



Argyll & Bute Quarterly update



By Jen Broadhurst
Bureau Manager

Argyll & Bute CAB

- > ABCAB is a registered Charity, with offices in Lochgilphead, and Helensburgh and Outreach services available in Dunoon, Oban, Campbeltown, & Mull
- > Established in 2002, we celebrate our 21st Birthday this year
- > 12 staff
- > 16 volunteers



Twin Aims of the CAB

All CAB's have a twin aim:

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



Social Policy Work

Last Year's Private Rental Sector Research

https://www.cas.org.uk/system/files/publications/argyll_and_bute_citizens_advice_bureau_research_into_the_private_rental_sector_executive_summary.pdf

This year's Research:

Big Energy Saving Network

Debt Happens

Money and Mental Health

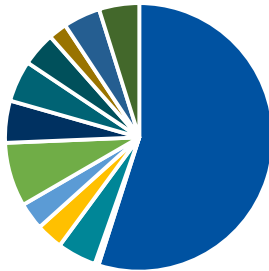
Impact of cost of living crisis on Carers





ABCAB in 2021/2022

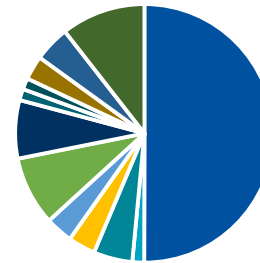
- Advised 1,040 clients
- 677 new clients
- Helped clients gain £1.1 million
- And provided 3,120 separate pieces of advice.



■ Benefits 1701	■ Consumer 23
■ Debt 146	■ Employment 100
■ Charitable Support 102	■ Health/PASS 420
■ Housing 157	■ Immigration 154
■ Legal 101	■ Relationship 69
■ Tax 138	■ Utilities 150

ABCAB in 2022/2023

- Advised 1845 clients
- 1239 new clients
- Helped clients gain £879,561
- And provided 10062 pieces of advice



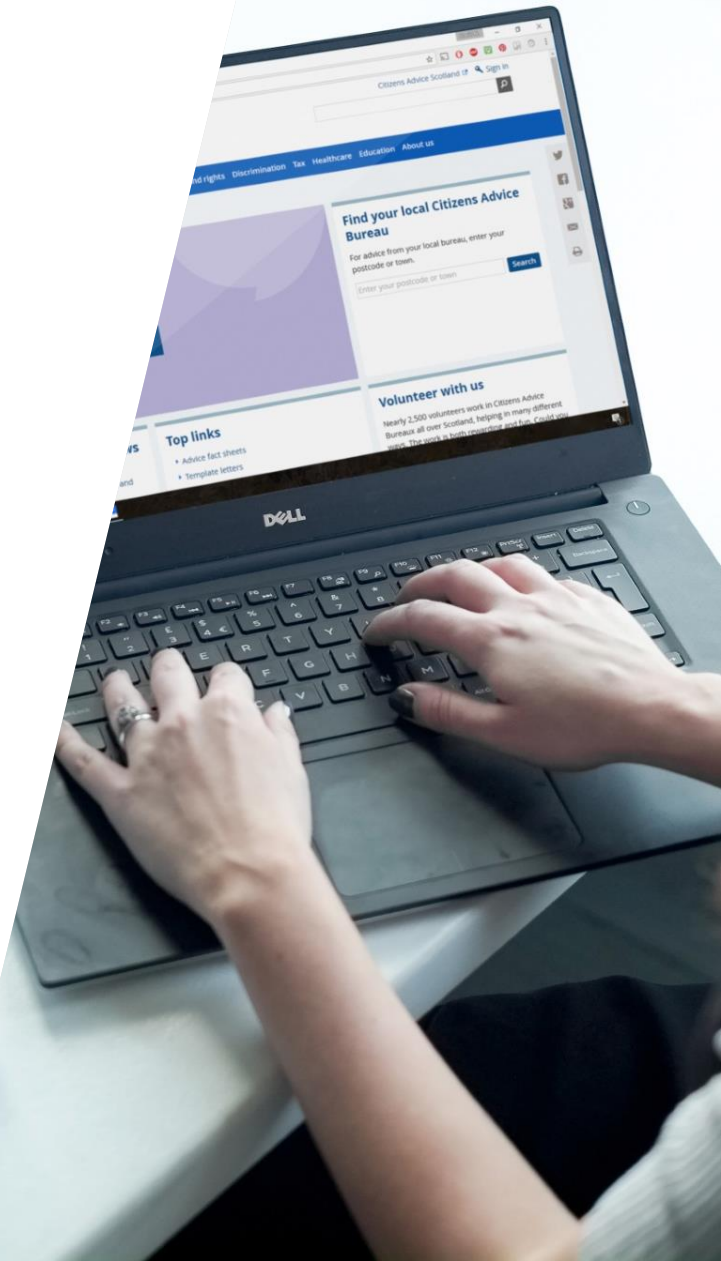
■ Benefits 1450	■ Consumer 42
■ Debt 138	■ Employment 97
■ Charitable Support 205	■ Health/Pass 299
■ Housing 207	■ Immigration 40
■ Legal 127	■ Relationship 85
■ Tax 127	■ Utilities 299

