in communicating with stakeholders through their bi-monthly newsletter. Divergencies between the Glasgow CABx reflect different levels of funding, diverse community needs and the fact that they are independent organisations accountable to their own communities. In the current financial climate when competition for funds is extremely high increased collaboration will be needed to make best use of scarce resources.

6.2 Recommendations

Based on the findings throughout the study, there are several recommendations for Citizens Advice Bureaux, for funders and for other stakeholders:

Citizens Advice Bureaux:

- Glasgow Citizens Advice Bureaux are currently collaborating in a number of ways, including the adviser training, newsletters, sharing some national and projects, and more. However, there is space for Glasgow CABx to **collaborate further. This could increase the impact** they have within the available resources. The evaluation suggests a number of different forms this could take, such as: skills building and knowledge sharing across staff and volunteers at all levels; sharing corporate functions with one bureaux leading on a specific area (finance, HR, data and impact measurement, communications, recruitment, IT and digital etc). There could also be more joint working on volunteer recruitment and training.
- To ensure better collaboration the **Glasgow CABx could create a set of guidelines or principles for co-operation**. This could clarify roles and responsibilities, as well as provide guidance and clarity for new staff in case of staff changes.
- Staff and volunteers across the eight CABx could be provided with a joint **programme of training and support** on responding to the needs (including any currently unmet needs) of



diverse populations and how to engage with challenging and more complex cases. This would build confidence in staff and volunteers and may have a positive impact on stress levels and retention rates.

- CABx should **ensure that all staff and volunteers are aware of the support tools** available to them, such as the external counselling service.
- CABx aim to serve their communities in the best way possible. This has been proven in the way services have been adapted throughout the Covid-19 pandemic and the efforts CABx made to ensure clients could continue to get the support they needed. CABx should **continue to pilot and use new technologies to support their work** and to facilitate easy engagement with clients. Examples would include the use of AI to facilitate case recording and use of the Volunteer App.
- CABx should **continue to seek resources to expand the outreach** programmes which are endorsed as an effective mechanism to increase accessibility by stakeholders, staff and volunteers. Collaboration between all or groups of bureaux could support these activities to reach specific target groups, as currently shown through projects such as Financial Inclusion Schools Officers and the EU settlement projects.
- CABx should continue to offer **face-to-face services**, alongside other service provisions. This is vital to ensure access for vulnerable clients who might otherwise be digitally excluded, because they do not have the equipment, money or skills to access remote services. It is very important that clients can continue to access CABx services through a variety of different methods.
- Increased **communication with stakeholders** would improve stakeholders' understanding of what CABx do, the impact and diversity of their services. Stakeholders need to understand that CABx work is varied, complex and difficult to measure. The current bi-monthly newsletter is useful and should be continued but the CABx also need to prioritise building personal relationships with stakeholders to explain their work and provide a voice for their clients.
- Providing a **unified voice to stakeholders and funders** is important. Citizens Advice Bureaux across Glasgow work towards the same goal: to support their local communities. Having a unified voice at a strategic level when engaging with stakeholders and funders to convey messages from the Citizens Advice Bureaux is crucial. Messages to communicate should include the need for local, community-based Bureaux.
- All CABx are committed to contributing to the 'second aim' work of the CABx network, that is to undertake advocacy and lobbying based on the evidence of their clients to



campaign for policy and legal changes to improve people's lives.²⁰ While this activity is mainly carried out in collaboration with CAS, the **Glasgow CABx should work with local stakeholders** and funders to ensure that the views of their clients are known and contribute to local policy development. Recruitment of a social policy/communications officer for the eight CABx could facilitate this.

- Many of CABx clients have suffered trauma. For example, trauma may be experienced through mental and physical health issues, relationship breakdowns and employment problems. Although not specifically described as such, CABx work is clearly trauma informed; the key principles of trauma-informed practice are embedded within CABx culture, training and ways of working. The language of **trauma-informed practice** is increasingly the language of stakeholders and funders. CABx should highlight that the key principles of trauma-informed practice (included in Appendix 6: The Principles of trauma informed practice) mirror CABx principles and practice.

