Local Government Committee
7th Meeting, 2002 (Session 1)

Tuesday 5 March 2002

The Committee will meet at 2.00 pm in Committee Room 2.

1. Scottish Public Sector Ombudsman Bill: The Committee will consider the Bill at Stage 2.

2. Petition: The Committee will consider the following petition—

PE 396: Petition by Mr Nick Fletcher calling for the Scottish Parliament to take the necessary steps to ensure that the citizens of Scotland continue to have access to free and independent advice services.

Eugene Windsor
Clerk to the Committee
Room 2.05, Committee Chambers
85217
e mail: eugene.windsor@scottish.parliament.uk

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The following papers are attached for this meeting:

Agenda item 2

Briefing paper on Petition PE 396
Petition PE 396
Response to the Public Petitions Committee from the Scottish Executive
Response to the Public Petitions Committee from the City of Edinburgh Council
Response to the Public Petitions Committee from Citizens Advice Scotland
Response to the Public Petitions Committee from COSLA
Submission to the Local Government Committee from Citizens Advice Scotland

LG/02/7/7

The following papers are attached for information:

Minutes of the 6th Meeting 2002

LG/02/6/M
LOCAL GOVERNMENT COMMITTEE

BRIEFING PAPER

Petition PE 396

1. Introduction
As members will be aware, Petitions received by the Parliament may be transferred by the Public Petitions Committee to appropriate subject committees for consideration under rule 15.6.2 (a) of the Standing Orders. The above Petition has been transferred to the Local Government Committee. This paper provides information to assist the Committee in deciding how to dispose of this Petition.

A copy of the Petition is enclosed along with the following documents—

- Response to the Public Petitions Committee from the Scottish Executive
- Response to the Public Petitions Committee from the City of Edinburgh Council
- Response to the Public Petitions Committee from Citizens Advice Scotland
- Response to the Public Petitions Committee from COSLA
- Submission to the Local Government Committee from Citizens Advice Scotland.

2. Details
The Petition, from Nick Fletcher, calls for the Scottish Parliament to take the necessary steps to ensure that the citizens of Scotland have access to free and independent advice services.

The Petitioner is primarily concerned about core funding for the Edinburgh Citizens Advice Bureaux. In addition the Petitioner calls on the Scottish Parliament to ensure that free and independent advice services are available to the people of Scotland.

3. Background
The Public Petitions Committee (PPC) considered the petition at its meetings on Tuesday 2 October 2001 and Tuesday 18 December 2001. At its meeting on Tuesday 18 December 2001 the PPC considered responses from the Scottish Executive, City of Edinburgh Council, COSLA and Citizens Advice Scotland in relation to the Petition (the responses are enclosed).

In response to the PPC, the Scottish Executive stated that the funding of Citizens Advice Bureaux is a matter for local authorities.

In its response to the PPC, the City of Edinburgh Council stated that it faces difficult decisions in managing its budgets. Cuts sustained by Citizens Advice Bureaux were
matched by cuts sustained by the funding department. The Council prepared a joint letter with Citizens Advice Scotland to the former Minister for Finance and Local Government requesting that the Scottish Executive consider ring-fencing additional funds for advice services in Scotland, including CABx.

COSLA, in its response to the PPC, stated that whilst it appreciates the importance of CABx services to communities, it had no direct comment to make on the petition. However, it has indicated that it would be prepared to consult its member councils on this matter if this would be helpful to the Parliament.

In its response to the PPC, Citizens Advice Scotland stated that whilst the funding difficulties referred to in the petition are the most severe in Scotland, they reflect a situation that exists across Scotland. CAS further stated that funding from local authorities is not adequate and does not take account of increased costs or the increased workload.

The Committee therefore agreed to refer the petition to the Local Government Committee for consideration.

In referring the Petition to the Local Government Committee the PPC took the view that difficulties have arisen as a result of funding being passed from central government to local authorities since the 1980s. The PPC have recommended that this issue be looked at by the Local Government Committee. Members should note however that Citizens Advice Scotland, in its submission to the Local Government Committee, contests this point.

