



# Citizens Advice Bureau

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How can we help you ?



# Where did it all begin?

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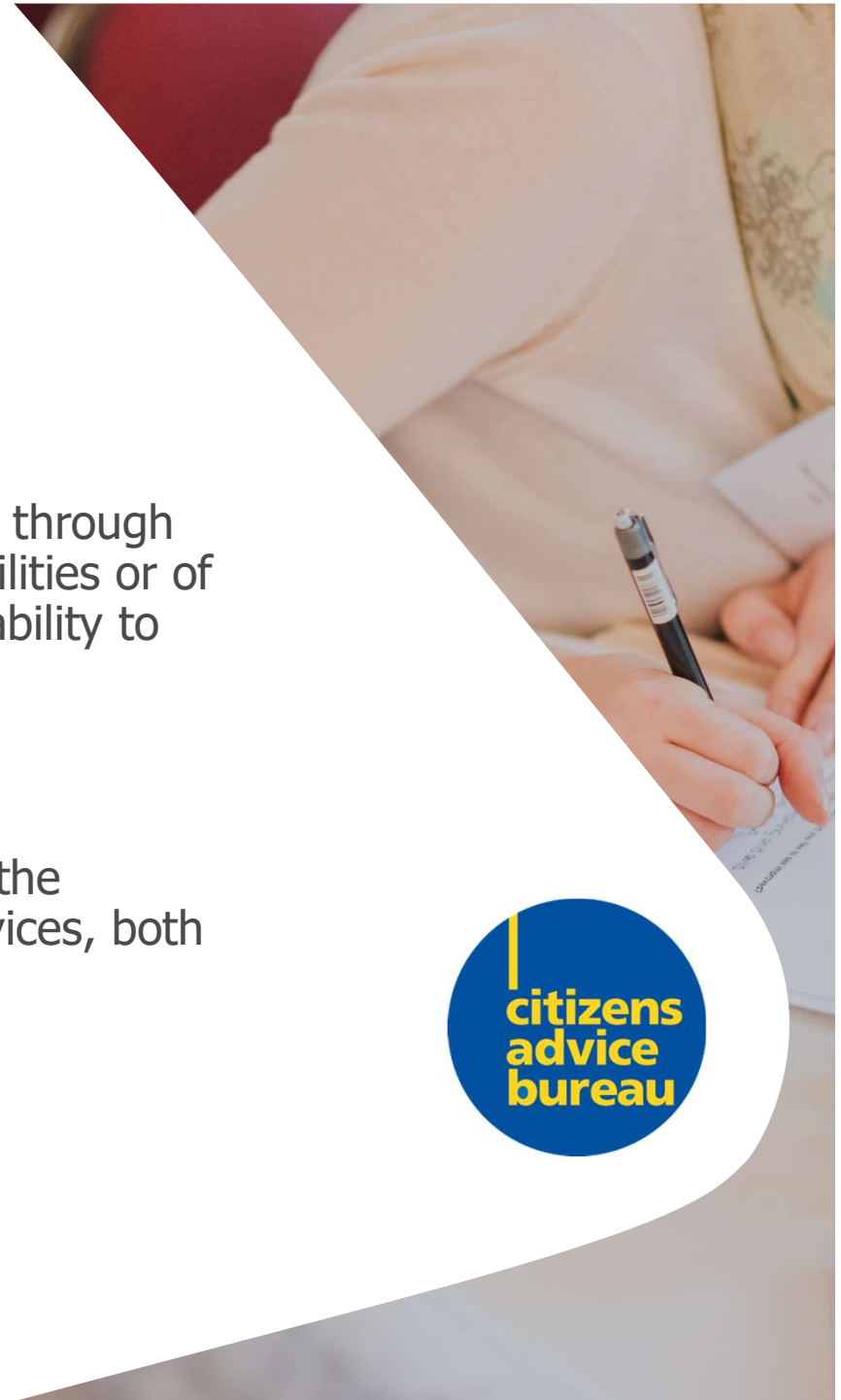
- The first bureau opened on 4 September 1939, four days after [World War II](#) started
- The origins of the modern Citizens Advice service can be traced back to the [Betterton Report on Public Assistance](#) from 1924 - recommended that advice centres should be set up to offer members of the public advice to help them with their problems



