

NEWS FROM BURGH MEWS

citizens
advice
bureau

October 2023 Issue 2

Free, impartial and confidential advice at Clackmannanshire CAB since 1967

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Out & About!

Welcome to the second edition of our quarterly Newsletter! It's been a very busy summer for our Bureau as we have assisted with a wide range of enquires relating to Benefits, Housing, Debt, Energy and more! In August, the Bureau was delighted to receive a visit from the Minister for Housing, Paul McLennan MSP. We discussed our brand new Private Landlord and Tenants project (see our project spotlight on page 4 for more details). As the colder weather approaches, we anticipate a wide range of energy enquiries. We are therefore offering every client energy advice through our *Energy Best Deal Project* (more information on pg. 5). In this issue, we reveal the new locations that Oor Wullie will be cycling to (check pg.3 for more details!) The cold, ice, rain and snow will never prevent Wullie from cycling to a location near you!

SOCIAL POLICY REPORT. Our Social Policy worker, Amy has recently completed two reports. One is regarding the *Accessibility of our Bureau* and the other is focused on our concluded *Local Energy Advice Project*. Both reports can be accessed via our website: <https://www.clackscab.org.uk/news>

STAT SPOTLIGHT (JUNE - AUGUST)

CLIENT
FINANCIAL GAIN:

591,289

CONTACTS:

3364

ISSUES ADVISED
ON:

7021

Ministerial Visit



On the 3rd of August, our Bureau received an official visit from Paul McLennan MSP and Minister for Housing at the Scottish Government.

During the visit, we were able to discuss the work that we do within Clackmannanshire.

In particular, we were able to discuss our new *Clackmannanshire Landlord & Tenant Advice Mediation & Support Service*.

We would like to thank Paul McLennan MSP for his time and interest.

Image: Paul McLennan MSP with our Deputy Manager, Jane



Paul McLennan - MSP for East Lothian
@PaulMcLennan7

Delighted to visit - incredible range of work being carried out by [@clacks_cab](#) - keep up the great work



CLACKSWORKS

Since April 2023, our Clackworks service has created a known client financial gain of **£60,000!**

This service is a collaboration with Clackmannanshire Council and provides advice to those between the ages of 17 and 67 to support them to confidently enter the workplace.

Image: Our Clackworks adviser, Denise

To find out which projects are available at our Bureau, please check our website:
[Our Services | Clackmannanshire Citizens Advice Bureau \(clackscab.org.uk\)](#)

JESS AT YBS

We have a brand new Outreach session at the Alloa branch of Yorkshire Building Society 🏠

We are 1 of 4 CABs in Scotland to receive this funding!

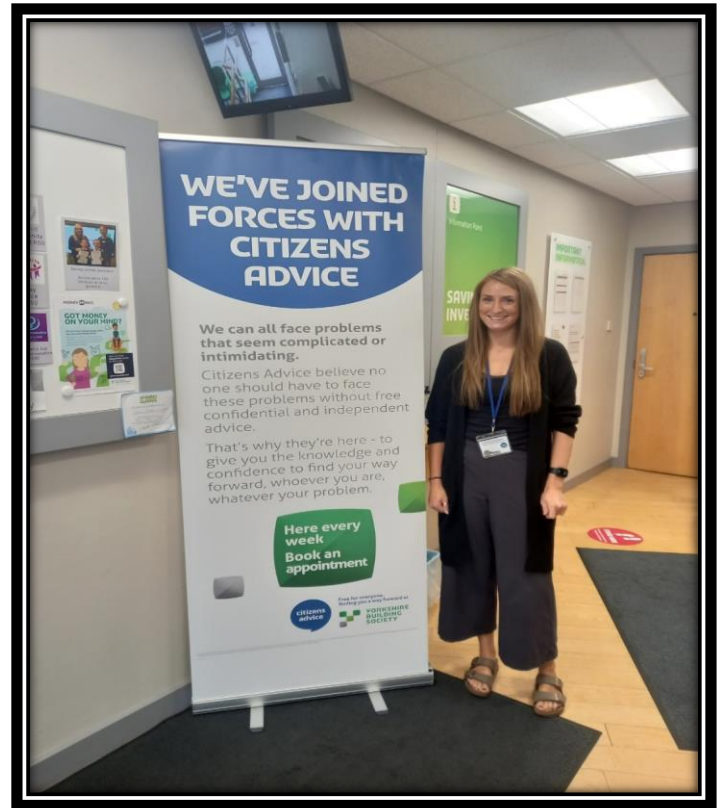
Appointments are available every Tuesday (10am, 11am and 12 noon) and are scheduled by the branch.