Quality is taken seriously

We have a 3-yearly audit by Citizens Advice Scotland, and our latest one in 2021 saw us pass with no recommendations.

We undertake quarterly assessment of our advice internally and this is in turn verified by CAS learning and standards team. This is in addition to weekly peer-to peer case checking by all advisers.

We deliver competency based training on a monthly basis to all staff and volunteers in the Bureau.



Volunteers are the life-blood of every CAB

The CAB Adviser Training Programme

Welcome to the CAB Adviser Training Programme! The training is made up of four stages (illustrated below). It will help to equip you with the knowledge and skills you'll need to be an adviser in the CAB.



The training consists of a combination of:



bureau practice



training materials



tutor-led sessions

Generalist Adviser Training can take 6 months to complete

We currently have 16 volunteer advisers and have reopened our recruitment period for our Spring intake

Training Starts May 2023



Housing Debt/Money Advice



- For those at risk of Repossession, eviction or debt related issues
- Lay representation for some civil court action
- Registered with the Financial Conduct Authority
- Money Talk Plus



Patient Advice and Support Service



The Patient Advice and Support Service (PASS) is an independent service which provides free, accessible and confidential information, advice and support to patients, their carers and families about NHS Healthcare. The project offers the following support and assistance:

- Support you if you are going to a meeting
- Help you write letters and make phone calls
- Help you access your medical and clinical records
- Help you find health services and social care
- Help you access the treatments, care and support you need

An infographic with a teal border and white background. At the top right is the NHS Scotland logo. The main title is 'The Patient Rights (Scotland) Act 2011'. Below this is a grid of six icons: a green speech bubble, a purple grid, a blue house, an orange padlock, a teal telephone, and a red cross. To the right of the icons is text explaining the Act's purpose. Below the icons is a quote from the Quality Strategy. Further down is the title 'Patient Advice and Support Service (PASS)' followed by a description of the Act. At the bottom, there is a section 'In summary, PASS will' with a bulleted list of five points, and a section 'The result' with a bulleted list of three points.

THE PATIENT RIGHTS (SCOTLAND) ACT 2011

The Patient Rights (Scotland) Act 2011

The Patient Rights (Scotland) Act 2011 supports the Scottish Government's vision for a high quality, patient-centred NHS. The Act applies to every member of staff working for NHS Scotland, and for all independent contractors and their staff who provide NHS services. The National Codes of Ethics for the Patient Advice and Support Service (PASS) mean for you, your workplace and independent contractors.

"Pursuing the Quality Ambitions of the Quality Strategy will ensure that, for the first time, the people of Scotland will be confident that NHS services will listen and improve services based on patient experience and outcomes."

Be patient. Quality comes to fruition.
— Simon Bell

Patient Advice and Support Service (PASS)

The Act establishes a new independent Patient Advice and Support Service (PASS). This will replace the Independent Advice and Support Service.

The duties for PASS have been awarded to Citizens Advice Scotland and will be fulfilled through its network of local Citizens Advice bureaux. PASS will provide information and help patients and members of the public to know and understand their rights and responsibilities when using health services. PASS will also be able to help and support patients to give feedback, comments, concerns and complaints about their healthcare experience. Where necessary, PASS will direct people to other types of support, such as independent advocacy or communication services.