# Aim of the bureau

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1. To ensure this individuals do not suffer through ignorance of their rights and responsibilities or of the service available; or through an inability to express their needs
2. To exercise a responsible influence on the development of social policies and services, both locally and nationally



# The 12 principles we believe in

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1. Free
2. Confidential
3. Impartial
4. Independent
5. Clients right to decide
6. Empowerment
7. Accessible
8. Accountable
9. Effective
10. Generalist
11. Information Retrieval
12. Voluntary



# Volunteer-Led Service

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- > 14,000+ hours a year devoted by volunteers to their communities within Falkirk area.
- > Competency based training - Volunteer advisers have more than 70 hours initial training followed by supervised practice, coaching, learning and support.
- > Other vital volunteer roles include: receptionist, administration, social policy co-ordination and our board of directors all of whom are volunteer trustees.
- > Volunteering improves job opportunities, instils a sense of purpose and well-being and promotes active community participation.
- > In 2018-19, 5 of 9 leaving volunteers left for paid employment, two of which were within CABs.



## .....And where is it now?

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- **Today**, we have over 60 citizen advice bureaux delivering advice across more than 260 locations
- In 2017-18, we supported **261,900 clients** on over **765,000 issues** and helped clients access more than **£138 million in gains** and completed over **44,000 forms** !





# The CAB Service in Falkirk



Denny and  
Dunipace CAB  
(24 Duke St)

Monday:  
10.00 - 12.00  
Tuesday:  
10.00 - 12.00  
Wednesday  
10.00-14.00  
Thursday:  
10.00 - 14.00  
Friday:  
10.00 - 12.00

Falkirk CAB  
(3 Meeks Road)

Monday:  
10.00 - 16.00  
Tuesday:  
10.00 - 16.00  
Thursday:  
10.00 - 16.00  
Friday:  
10.00 - 16.00

Grangemouth and  
Bo'ness CAB  
(1 Kerse Road)

Monday:  
10.00 - 12.00  
Tuesday:  
10.00 - 12.00 and  
14.00 - 16.00  
Thursday:  
10.00 - 12.00  
Friday:  
10.00 - 12.00

# Generalist **Voluntary** Advice Service

Help with forms

Benefit checks

How to  
access  
legal  
advice

Debt  
advice

Contact  
details for  
other  
organisations

Benefit  
Tribunal  
Representation

Food  
parcels

Relationship  
and Family  
Advice

Basic  
Immigration  
advice

Consumer  
rights

**citizens  
advice  
bureau**

Housing  
Advice

Employment  
Rights



# Specialist Advice Services

**Pension Wise:** Receive free and impartial government guidance about your defined contribution pension options.

## **Armed Services Advice**

The Armed Services Advice Project (ASAP) provides dedicated information, advice and support to members of the Armed Forces Community in Scotland.

## **PASS**

The Patient Advice and Support Service is an independent service which provides information, advice and support to patients, their carers and families in their dealings with the NHS.

## **Benefits Representation**

Assistance with complex benefits cases and challenging decisions at tribunal

## **Money Advice**

Debt advice that can explain all the options for dealing with debts and help to negotiate the right solution for the client.





# Financial Health Checks

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A financial health check can help you ensure you are receiving the money you are entitled to and not paying over the odds for services.



# What do FHCs cover?

Funded by the Scottish Government, Financial Health Check is a CAB national personal advice service to help people access benefits and other entitlements, and advise on service costs and basic banking services.

## Financial Health Check Element

Scottish Welfare Fund/Job Grant

Benefit uptake – including reserved benefits

School clothing grant

Free school meals

Best Start Foods (from summer 2019)