Data:

- **Continuous improvement of data collection.** Data is vital to demonstrate the impact of CABx services and provide evidence for advocacy. Gaps in data occur for a number of reasons including client reluctance to supply socio-economic details and adviser sensitivity to client feelings. The Glasgow CABx should together set a framework to improve data collection. CAS have explained that they are currently undertaking a CivTec challenge using Artificial Intelligence (AI) to assist advisers in producing case records and inputting client data for CASTLE.

Funders:

- Provision of **adequate, flexible and long-term core funding** to ensure continuity of service and strategic planning is required by all Glasgow CABx. Longer term funding would have a positive impact on staff turnover, give more job security to staff, align with the Fair Work agenda, and have a positive impact on continuity of services. Adequate funding for core services would support the increase of outreach activities and other projects.
- Funders should recognise the **contributions of CABx in providing training flexible and transferable skills for people** who are looking to enter or re-engage with the labour market. The CABx have an enviable record in assisting volunteers to gain paid employment or take up places in further education or training. This needs to be recognised by funders and compensated. CABx should consider delivering employability funded projects and seek

²⁰ The contributions to the social policy work through CAS were not part of this evaluation.



support in the 'No One Left Behind' scheme via the Local Employability Partnerships in each local authority area.

- Funding of **fit-for-purpose premises and up to date equipment IT** enables bureaux to deliver services effectively and efficiently in their offices and in outreach settings. The community location of the CABx is crucial to their service delivery. Funders should consider 'in kind' as well as financial assistance for office and outreach infrastructure.
- Funders could **support CABx by accepting a standardised monitoring form**, to reduce management and administration time spent in completing monitoring returns. The current, fragmented way of monitoring and reporting to funders is an additional time pressure for staff. A single agreed monitoring return, capturing all the required information, that can be shared across funders would reduce the time staff need to spend on monitoring. Funders and CABx should collaborate to take this forward.
- Funders should recognise the importance of the **contributions of all 8 CABx to national data** collected, and collated by Citizens Advice Scotland, which is used by different stakeholders to inform policy and practice. Being able to provide accurate information on the needs of communities, as well as identifying emerging needs and potential solutions is invaluable. Currently, these activities often receive limited funding.
- Glasgow City Council, and to an extent the Scottish Government, should engage with Glasgow Citizens Advice Bureaux as **a strategic partner to reach the targets set out in local and national strategies** for financial inclusion and poverty reduction. As CABx are experts in advice, information and support services in deprived communities, they can support people that GCC might find difficult to reach.
- With the Scottish Government Community Wealth Building Bill consultation and reform plans, it is **important to recognise the important role and contribution that CABx can play to this reform agenda in Glasgow**. Community Wealth Building focuses on creating a fairer, more socially just economy and is based on five principles for a wellbeing economy. CABx makes an important contribution to these principles and could play a greater role in these in future.
- CABx could consider diversifying funding streams, and UK Shared Prosperity Fund (UKSPF) and No One Left Behind funding may present opportunities for CABx project funding in future and should be given consideration.

Appendix 1: Evaluation framework



Theme	Evaluation Questions
Understanding the services delivered by CABx	What are the core services provided by CABx?
Effectiveness of CABx and its delivery	What is working well and less well in the delivery of CABx services? What are the key challenges and opportunities facing CABx?
	In what ways could CABx improve the delivery and outreach of its services?
	How are the eight distinct CABx linked with each other? To what extent would a collaborative approach between the Bureaux help in the improvement in the delivery of the services?
	To what extent do staff and volunteers feel they have sufficient support and training to fulfil their role?
	What additional support for staff and volunteers would be required to improve service delivery?
Impact of CABx on clients	To what extent have CABx reached those in need within Glasgow?
	Are there areas of unmet need?
	To what extent are services provided by CABx aligned with the needs of Glasgow communities and clients?