In summary, PASS will:

- provide information about the NHS and what it does
- help patients and members of the public to know and understand their rights and responsibilities when using the NHS
- help people who wish to give feedback or comments, or raise concerns or complaints about the care they have received
- tell patients about other support services, such as independent advocacy, interpretation or translating, which might be helpful to them

The result:

- encourage patients and their families to say what they think about the healthcare and treatment they have received or are receiving
- give patients a copy of the letter making a Complaint about the NHS if they need it

Armed Services Advice Project



We provide free, confidential, impartial information, advice and support to:

- members of the armed forces, & merchant navy
- their dependents
- those who are currently serving
- those who have left the armed forces whether they left yesterday or 20 years ago

The service covers the whole of Argyll & Bute and advice ranges from benefits through housing and debt to relationship advice.



Pensionwise



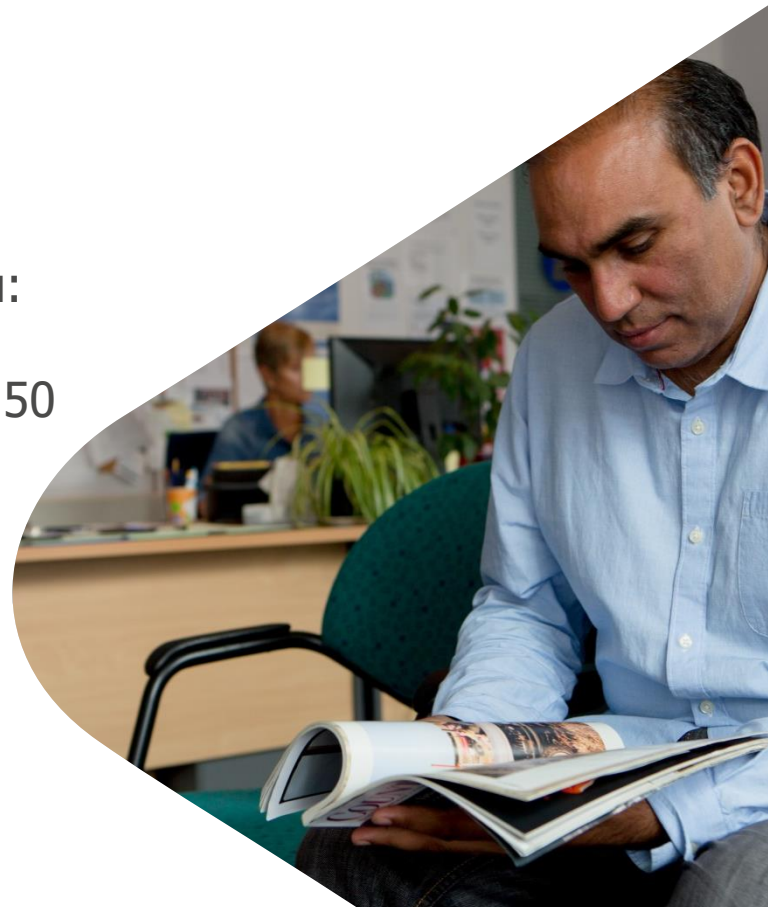
A service from



Pension Wise is a free and impartial service to help people make informed decisions about how to access their pension savings and plan financial matters in retirement by providing people with guidance about their options.

A Pension Wise appointment may help you if you:

- Are approaching retirement or close to or over 50
- Have a defined contribution pension pot(s)



Energy Best Deal

Worried about the cost of **energy**?

Argyll & Bute Citizens Advice Bureau
is here for you.

www.abcab.org.uk

phone: **01546 60 5550**

email: info@abcab.org.uk



Charity No. SC030477



cas.org.uk/BESW

Supported by

Consumer
Scotland



We are looking for your views!

As part of our processes we really need to know what our communities think of the work we do.

<https://www.smartsurvey.co.uk/s/ABCABCommunityPartnersSurvey/>

We have shared this survey previously, but have had no responses from partners around the forum.

Please help Argyll & Bute CAB to continue to help across the region by completing the linked survey