Baby Box

Best Start Grant

Council Tax Reduction

Warmer Homes/fuel poverty/switch supplier/reduce energy costs

Credit Unions, including mid-cost credit facilities, and jam-jar accounts

Basic Bank Accounts

Debt Advice

Discretionary Housing Payments

Broadband

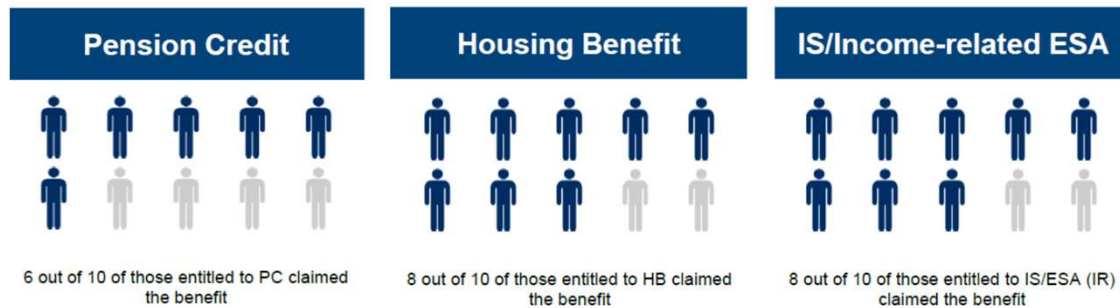
Mobile phones



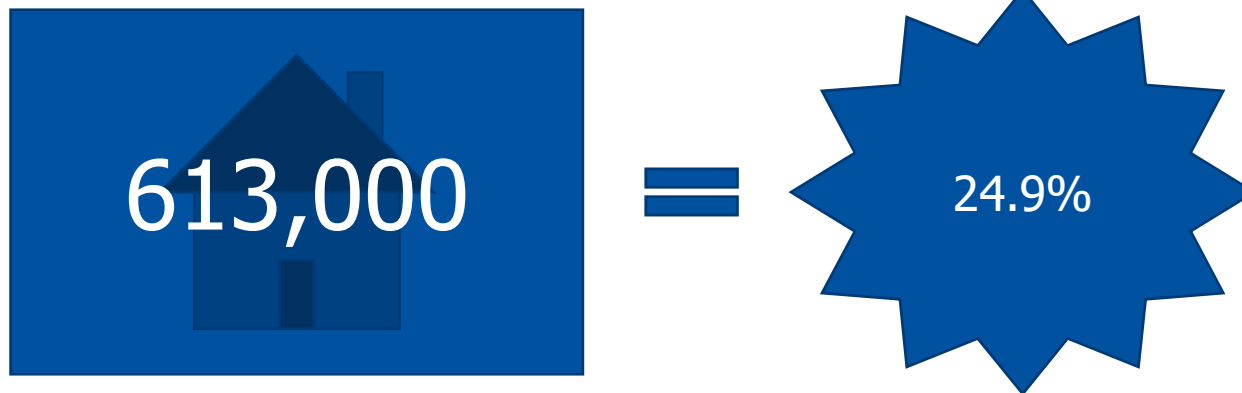
citizens  
advice  
bureau

# Why promote and complete FHCs?

Annual Uptake Statistics: UK government 2016/17 (Nov, 2018)



Number of households in fuel poverty: Energy Action Scotland (2017 data):





# Did You Know?



**500,000**  
Scots aren't claiming all the benefits they are entitled to.



Switching your energy provider can save you **£160** per year.