4. Options

The Committee may wish to consider the following options for disposing of the Petition—

Inquiry

The Committee could agree to hold an inquiry into the funding issues raised in the Petition. However an inquiry of this nature could be problematic as the provision of advice services is not within the remit of the Local Government Committee. Although Citizens Advice Bureaux and other agencies providing similar services are funded and supported through local government, advice services appear to fall within the remit of the Social Justice Committee. The Committee could investigate funding of advice services by local government, although in doing so it would require to have regard to local authorities’ right to determine their own budgets. The Committee might also wish to have regard to its projected workload over the next few months. Should it be agreed to pursue the option of an inquiry, it is unlikely that work could start until at least late 2002 or early 2003.

Remit the petition to Social Justice Committee

Another option would be to refer the Petition to the Social Justice Committee. The remit of the Social Justice Committee is To consider and report on matters relating to housing and the voluntary sector and such other related matters as fall within the responsibility of the Minister for Social Justice. The Social Justice Committee remit covers both the provision of advice services and the voluntary sector, and it would therefore appear to be in a more appropriate position to consider undertaking an inquiry.
No further action

The Committee could choose to note the Petition and take no further action.

5. Recommendation

Given the issues surrounding the Committee’s workload and the question of the relevance of this Petition to the Local Government Committee’s remit, the Committee may wish to take the view that no further action is appropriate at this time. However, the Committee may also consider that the issues raised in the Petition could merit further investigation, and could ask the Social Justice Committee to examine the petition and decide whether to take such further action.

The Committee is therefore invited to consider remitting the Petition to the Social Justice Committee.

Eugene Windsor
Clerk to the Committee
Dear Steve

Petition for the Edinburgh Citizens Advice Bureaux

Please find enclosed a petition from the CABx service in Edinburgh. Many CABx in Scotland are in precarious funding positions. This is particularly true of the five Edinburgh CABx.

As you will note from the petition the bureau in Edinburgh have had a 40% cut in funding over the last four years. Although there was no cut in funding for the financial year 2001/02. These cuts have made it increasingly difficult to provide a quality advice and information service to people in need. Indeed my own bureau Gorgie / Dalry will shortly be making a decision on whether it can continue, as our running costs now outweigh our funding of just under £25,000 per year.

The petition calls upon the Scottish Parliament to look at its role in ensuring that the citizens of Scotland have access to free and independent advice services.

I look forward to the petitions committee considering this petition.

I will be away from Scotland for the next six months so I would be grateful if you could direct any queries to Fiona Dow at Citizens Advice Scotland: tel. 0131 667 0156.

Yours sincerely

Nick Fletcher
Dear Mr. Farrell,

Thank you for your letter of 4 October to Linda Sinclair concerning the petition (PE396) from Edinburgh Citizens Advice Bureau. I am replying due to this Division's interest in consumer matters.

The Scottish Executive recognises the excellent service provided by advice centres across Scotland, including Citizens Advice Bureaux. However, funding of local advice organisations is a matter for local authorities, who are best placed to decide on the allocation of resources according to the needs of their particular areas.

The local government settlement provided for all councils to receive above inflation increases in grant from 2001-02 to 2003-04. Total Scottish Executive revenue grant for Scottish local authorities has increased by over £1 billion or 19% over this and the next 2 years to more than £6.7 billion by 2003-04. The City of Edinburgh Council has received an increase in grant support of 6.3% in the current year and will receive further above inflation increases in the following 2 years. The settlement totals include provision for specific policy commitments but also acknowledge the need for councils to invest across the full range of their service responsibilities. It is a matter for the Council to determine its local spending priorities.

The 1999 Consumer White Paper included a commitment to promote a more joined-up network of advice agencies, delivering a seamless and high-quality service: more visible, more accessible and more consistent. This has led to the development of Consumer Support Networks which will encourage existing local providers, such as Citizens Advice Bureaux, to join up their services, offering quality advice to the public. Given the reservation of consumer protection matters, the initiative is being organised by the Department of Trade and Industry. It has attracted considerable interest from Scottish advice providers.

The Scottish Executive recognises the difficulties many people face with debt issues and we agree that more needs to be done to ensure people have access to free and independent advice services in this area. It is for this reason we are supporting the establishment of a National Debtline for Scotland which will give everyone in Scotland, no matter where they live, access to free, quality money and debt advice. It is hoped that the Debtline will ease the burden on local providers, freeing them to
concentrate on cases which require their particular expertise. In addition to this work we are funding Money Advice Scotland's research into the quality of money advice in Scotland and are actively looking at what more the Executive could do to support the national infrastructure of money advice.

