

# NEWS FROM BURGH MEWS

citizens  
advice  
bureau

June 2023 Issue 1

Free, impartial and confidential advice at Clackmannanshire CAB since 1967

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Welcome to the first edition of our quarterly Newsletter! It's been a very busy 2023 for the Clacks CAB. This year alone, we have produced a known client financial gain of just over *1 million pounds*. We would like to thank our wonderful team of staff and volunteers for helping so many within our community to access benefits and other financial support. One of our highlights of 2023 so far has been our two nominations at CTSI's Volunteer Awards Ceremony (see pg.2). It's great to know that the work that our volunteers do for our community is recognised! This year also allowed us to expand our Outreach Services. Following additional funding from SGN, we were able to have members of our team provide a pilot advice service at new locations: *The Gate Foodbank, Alva Medical Practice and Tullibody Health Centre*. We hope that the rest of 2023 is just as exciting for our Bureau!

***"Don't know what I would've done without this service"***

**Client feedback on our Welfare Rights & Representation project  
(Annual Report 21/22)**

## STAT SPOTLIGHT (MARCH - MAY)

CLIENT  
FINANCIAL GAIN:

£611,160

NUMBER OF  
CONTACTS:

2878

NUMBER OF  
ISSUES ADVISED  
ON:

6594

# Awards Ceremony



## AWARD NOMINATED TEAM

Our team were delighted to attend CTSI's Volunteer Awards Ceremony on Wednesday 7<sup>th</sup> of June. We were nominated for the following awards:

- *Young Person of the Year (Hayley, Zoe and Amy)*
- *Community Group of the Year*

Although we didn't win, we are immensely proud that our Volunteers have been recognised for their hard work within the community.

What a great way to end Volunteers' Week!

If you are interested in joining an *award nominated* Volunteer team, please get in touch!

*Image 1 : Amy, Hayley and our Volunteer Co-ordinator, Gillian at the ceremony*

*Image 2 : Our new Volunteers, Anna and Bryan with our 'Community Group of the Year' nomination certificate*



Picture: Wullie using one of our e-bikes that we purchased following funding from Transport Scotland and Energy Saving Trust in 2022

## WHERE'S OOR WULLIE?

We have a new Outreach timetable! Our Outreach Co-ordinator, Wullie will be cycling to the following locations for drop in sessions:

Cochrane Hall, Alva (Monday 2 – 4pm)

Bruce Lounge, Clackmannan (Wednesday, 1 – 3pm)

Civic Centre (Food Larder), Tullibody (Thursday 2 - 4pm)



If you spot Wullie in the community, please take a photo and share it with us! The best photo will win a prize and be included in our next newsletter! Please send this to [bureau@clackscab.casonline.org.uk](mailto:bureau@clackscab.casonline.org.uk)

## PROJECT SPOTLIGHT

### Safe and Warm

This service is funded by SGN to help vulnerable people use energy *affordably, efficiently and safely*.

The service is open to all, however we are looking to assist asylum seekers, minority ethnic groups, travellers, Park Home communities, people with limited digital access and other vulnerable groups. A wide range of support is offered including:

- Energy efficiency advice
- Benefit Checks
- Advice regarding crisis support
- Energy debt advice
- Communication/negotiation with suppliers



The service also aims to address carbon monoxide (CO) safety issues in a bid to avoid preventable tragedies that can occur when people don't know the dangers of this gas.

If you are interested in accessing this support, please get in touch with the Bureau.



## FUNDING SUCCESS!

The Bureau was delighted to announce in April that we received an award from *The National Lottery Community Fund Scotland* to deliver our Outreach service for the next three years.

## CURRENT PROJECTS

Patient Advice Support Service

Help to Claim

Outreach

Welfare Rights and Representation

Money Talk Team

Safe and Warm

Housing Debt

Specialist Debt

Clacksworks

Further information regarding the support available through the above projects can be found via our website: <https://www.clackscab.org.uk/our-services>

### Upcoming temporary changes to services:

Our Outreach Sessions (Cochrane Hall, Bruce Lounge and Tullibody Civic Centre) will not be running for two weeks from Monday 19<sup>th</sup> of June. Services will resume on the 3<sup>rd</sup> of July.

The Bureau will be shut on Friday 28<sup>th</sup> of July and Monday 31<sup>st</sup> of July due to Public Holidays.

### DROP IN HOURS:

MON - THURS

10am - 2pm

Thank you for reading our Newsletter. Until our next issue, you can follow the work of our Bureau by giving our page a like on Facebook or by following us on Twitter @clackscab

## Clacks CAB How to contact us



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