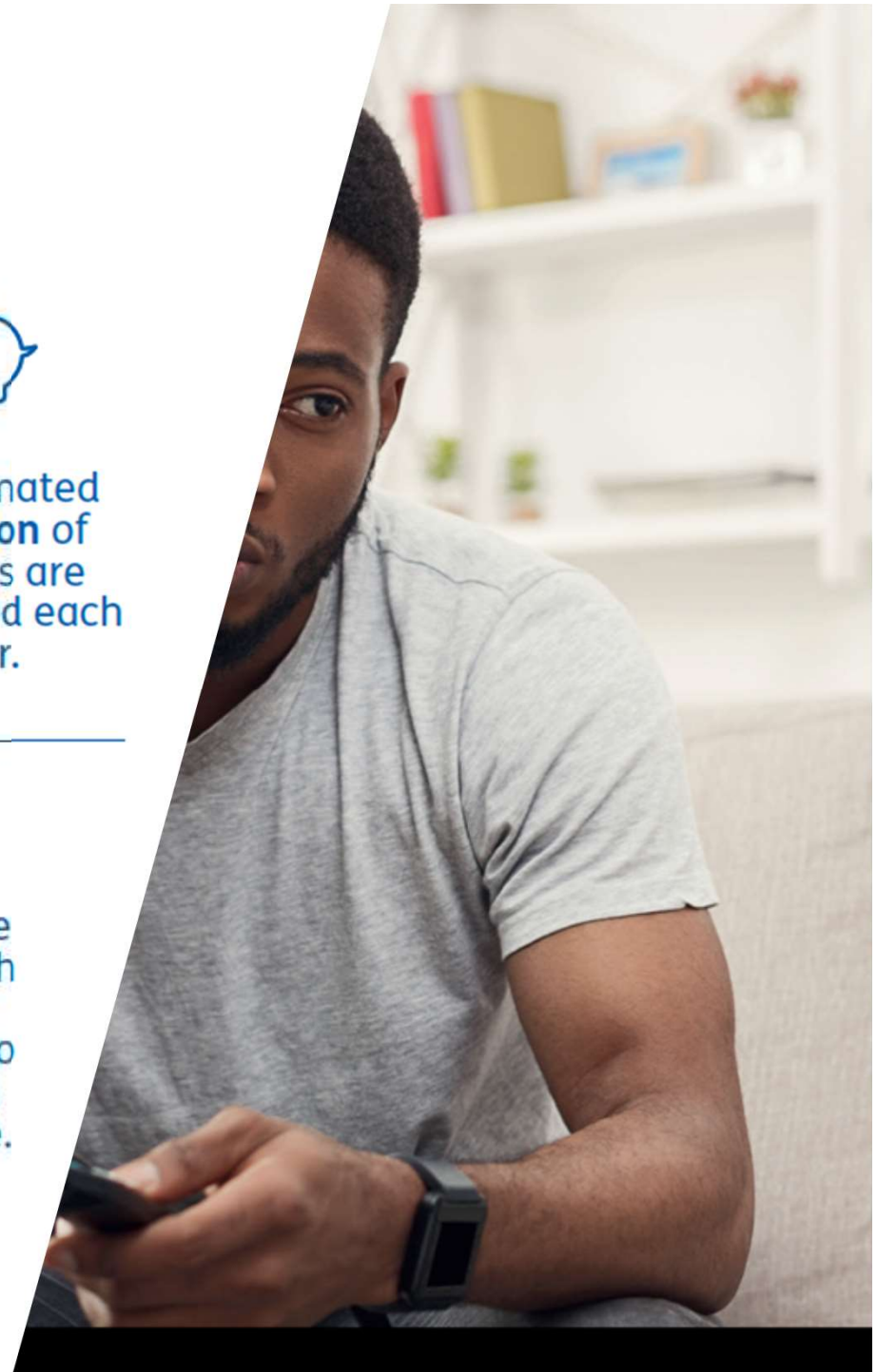
An estimated **£1 billion** of benefits are unclaimed each year.



Even if you are in work, you may be entitled to certain benefits and can **reduce your outgoings**.