I hope this information is of interest to the Public Petitions Committee.

Yours sincerely,

[Signature]

ANDREW McCONNELL
Dear Mr Farrell

Petition no. PE396 - Advice Services

Thank you for your letter of 4 October in which you advise me of Mr Nick Fletcher's petition concerning advice services in Edinburgh.

There are two main developments in the City of Edinburgh Council that are relevant to the petition and that contribute to the aim of "free and independent advice services":

(i) The Council is currently reviewing its funding award mechanisms to allow better co-ordination and targeting of financial support; and

(ii) The Council is undertaking a corporate review of advice services. This aims to develop a more co-ordinated approach between advice providers from both within the Council and from other organisations.

Review of funding

With regard to the review of funding, the City of Edinburgh Council has recently installed a new grants management system that offers external organisations the opportunity to achieve 3-year agreements for funding. This new system incorporates the requirement for clear business planning and measurable performance of activity. All funded activities must also link in with the Council's stated strategic aims. This approach will give advice providers the opportunity to demonstrate commitment to the continued delivery and quality of their service.

Corporate Advice Review

The Corporate Advice Review aims to promote better co-ordination between the many advice providers within the City. This would best be achieved through developing mutually agreed standards of advice provision and, where possible, ways of cross working such as referral and information sharing. This would help to ensure, for example, that services such as translation and representation could be better accessed from the various advice points in the City.
One model for provision would be a front-line service to offer information and more straightforward advice; with referral as required to specialist advisors who would deal with more involved cases. An advice network such as this would allow the Council to better plan and manage its funding in relation to advice. This could best be developed and implemented through a multi-organisation working group of practitioners. The independent status of advice organisations would be respected in developing such an advice network.

Once the Council has formally approved the Corporate Advice Review proposals, we intend to consult with key advice representatives from external organisations in order to progress this initiative.

**Funding Issues concerning Citizens Advice Bureaux (CABx)**

With regard to the specific situation of the CABx in Edinburgh, I understand that subsequent to the petition, representatives of the Council met with the same representatives of the Edinburgh CABx to discuss these issues. The CABx representatives were assured that the Council valued their work as one of a number of advice providing voluntary sector organisations. Indeed, subsequent to this meeting, Cllr. Brian Fallon and Professor Averil Stewart, the Convener of the Edinburgh CABx Steering Group, prepared a joint letter sent to Angus MacKay requesting that the Scottish Executive consider earmarking additional funds for advice services in Scotland, including CABx.

Further points discussed at that meeting that are relevant to the petition include:

- The Council too faces difficult decisions in managing its budgets. For example, the cuts the CABx had sustained in their grants were matched by cuts that the funding department had also sustained.

- The CABx have also been advised to seek funding from other sources to avoid what currently amounts to a virtual total reliance on the Council for funding. It is worth noting that it was councils that came to the assistance of the CABx in the 1980s when the Government in office withdrew their funding. Whilst some income has been secured through grant awards from banks such as Lloyds TSB and through project fees, efforts to raise any significant funds from elsewhere have largely proved unsuccessful.

- The CABx themselves had commissioned a report by a consultancy firm some time ago which recommended they look to some form of amalgamation. It was suggested that this could yield substantial savings in management and premises costs. I understand that to date, however, these recommendations have not been implemented.
I trust that this information is helpful to you in addressing the petition. I am optimistic that greater joint working between the Council and other organisations will help to ensure that advice services continue to develop to meet the needs of our most vulnerable citizens. Please contact me should you require any further information.

Yours sincerely

[Signature]

T N AITCHISON
Chief Executive
Mr Steve Farrell  
Clerk  
Public Petitions Committee  
Scottish Parliament  
George IV Bridge  
EDINBURGH  
EH9 1SP

4 December 2001

Dear Steve

Please find enclosed a response (two documents) from Citizens Advice Scotland to the Public Petitions Committee’s request for information pertaining to the petition regarding funding of Citizens Advice Bureaux in Edinburgh which came before the committee on 3 October.

I apologise for the delay in responding to your request and I hope you will find our response useful.