Theme	Evaluation Questions
	<p>What impact has CABx had on its clients?</p> <p>To what extent does CABx prevent issues for clients from escalating and to what extent does this prevention lead to potential public sector savings?</p>
Value and alignment with stakeholder and funders need	<p>To what extent do the services offered by CABx align with the strategic direction and priorities of key stakeholders and funders (e.g., child poverty, poverty reduction, financial inclusion, etc.)?</p> <p>What support does CABx provide to its partner organisations? And what is the impact of that support?</p> <p>What did organisations find helpful/less helpful in funding the services of the CABx?</p> <p>How does the experience of working with CABx differ from the experience of working with other service providers?</p>



Appendix 2. Limitations on data collection

As with all research and evaluations, there are some limitations to the study. These include:

- **Limited engagement from stakeholders:** the study team reached out to a variety of stakeholders, but a low response rate means that the views may be under-represented or are very specific to the individual stakeholders.
- **Limited engagement from clients:** those clients that were willing to engage in the research are likely to be those that had a good experience and wanted to share their opinions. While their experiences are important and valid, it needs to be recognised that the client view might be skewed due to the sample size.
- **Data imitations:** CASTLE data (the case recording system used by CABx) had a wealth of information from 2018 to 2023 however, some data fields relating to client demographic and income levels were not available from the raw data sets. Data gaps resulted from the phased use of CASTLE across the Bureaux. 2020 was the first year in which all eight Bureaux uploaded their data to CASTLE. During the pandemic the emphasis was on keeping the flow of advice and information going and re-organising to ensure this. Some data gaps might also be due to GDPR regulations, client reluctance to share personal details and adviser sensitivity to pressing clients for personal data. Due to the unavailability of the data, some of the analysis represented should be interpreted with caution. A more detailed set of caveats has been presented in the data analysis section.



Appendix 3: Current National Funded Service Delivery in Glasgow

This appendix includes a full list of all the current national projects which are delivered with the help of the Glasgow CABx in Glasgow. Where available, this list includes external links to more information about these projects.

National Project	Summary
Armed Services Advice Project	ASAP provides specialist advice and support to the Armed Forces community, including people who are Serving, those who have Served, both Regular and Reserve, and their dependents. Specialist advice provision focuses on money, debt and financial advice. Support in Glasgow is provided through East Renfrewshire CAB along with Motherwell and Wishaw CAB, via a CAB referrals system.
EU Support Service	The EU Citizens Support Service supports people who need advice and support with their application to the EU Settlement Scheme. The deadline for applications was 30 June 2021 and citizens from EU countries, Norway, Liechtenstein, Iceland and Switzerland needed to apply to continue to live, work and study in the UK now that we have left the EU. The service continues to offer support for the submission of late applications, changes from Pre-Settled to Settled Status and raising awareness of the rights of EU nationals in the UK. Support in Glasgow is provided through the CAS national helpline.
Gambling Support Service	The Gambling Support Service (GSS) project has 4 aims: <ul style="list-style-type: none">• raise organisations in Scotland, awareness about gambling harms,• provide training to front line workers (both within the Citizens Advice Bureau network and externally) to identify clients affected by gambling harms,• provide support to clients, and