**Anyone** can have a Financial Health Check. We're especially keen to support parents and older people.



# How to get a financial health check

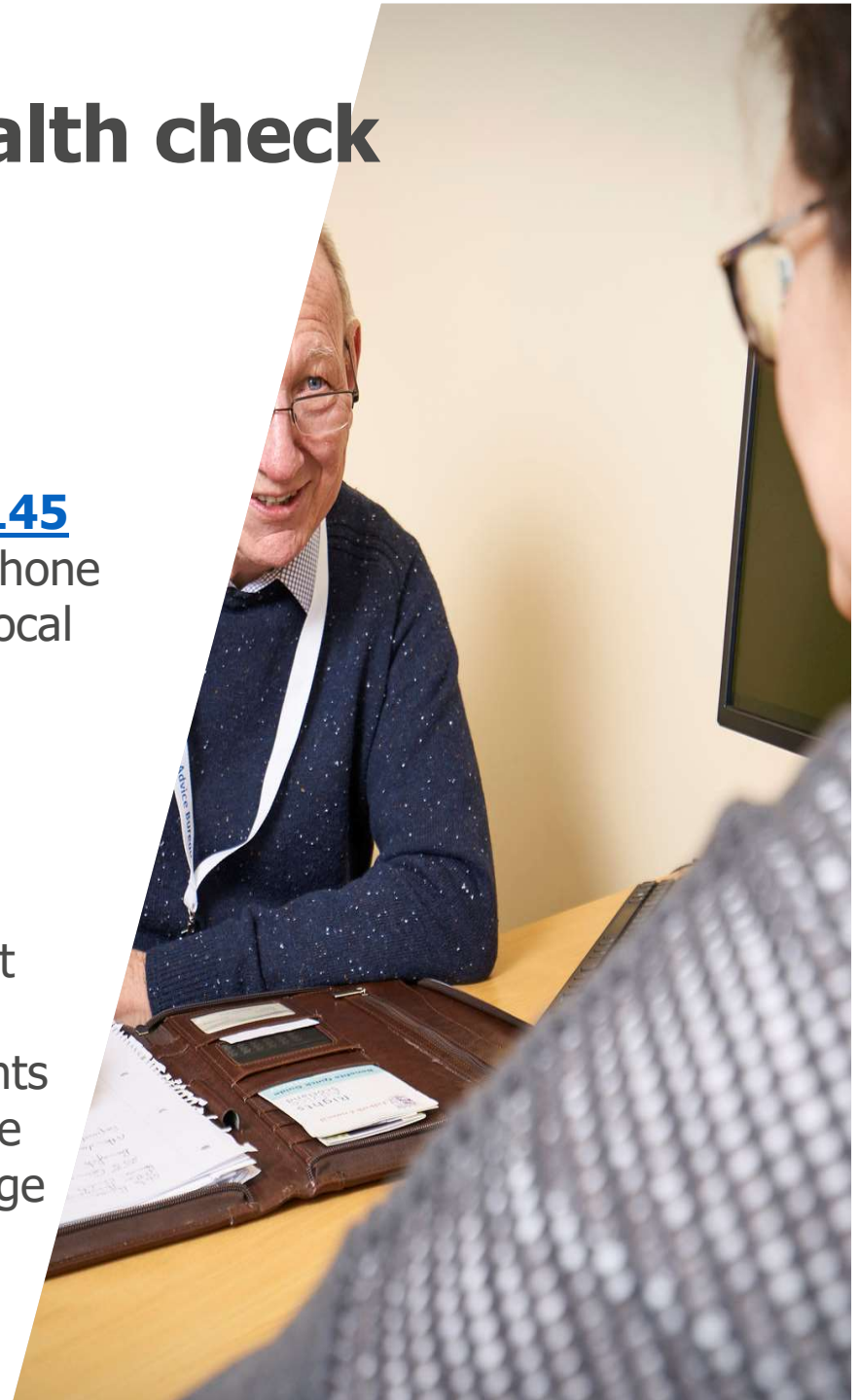
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## **Call the national helpline on [0800 085 7145](tel:0800 085 7145)**

- an adviser can complete the check over the phone
- an adviser can arrange an appointment at a local bureau for a FHC/follow up assistance

## **Attend your local CAB**

- Face to face assistance can be provided by accessing the drop in services (an appointment may be made to return)
- Some CABs are running additional access points through FHC: for example Denny and Dunipace CAB run a drop in advice session at Bonnybridge Community Centre (Tuesday 9.30-11.30am)







## Help to Claim Service

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Assistance, advice and support for people considering claiming Universal Credit for the first time.





# Universal Credit Impact: Quick Quiz

Select the 6 benefits from the list that UC replaces

- a) Child tax credit
- b) Housing Benefit
- c) Income related JSA
- d) Income Support
- e) PIP
- f) Contribution based JSA
- g) Child Benefit
- h) Contribution based ESA
- i) Working Tax Credits
- j) Council Tax Reduction
- k) Carers Allowance
- l) Income related ESA



# Universal Credit Impact: Quick Quiz

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Which of these can a claimant use to verify their identity for UC?

- a) Passport
- b) Young Scot Card
- c) Birth Certificate
- d) EU driving licence
- e) GP letter



# Universal Credit Impact: Quick Quiz

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Known as Scottish UC Choice, which of these are available to Scottish claimants

- a) Payments made directly to landlord
- b) UC payments twice per month rather than once per month
- c) Both of the above

