

Motherwell & Wishaw Citizens Advice Bureau

Annual Report 2017 - 2018



By the Community, for the Community

Registered Charity SC009733
Company Limited by Guarantee SC173485
Authorised by FCA FRN 617467

Key Statistics

Boosting Local Economy
32 Employment opportunities created



£3.945m

of income secured
for local people

£67 for every £1

For every £1 of core funding from NLC, we
generated a further £67 of income for local
people

£2.242m

Debt value renegotiated for
clients

11,399

Clients who contacted us for help

82%

Tackling Youth Unemployment
82% of volunteers move
on to positive destinations

28,027

Number of issues dealt with

707

Home visits carried out

4,180

Hours gifted to the bureau by
volunteers

68

Clients represented at benefit
appeal tribunals

CAB-A GATEWAY TO SPECIALIST SERVICES

As a result of the unique CAB network; residents of Motherwell, Wishaw and Shotts are able to access a wide range of specialist services.

BRANCHING OUT TO HELP THOSE IN NEED



Some of our Partners

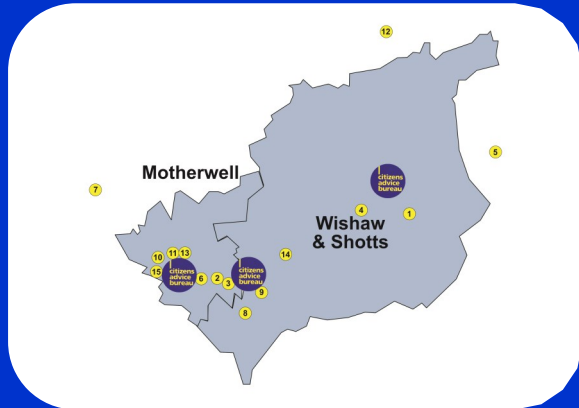
Some of our Partners

Ethnic Minority Law Centre, PACE, JCP, Remploy, Dress for Success, Motherwell Wellness Hub, LAMH, Community Jobs Scotland, Routes To Work, SDS, Rathbone, Right Track, SCVO, West of Scotland College, Housing Associations, SSAFA, Poppy Scotland, Royal British Legion Scotland, Combat Stress.

CHAMPIONING PARTNERSHIP APPROACH

NLC, Fares4Free, Unforgotten Forces, V1P Lanarkshire, SACRO, Veterans Scotland, HMP Addiewell, Circle, Grow Live, New Routes, Community Bridges, Cyrenians, SACRO, NHS Lanarkshire, SAMH, MacMillan, Partners in Play, Bellshill YMCA, COVEY, Community Jobs Scotland, Foodbanks, schools, colleges and training centres.

Our Geography



 :- CAB Locations

Motherwell & Wishaw

 :- Outreach Advice Clinics

- | | |
|--|---|
| 1: Shotts Getting Better Together | 9: Wishaw & District Housing Association |
| 2: Craigneuk Lifelong Learning Association | 10: Lanarkshire Housing Co-operative |
| 3: Wishaw General Psychiatric Ward | 11: Forgewood Housing Co-operative |
| 4: Shotts Health Centre | 12: Abronhill Housing Association |
| 5: HMP Addiewell | 13: Windmill Hill Health Centre |
| 6: Motherwell Jobcentre | 14: Newmains Health Centre |
| 7: Viewpark Health Centre | 15: Community Mental Health Motherwell Team |
| 8: Garrion People Housing Co-Operative | |

Accessible Community Advice

707

Home visits to the most vulnerable members of the community

15

Advice available at 15 locations at the heart of your community

3,504

Hours of face to face advice available, combination of appointments & drop ins

2,398

Clients received advice via phone or email



Digital Inclusion

We Supported digitally excluded clients:
240 Workshops Delivered
40 Online Benefit Application



Quality of Advice

Our Advice is quality assured to the highest standards
 Scottish National Standards in Information and Advice up to level III.
 Money Advice Service Accredited Adviser Training Programme.
 Citizens Advice Scotland Quality Assurance.



Employability & Equality

Preparing people for employment by offering them comprehensive training, practical work experience and access to vocational qualifications. We actively seek to recruit a diverse volunteer and employee population to reflect the make-up of the community we serve.