	<ul style="list-style-type: none">• to collaboratively work with GambleAware's other partner organisations in Scotland. <p>All Glasgow CAB participate in supporting the service and making referrals to it. Regional training and awareness support for South West Scotland is provided via Airdrie CAB.</p>
Help to Claim	<p>The Help to Claim service helps people in making their first online claim for Universal Credit and supports clients up to and including the receipt of first full payment. Help to Claim advisers identify if someone is entitled to and better off on Universal Credit, supports them in filling out their application and submitting their first claim, prepares clients for their first jobcentre appointment and supports them to their first full and correct payment. HTC can also support a client to make a UC phone claim, if they cannot manage online.</p> <p>Support in Glasgow is provided through the CAS national helpline, supported by Glasgow Central, North West and Parkhead. Glasgow North West CAB are responsible for the DWP relationship and Job Centre Plus interface.</p>
Money Talk Plus (Benefits and Welfare Reform and Debt)	<p>The Money Talk Team service is delivered locally by the Citizens Advice Bureau Network advising clients, especially families with children, about welfare rights, benefits, debt and specialist debt, income maximisation and outgoings reduction with the aim to help improve the client's financial situation. Benefits advice is delivered by paid staff two days a week at 'Include Me Too' club engaging disabled young adults and through a bi-weekly library drop in. General and specialist debt advice is delivered by paid staff.</p> <p>All Glasgow CAB participate in delivering this service.</p>
Patient Advice Support Service	<p>PASS provides advice and support to patients, their carers and families in their dealings with the NHS. It helps people to understand their rights and responsibilities, supports those who have encountered problems to make complaints and helps the NHS to improve healthcare provision through feedback.</p>



	<p>Support in Glasgow is provided through the CAS national helpline.</p> <p>Bridgeton CAB support the service helpline and are responsible for the NHS Greater Glasgow and Clyde Health Board relationship.</p>
PensionWise	<p>PensionWise offers free and impartial guidance to people aged 50+ about their (defined contribution) pension options. It explains how each option works, its impact on tax and benefits, how to avoid pension scams and shop around safely for other trusted sources of guidance and advice.</p> <p>Guidance officers are located at Drumchapel and Parkhead CAB and support appointments for all Glasgow. Service users can access an appointment over the telephone or face-to-face at another PensionWise delivery location.</p>
Energy Advice	<p>Energy advice is provided to front line workers and communities through group awareness sessions and individual appointments via trained energy advisers under the Energy Best Deal (EBD) and Best Energy Savings Network (BESN) sponsored services which are run from November to March on an annual basis. In addition, outreach energy advice and income maximisation is provided via the Scottish Gas Network's Safe and Warm project.</p> <p>EBD / BESN is supported by Bridgeton, Drumchapel, Easterhouse, Greater Pollock, North West and Parkhead CAB. Safe and Warm project is supported by all Glasgow CAB less Greater Pollok CAB.</p>

