

## About Clackmannanshire and our Citizens Advice Bureau

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Clackmannanshire CAB was established in 1967 and since then we've developed a trusted and high quality advice service for our local residents.

Clackmannanshire is located in the heart of central Scotland with the backdrop of the impressive Ochil Hills and the River Forth. It is the smallest local authority in Scotland and borders Falkirk, Stirling, Fife and Perth and Kinross council areas. Due to Clackmannanshire's central location, it is also easily accessible from Edinburgh and Glasgow via the M90, M80 and M876. Despite being the smallest local authority in Scotland, Clackmannanshire has a rich history and a lot to offer which you can learn more about from [Discover Clackmannanshire](#).

In the last 4 years, Clackmannanshire CAB has continued to grow and expand the services available to local residents. To allow for this growth and expansion, we moved premises in 2017. Importantly we are still located centrally in Alloa, the principal town in Clackmannanshire. We operate outreaches in 6 other locations across the county although these are currently being served remotely due to Covid 19.

Our advice services have developed and expanded in recent years. We obtained accreditation to deliver Type III advice by Scottish National Standards for Information and Advice Providers (SNSIAP) in the areas of Housing, Debt and Benefits. We were also the 1<sup>st</sup> CAB in Scotland to be awarded funding from Energy Redress and Safe Deposits Scotland. We currently have 21 specialised projects operating alongside our General Advice Service. These projects range from national projects with the Citizens Advice Network such as Patient Advice and Support Service and Help to Claim to local projects such as our New Baby Financial Health Service in partnership with NHS Forth Valley. Our Housing Debt Advice Service supports Clackmannanshire Council and private tenants, including court representation and mediation with private landlords. We also offer specialist advice and representation in welfare rights and debt. For a full range of projects please see our anonymised staff structure (attached).

To carry out the work of our General Advice Service and our specialised projects, we have a dedicated team of 24 paid and 23 volunteer staff from a diverse range of backgrounds. In 2019/20, their hard work and dedication allowed us to support 3,491 clients on 9,000 occasions, advising on 22,394 issues. This also brought a client financial gain of £2.7million. We are proud of our work in the local community and strive to maintain the high standards we have set as well as developing our services further to meet the needs of local residents.

Our Advice Services Manager vacancy is an exciting opportunity to join and strengthen an innovative and progressive CAB with a proven track record of delivering high quality advice services in a unique part of Scotland.