



## **Information to applicants**

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Citizens Advice Bureaux are the major providers of information, advice and assistance, operating from over 200 service points that cover Scotland from the islands to the City Centres.

All bureaux are members of Citizens Advice Scotland (the Scottish Association of CABx), and as such must meet specific conditions of membership related to standards of service and other matters. All bureaux are independent charities governed by a management board.

Kincardine & Mearns CAB is a small bureau but has a large impact on our local community. So far in the 2019/20 year we provided advice on over 3000 occasions and were able to achieve £2.5 million in client financial gain. We strive to maintain high levels of client satisfaction; in our last client satisfaction survey 100% of clients said they were satisfied with the advice given and 100% said they would use the service again.

Enquiries are across a wide range of fields, and clients expect high quality advice and on what are, at times, highly complex matters. The main enquiries at the present time relate to problems with welfare benefits, money and debt, employment, consumer issues, housing and family and personal situations. We would be unable to deliver this service without our team of 30 volunteer advisers and volunteer administrators. We have 12 members of paid staff.

We provide advice from our Stonehaven office and our outreaches in Laurencekirk and Portlethen which we offer alongside our Home Visiting service. In April 2019 we moved to new, larger offices in Stonehaven which has allowed us to expand our services, take on new projects and increase partnership working.

We currently have specialist caseworkers delivering debt and benefits advice up to type III and are working towards Scottish National Standards accreditation. We have had recent opportunity to start delivering advice through a multi-channel offering including by phone and webchat. We are the lead bureau in a number of contracts with our partners throughout the North East of Scotland including the Information and Advice Service contract with Aberdeenshire Council.

The board of trustees have developed a new strategy, in which there is a greater emphasis on digital delivery, positive stakeholder engagement, marketing and community fundraising and our new Chief Officer will be expected to carry out that strategy and vision.

Applicants applying for this post should be under no illusion of the hard work that is involved this role however this is countered by the reward of working in a supportive team and the benefits we bring to our local community. Posts may include evening work and no overtime payments are made, but time off in lieu is given. Expenses are reimbursed for travel related to approved duties.

CAB Charity No: SCO38869