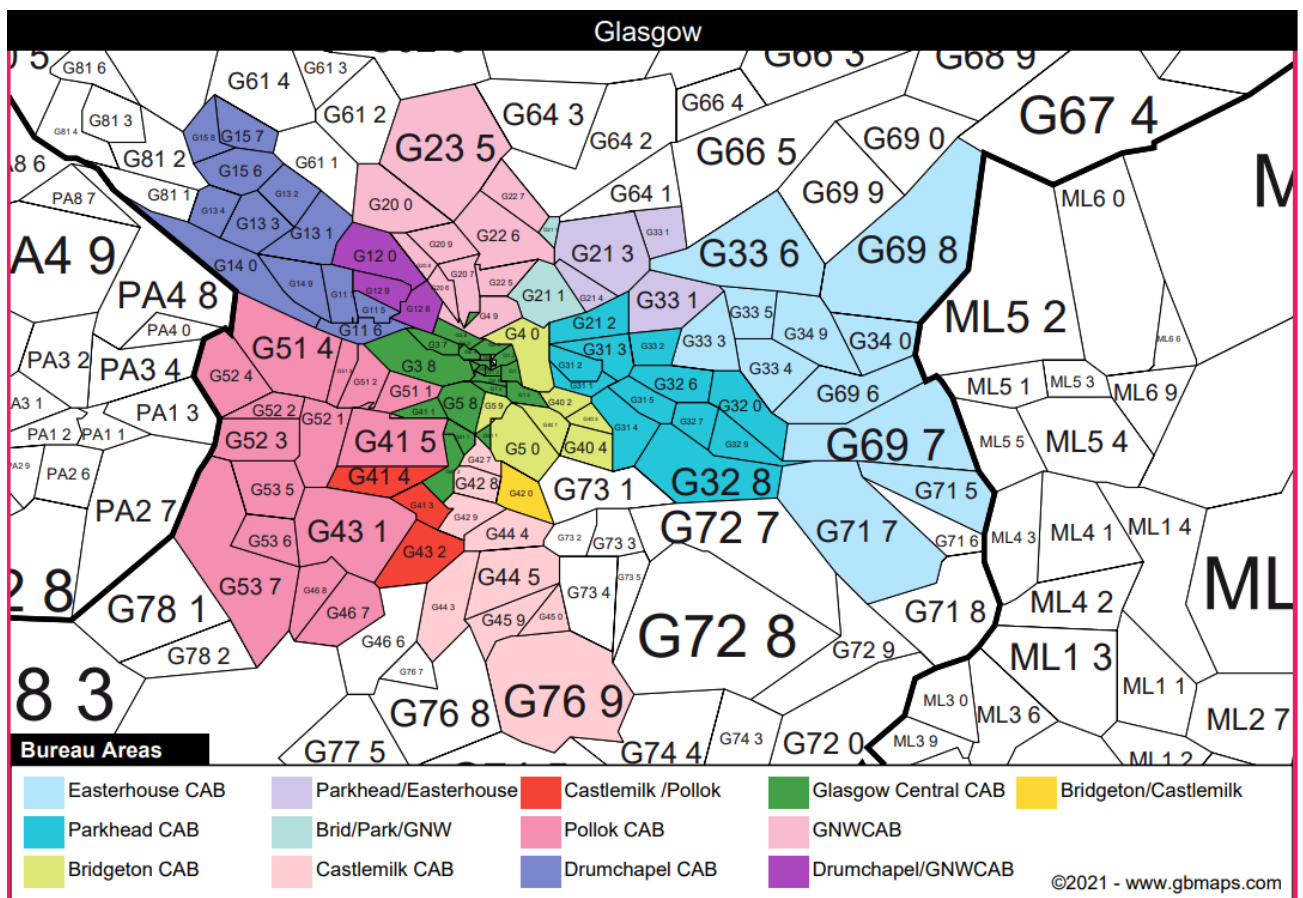


Appendix 4: Information on reach and outreach of the Glasgow CABx

This Appendix demonstrates the range of the outreach and reach of the individual CABx in Glasgow to show which geographical communities are currently reached.

Reach of individual Bureaux

Each Bureaux looks after specific postcodes to support the citizens of Glasgow and to ensure that all citizens of Glasgow have access to support. For some specialist services that only exist once or in a couple of Bureaux, the CABx support each other and cover a wider area. Outreach activities aim to facilitate easier engagement of clients within the postcodes which are further from the CAB offices.



*Glasgow Central has a city-wide remit



Outreach programmes of individual Bureaux

Citizens Advice Bureaux	Outreach Services	Day/ Frequency	Time
Bridgeton	Townhead Medical Centre	Wednesday	10am – 4pm
	Renew Recovery Café	Friday	10am – 4pm
	Shettleston Job Centre	Wednesday	12pm – 4pm
	Big Issue	1st Tues of Month	9am – 11:30am
	St Francis in the East Foodbank	Thursday	11am – 1pm
	Queen Elizabeth University Hospital PIC	Wednesday	10am – 12:30pm
	Queen Elizabeth University Hospital Children’s Ward	Wednesday	1pm – 3pm
	New Victoria Hospital PIC	Monday	10am – 1pm
	SPARC	Tuesday - Fortnightly	1pm – 4pm
Castlemilk	None due to funding restrictions		
Drumchapel	Yoker Resource Centre	Thursday weekly	AM
	Drumchapel Co-op	Thursday weekly	All day
	Pineview Housing Association	Tuesday/Friday weekly	AM
	Kingsridge Cleddans Housing Association	Tuesday weekly	AM
	Whiteinch Medical Practice	Monday weekly	AM



