

CASTLEMILK CITIZENS ADVICE BUREAU

ANNUAL REPORT 2024/2025

**CASTLEMILK CAB IS FUNDED BY GLASGOW CITY COUNCIL,
GG&CLYDE NHS & SCOTTISH GOVERNMENT**

REGISTERED CHARITY IN SCOTLAND – SC051787

REGISTERED WITH THE FCA – FRN1013217

The AGM covers the period April 2024 to March 2025. I can report that Castlemilk CAB continues to be overwhelmed with client's seeking advice and assistance.

The office is open for drop in Monday – Thursday from 9.30am -12.30pm and we provide appointments in the afternoons for form filling. The drop in is extremely busy and we have had to close the door an hour after opening on several days to cope with the volume of clients that have come in.

Demand on the service had continued throughout the year due to the cost-of-living crisis we saw a greater demand from clients needing assistance with food and fuel an increase in referrals to the foodbanks and home energy Scotland.

We are still working closely with Castlemilk Law centre and Castlemilk credit union to secure funds for new premises to allow the bureau to move into the credit union building. We have now had plans drawn up for the new building and Angus McIntosh is actively working hard to try and secure funds for the build.

The Bureau began a new project with Castlemilk Law centre in April 2023 this was initially two-year funding which had been extended for another year to March 2026.

The social policy officer has been working alongside the other social policy officers for the eight Glasgow Bureau on specific campaigns. He is also reporting back to CAS on a regular basis with issues that the staff are identifying within our own office.

This year also saw the end of the NHS projects one of which had been running for over 22 years. Neil Coll who had been in post for the NHS in primary care project had to be made redundant after being in post for over 22 years this was a great loss of a valued colleague whose experience and knowledge would be greatly missed.

We have assisted 2100 new clients with 7041 issues.

We assisted 273 new clients with debt issues

The Bureau assisted 9 clients at Tribunal which 6 received additional benefit

The total financial gain achieved for clients was £2,573,961.68

I would like to take this opportunity to thank the board staff and volunteers for all their continued commitment and hard work enabling us to reach the most vulnerable people in our community.