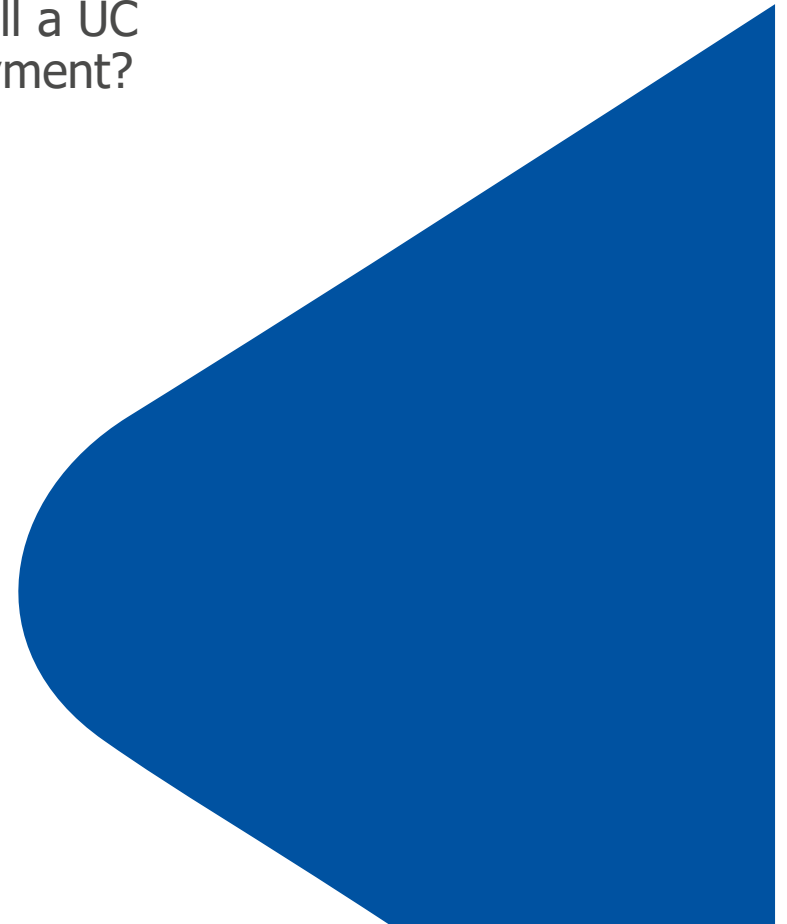


# Universal Credit Impact: Quick Quiz

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If a client has fluctuating income, how long will a UC claim remain open for after a period of no payment?

- a) 0 months
- b) 1 month
- c) 2 months
- d) 3 months
- e) 6 months

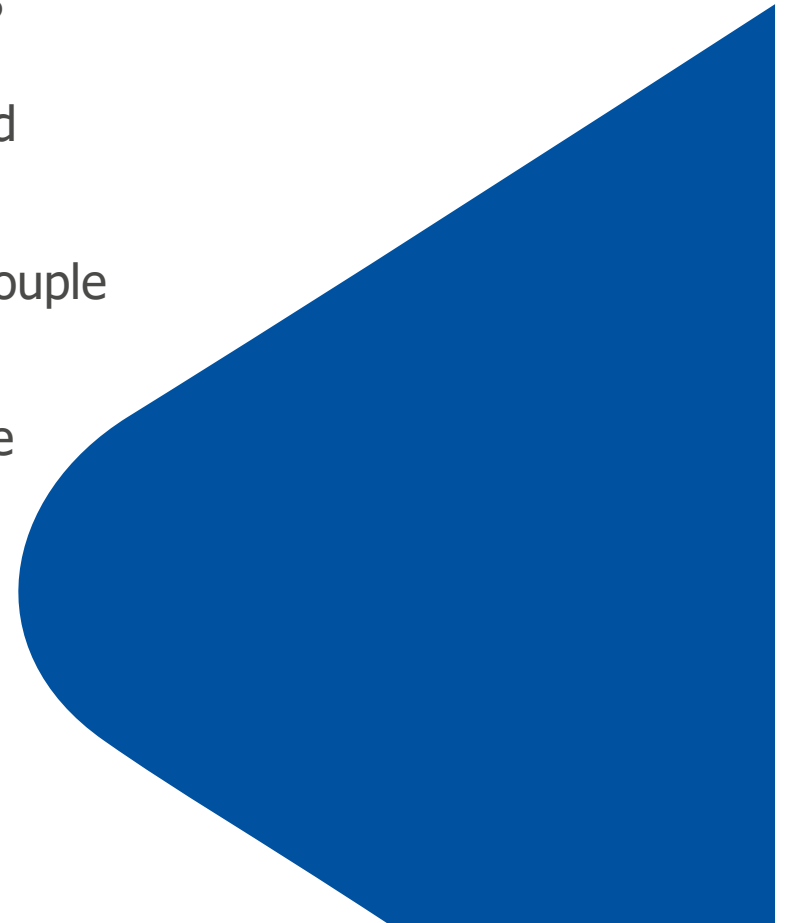


# Universal Credit Impact: Quick Quiz

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Would someone who is pension age claim UC?