	Kingsway MP	Tuesday weekly	PM
	Dr Haggerty MP	Tuesday weekly	AM
	Dr Turnbull & Shotton MP	Tuesday weekly	AM
	Dr Logan and MacDonald	Wednesday weekly	AM
	Yoker MP	Wednesday weekly	PM
	The Cairntoul MP	Wednesday weekly	AM
	Barclay MP	Thursday weekly	AM
	Scotstoun MP	Thursday weekly	AM
	Dr Duffy & Morgan MP	Thursday weekly	AM
	Shaftsbury MP	Friday weekly	AM
	Drumchapel MP	Friday weekly	PM
	Garscadden Burn MP	Friday weekly	PM
	Wheatley Group – citywide remote	Daily	All day
	Other outreach suspended until organisations open fully and invite us back		
Easterhouse	Recovery Café, GESH, Glasgow	Monday PM weekly	2pm – 4pm
	Brighter Baillieston, Glasgow	Every 2nd Wednesday	10am – 2pm
	Glenmill Surgery, Glasgow	Friday AM weekly	9am – 1pm
Glasgow Central	GCC John Street Service Desk - NOT YET RE-OPENED	2 full days per week	09.00 – 17.00
	Royston, Springburn, Ibrox, Partick, Hillhead Libraries - NOT YET RE-OPENED	Half day each	variable
	Helping Heroes	Tuesdays & Thursdays	09.00 – 17.00
	The Glasgow Women’s Centre	Fortnightly - Varies	Usually 11-4



Glasgow North West	Glasgow Afghan United	Monthly - Friday	Mornings
	G20 Youth	Fortnightly - Wednesday	
	Atlas Medical Practice		
	Springburn Health Centre		
	Barony Medical Centre		
	Wallacewell Medical Centre		
	Fernbank Medical Centre		
	Barclay Medical		
	Gairbraid Medical Practice		
	Maryhill Red Practice		
	Maryhill Health & Care Centre		
	The Firhill Practice		
	Woodside Health Centre		
	Keppoch Medical Practice		
	Balmore Surgery		
	Allander Surgery		
	Possilpark Health & Care Centre		
	Milton Medical Centre		
	Sense Scotland, TouchBase Glasgow		
Maryhill HUB			
Maryhill Integration Network			
Greater Pollok	Chris Stephens MP Office	Every Friday	10.00 am to 3.00 pm
	Rossdale Resource Centre	Every Thursday / Every 2nd Tuesday	10.00 am to 3.00 pm
	Thornliebank Health Centre	Every 2nd Tuesday	10.00 am to 3.00 pm



	Wellgreen Medical Centre	Every Friday	10.00 am to 3.00 pm
Parkhead	Nazarene Recovery Cafe	Wednesday Weekly	1.00pm to 4.00pm
	Springburn Recovery Cafe	Tuesday, Monthly	
	Parkhead Nursery	Group sessions as requested	N/A
	Parade Practice	Thursday, Weekly	9.00am to 5.00pm by appointment only
	Pop up outreach	Various venues, days & agencies	As requested
	Barlinnie Outreach	Weekly (various days based on operational need)	9.00am to 5.00pm – internal SPS appointments/drop in only



Appendix 5: Examples of Case Studies and Newsletters

As mentioned in text, this appendix includes examples of how the CABx currently measure their impact and communicate it to their stakeholders. This includes newsletters, case studies and surveys.

Glasgow CABx Newsletter to Stakeholders

Glasgow CABx sends regular newsletters to stakeholders providing updates, case studies, research and information about their work. Examples of the newsletters can be found here:

- September 2022 <https://mailchi.mp/5ac929384024/cabxseptnewsletter>
- August 2022 <https://mailchi.mp/5c4aab7603a3/cabxaugnewsletter>
- July 2022 <https://mailchi.mp/83846f7dbf5d/cabxjulynewsletter>
- April 2022 <https://mailchi.mp/aacacc0d5abc/cabxadvicethatsaveslives>
- April 2022 <https://mailchi.mp/3d58fdbcea61/cabxvolunteeringemploymentopportunities>
- March 2022 <https://mailchi.mp/93f14456f6ef/maximising-incomes-campaigning>
- March 2022 <https://mailchi.mp/9ed06a6cfbdc/cabs-preventing-poverty-child-poverty>
- February 2022 <https://mailchi.mp/03b2d0da7eb1/glasgowcabxcampaign>