Either pop in or give their team a call on 01259 245139 to book in with our adviser.

Please note that you do not need to be a customer of YBS to access this service.

Further details can be found here:

<https://www.ybs.co.uk/citizens-advice>



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

WHERE'S OOR WULLIE

Wullie will now be cycling to TWO new locations in Clackmannanshire!

Every Tuesday, Wullie will be at the Dumyat Centre in Menstrie between 10am and 12 noon.

Every Friday, from 27th of October onwards, Wullie will be at the Hive in Dollar from 2 - 4pm.

To keep up to date with Wullie's travels, please regularly check our Social Media and Website (www.clackscab.org.uk/services/outreach-services)

Wullie can also be visited at the following locations:

Cochrane Hall, Alva, Monday, 2 - 4pm

Bruce Lounge, Clackmannan, Wednesday, 12.30 - 2.30pm

Civic Centre, Tullibody, Thursday 2 - 4pm

PROJECT SPOTLIGHT:

CLACKMANNANSHIRE LANDLORD & TENANT ADVICE MEDIATION AND SUPPORT SERVICE

Our Bureau is delighted to announce the launch of a brand-new private housing project!

This project has been able to run due to a grant awarded by *SafeDeposits Scotland Charitable Trust*.

This project provides advice for both landlords and tenants within the private housing sector to ultimately encourage good working relationships between both parties.

Tenants are given support to remain in their property through the provision of income maximisation, debt advice, energy efficiency advice, mediation and representation in courts and tribunals, where required.

On the other hand, Landlords are offered specialist advice relating to property condition, safety requirements, anti-social behaviour, arrears, deposits and eviction.

In the upcoming months, this project will seek to establish a Private Landlord Forum to improve dialogue and encourage good practice within the Private Housing Sector. Further information will be posted to our Social Media + Website very soon.

This project is delivered by our specialist housing adviser, Pauline Thomson. If you are a Landlord or Tenant within the Private Housing Sector and would like to access this support, please contact the Bureau.



ATTENTION: VOLUNTEERS WANTED!

Would you like to make a meaningful difference in your community? If so, have you considered becoming a volunteer at our Bureau?

Being a volunteer adviser can be daunting, but don't worry! From the first day you start at the Bureau, you'll get all the help and support you need. What does the role entail?

- Interviewing clients
- Negotiating on behalf of the client
- Interpreting and communicating information to clients to help them make an informed decision
- Completing clear case records
- Recognising the root cause of problems and participating in taking action

Our Volunteering team is even **award nominated!!** At the Clackmannanshire Third Sector Interface Volunteer Awards Ceremony in June 2023, we were nominated for two awards!

If you would like to volunteer with our Bureau, please get in touch!

“WINTER IS COMING”

At our Bureau, we are encouraging individuals to prepare in advance for their energy bills over the colder months. All clients will therefore be offered energy advice through our *Energy Best Deal* project.

Did you know that our team also offer Energy sessions for consumers and frontline workers?

During these sessions, a range of topics are discussed including energy efficiency measures, benefit entitlement, energy saving tips, CO safety and more! If you would like to arrange a session for your group, please get in contact with our team!



“A very well-presented session which was highly informative and provided practical advice on seeking relevant support for workers and service users.”

Feedback from one of our Safe and Warm Energy Advice Sessions



OUT AND ABOUT!

Our team are always attending events in Clackmannanshire! Last month, Jane, Pauline, Denise, Jade & Gillian attended the Veterans, Charities & Volunteer Fayre in Alloa Town Centre!

If you see our friendly team out and about, say hello and find out more about our services! We might even throw in a free pen!

Check out our Facebook & Twitter pages to find out where our team will be heading next!

FUNDRAISING. We were delighted to raise **£230** during our Fundraising day in August. This has been split between Prostate Cancer UK and Maternal & Childhealth Advocacy International. We would like to thank the organisations that donated prizes to help our Fundraising efforts.

DROP IN HOURS:

MON – FRI

9.30am – 2.30pm

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 (X) [@clacks_cab](https://twitter.com/clacks_cab)

Clacks CAB How to contact us



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www.clackscab.org.uk