- a) Yes if they were single or in a pension aged couple
- b) Yes if they were single or in a mixed age couple (where one person is working age)
- c) Yes only if they were in a mixed age couple





# Universal Credit Impact: Quick Quiz

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How can a person be paid UC?

- a) In cash, into a bank account into a post office account
- b) Into a bank account or post office account
- c) Into a bank account only

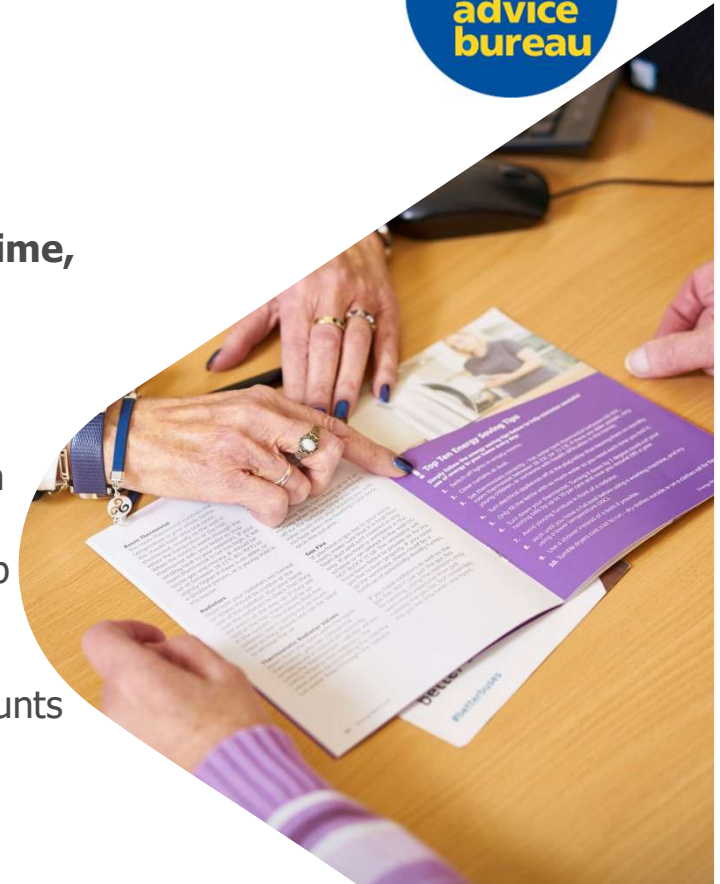


# What can CAB do?

If you are considering claiming Universal Credit for the first time, we can help.

We can support you with:

- > **Quick questions** - answering queries as you make your own claim
- > **Internet access** - giving you internet and computer access to help make your claim
- > **Support to submit your claim** – setting up email and bank accounts if needed, and working through claim 'to-dos'
- > **Support to first payment** - help to apply for additional financial support and preparing for work coach appointments
- > **Evidence checking** - we can help make sure all your claim evidence is formatted and correct, and print it if needed



# Help to Claim: Denny and Dunipace CAB



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- Part time face to face adviser with support from generalist advisers where required
  - 61% of clients with UC now in payment
  - 80% appointments for new clients
  - £92,595 estimated CFG for clients as of Week 10 of the project
  - Availability to attend Bonnybridge Community Centre to assist and additional outreaches to be added



# How to access Help to Claim Service

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## > In person:

Denny and Dunipace Citizens Advice  
Bureau  
24 Duke Street  
Denny  
FK6 6DD

> **By phone:** 0800 023 2581

> **Via webchat:** [www.cas.org.uk/helptoclaim](http://www.cas.org.uk/helptoclaim)





# EU Support Service

Service to support EU citizens on rights, entitlements and requirements affected by their immigration status





# EU Support Service: what we do

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## At your local CAB:

Assist in straight forward applications to settlement and pre-settlement scheme

Assist in submitting required proof and documents to online application (android app required)

Access to interpretation service for application to scheme

Access to second tier support and legal advice if required





# EU Support Service: what we do

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**EU Support Service national helpline:**

**[0800 916 9847](tel:08009169847)**

Monday 09.00-13.00

Wednesday 13.00-17.00

Friday 09.00-13.00





**Thank you for listening**



Any questions?