Case Studies

Client Ref No:	
Case Type:	<ul style="list-style-type: none">• Travel, transport and holidays• Driving• Blue badge, charge exemptions• Pension credit - other
How client heard about the service, including source of any referral	Referral from GP practice under the WHAP project



Presenting issue/s the client has raised (please include detail also of their circumstances)

Client referral from GP Practice - receptionist

Client acts on behalf of her mother and has Power of Attorney, verified at face-to-face appointment.

Client signposted to Bureau Privacy notices, GDPR policies and recording of Special category Data, all were agreed, and client signed registration and consent, form of authority and Covid visitors' statement.

Client's mother is an 88-year-old woman, she lives alone in her owner-occupied property, she has no mortgage outstanding, she is in receipt of State Pension £146.66 weekly, Pension Credit £61.71 weekly, Attendance Allowance £92.40 weekly, Council tax Single Persons Discount and Council tax reduction. Client also has an Occupational Pension of £252.09 a month. Client has around £17000 in savings.

Client is finding it increasingly difficult when she takes her mum out as her mobility has deteriorated and she wanted assistance to apply for a disabled parking permit (Blue Badge). This would increase the accessibility for client's mum in regard to shopping centres, GP appointments etc.

Follow up.

Client contacted for pre-arranged telephone appointment

Client confirmed agreement to recording information and personal data still stands.

Client stated that she had obtained a blue badge on behalf of her mother.



Summarise the advice/actions

Client was offered a benefit check which was declined as she felt her mum is getting all the benefits she is entitled to.

Client informed that her mum's savings is above the Pension Credit of £10,000 and this may attract a reduction in her Pension Credit as she has capital of less than or equal to £10,000 their capital will be ignored. If they have capital of more than £10,000, they'll be assumed to have an income of £1 for every £500 or part of £500 of capital over this limit. Any assumed income will be included in the calculation of the client's total income.

Client advised that they should notify Pension Credit of any increase in capital since last assessment and they agreed.

Client informed that if you're disabled or have a health condition that affects your mobility, you can apply for a Blue Badge.

You can get a badge if:

- you have problems walking that are permanent, or that your doctor says are likely to last at least a year

You can apply for a Blue Badge online or directly to your council - the mygov.scot website will tell you how to do both.

Some councils also let you apply on a paper form - contact your local council to check.

You have to apply through your local council - your doctor can't help you get a Blue Badge. Your local council might also arrange an appointment to visit you - they'll let you know if you need this.

Local authorities in Scotland are able to charge a fee for issuing a Blue Badge. This can't be more than £20. You usually have to pay this with



	<p>your application and if your application isn't successful, the fee will be returned to you.</p> <p>Client stated that she would be unable to apply on-line herself and she agreed to the application being completed on her behalf by the adviser with her providing answers to each of the questions and any additional information</p> <p>Form was fully completed and client provided evidence of her mum's identity, a photograph and a copy of her Attendance Allowance award notice which was all uploaded to the application and submitted, client provided with a copy of the application.</p> <p>Client advised that the application can take 6-8 weeks and that I would re-engage with her on 11/11/2022 to ascertain if blue badge application successful</p>
Summarise the advice outcomes and the impact on the client.	<p>Client supported to submit her on-line application for blue badge.</p> <p>Client felt she would not have been able to so on her own due to lack of digital skills.</p> <p>Blue badge obtained</p>
Summarise the Client Financial Gain (if applicable)	
Summarise the Client satisfaction (if possible, with a quote)	<p>Client very pleased with the result and stated she would have struggled to complete the application by herself and appreciated the referral to Welfare Rights Adviser by the Medical Practice</p> <p>Client also expressed her thanks for information on capital and savings and how it affects Pension Credit and is willing to receive ongoing</p>



	support and will contact the service if required for either herself or her mother	
Summarise any other issues the bureau supported the client with	No Issues	
Social Policy (if applicable)	None	



CABx Impact Survey Draft

How satisfied are you?

We want to try to see what difference our service has made to you and to make sure that we give you a good service. To help us do this, please answer these questions as honestly as you can. This is an anonymous survey and the information in this form will only be used as an aggregate, it will not identify you individually. (Please tick one box unless otherwise stated)

ABOUT BEING SEEN

How did you find out about the Outreach Project? (Please tick as many boxes as necessary)

- From your CPN or other professional
- From other service users
- From posters
- From somewhere else

How easy was it to get an appointment?

- Very easy
- Fairly easy
- A little difficult
- Very difficult

How happy are you about how long you had to wait to be seen?

- Very happy
- Fairly happy
- Unhappy
- Very unhappy

ABOUT THE ADVICE

What problem(s) did we help you with? (Please tick as many boxes as necessary)

- Benefits
- Debt
- Housing
- Health
- Family



- Employment
- Fuel
- Other

How well did the adviser understand you and your problem?

- Very well
- Good enough
- Not really
- Not at all

How happy are you about the time you had to discuss your problem?

- Very happy
- Fairly happy
- Unhappy
- Very unhappy

How happy are you with the information and advice you received?

- Very happy
- Fairly happy
- Unhappy
- Very unhappy

ABOUT THE RESULTS OF OUR SERVICE TO YOU

How were you feeling before you used our service? (Please tick as many boxes as necessary)

- Calm
- Fine
- Worried
- Panicky
- Angry
- Lacking in confidence
- Lonely
- Other (please specify)

What difference has our service made to you?

- A lot



- Some
- Not much
- Not at all

When you first contacted us, what difference did you expect or hope our service would do for you? Please comment in the box below.

-

Has our service made a difference in any way on the following areas of your life?

Has your confidence:

- Got worse.
- No change
- Improved a little
- Improved a lot.

Has your ability to cope (e.g., with finances):

- Got worse.
- No change
- Improved a little
- Improved a lot.

Your mental wellbeing has (e.g., stress/anxiety):

- Got worse.
- No change
- Improved a little
- Improved a lot.

Your life in general has:

- Got worse.
- No change
- Improved a little
- Improved a lot.

Do you have extra money available as a result of your help? (Please note your details will not be shared with anyone)

- Yes



- No
- Awaiting Decision

OVERALL

Overall, how happy are you with the service that you have received?

- Very happy
- Fairly happy
- Unhappy
- Very unhappy

Would you use the project or other CAB services in the future?

- Yes
- No

Would you recommend using the CAB to others?

- Yes
- No

Do you have access to a computer in your home?

- Yes
- No
- Other (please specify)

If you have any further comments, please use the space below:

Please hand the completed questionnaire to the advisor in the envelope or return in the enclosed envelope to: Greater Pollok CAB, Pollok Civic Realm, 27 Cowglen Road, Pollok, Glasgow 6EQ

THANK YOU FOR TAKING THE TIME TO COMPLETE THE QUESTIONNAIRE



Appendix 6: The Principles of trauma informed practice

- Safety - Efforts are made to ensure the physical and emotional safety of clients and staff. This includes reasonable freedom from threat or harm and attempts to prevent further re-traumatisation.
- Trustworthiness - Transparency exists in policies and procedures, with the objective of building trust among staff, clients and the wider community.
- Choice - Clients and staff have meaningful choice and a voice in the decision-making process.
- Collaboration - The organisation recognises the value of staff and clients' experience in overcoming challenges and improving the system as a whole. This is often operationalised through the formal or informal use of peer support and mutual self-help.
- Empowerment - Efforts are made by the organisation to share power and give clients and staff a strong voice in decision-making, at both individual and organisational levels.

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