With best wishes
Yours sincerely

MYLES FITT  
(Parliamentary Officer)
CITIZENS ADVICE SCOTLAND

Response to Scottish Parliament Public Petitions Committee

Funding of Citizens Advice Bureaux

Information on the funding position of Citizens Advice Bureaux in Scotland was requested by the Public Petitions Committee following consideration of a petition from Edinburgh Citizens Advice Bureaux (CABx) on the funding of advice services in Scotland.

The funding difficulties of Edinburgh CABx (40% cut in funding over the past six years) are perhaps the most severe, but they reflect a situation that exists in many other parts of the country. The attached table gives a full picture of the funding position of all CABx in Scotland. As this shows, many CABx have faced or face cuts or standstill in funding, have funding agreements with local authorities which do not take account increased costs, or are dependent on short-term project funding to supplement core funding.

Vulnerability of CAB funding

The starting point for the funding difficulties that face Scotland's CAB Service is the fact that core funding from local authorities is invariably not enough. This is not a criticism of local authorities who we appreciate deal with enormous demands on limited resources, but is a fact that bureaux have to live with.

CABx are dependent on local authorities for their core funding, which usually covers basic running costs and the salary of a Manager (sometimes only part-time) and may include part-time administrative support. This is in most cases completely inadequate to meet the increasing demand for information and advice on the broad range of topics that the CAB covers. 90% of the workforce in CABx are volunteers, and they require to be trained and supported by experienced staff to ensure a high quality of service.

Many local authorities have continued to allocate the same amount of money each year, ignoring the increased costs which bureaux inevitably incur, so they face an increasingly uphill struggle to maintain services. The story of standstill core funding is repeated across the country, for example in Angus, where the bureau's local authority funding has not increased since the council came into existence 8 years ago.

Even those areas which might be expected to have access to local funds, such as Orkney, face a deficit this year approaching £10,000. Inadequate core funding levels mean that if bureau cannot secure other funds, they have to cut services. This happened in the Borders and in Perth last year, when the three Borders CABx and Perth CAB had to cut their opening hours, before Partnership funding agreement was reached between the local authorities and
Citizens Advice Scotland. All bureaux who have a deficit in funding this year face making cuts in services, if they cannot secure sufficient funds to operate.

Because of this, CABx in Scotland must find other ways to supplement shortfalls in income. This is done by:

- Funds from outside organisations such as Trust Funds, usually for specific projects, usually for periods of one to three years
- Securing funding from other agencies such a Health Board to provide specific services, which may also be on a short-term basis
- Fundraising, for example through local ‘Friends of CAB’, which may raise small sums e.g., for minor items of equipment

The problem with all these methods of raising funds is that they are short-term and insecure. CAB have no control over such funding or levels of operational costs and while it is the Edinburgh bureaux who are clearly suffering the hardest, other bureau are only an increase in rent or service charges away from crisis. Examples include the impact of Atlantic telecom going bust, and proposed increase in water charges.

The other problem this poses is the time taken up by bureaux seeking and raising funds. As almost all of this type of additional funding is short term with no guarantee of continuation at the end of the term, the CAB has to spend an increasing proportion of its time seeking and raising funds. This can detract from the core business of providing and developing advice services to meet local need. Once new services have been developed, and the demand for them established, they need to be funded on a long-term basis.

**More Workload, Same Resources**

A further growing problem is the level of work that bureau carry out as a result of parliamentary and policy-making decisions. While we welcome the recognition of the CAB Service as a partner in delivering the effect of such decisions on the ground, this action is causing increasing pressure on bureau workload without a reciprocal increase in resources. For example, 77% of all Department of Social Security forms advise claimants to go to Citizens Advice Bureau if assistance in required with the claim. The recently passed Mortgage Rights Act, in the notices associated to the Act that are served on those in debt, advise debtors to seek advice from Citizens Advice Bureau. The Service was recently informed by the Scottish Executive that, as a consequence of the Protection From Abuse Bill which will come into force in February 2002, there will be a "...rush of cases" as people seek advice on the effects of this new law. The proposals in 'Striking the balance' report conclude that money advice services should be available to people in debt, and CABx are the principle providers of money advice.

There are more examples of this but it underlines the key role the CAB Service plays in delivering government objectives on the front-line. However, the government does not seem to appreciate the extra workload that is placed on bureaux and because of this, already over-burdened bureaux are being asked to do more and more but with the same level of funding.
Helping meet national social policy objectives

CAB need adequate funding to provide advice and assistance to people on issues that dovetail with the social policy objectives of the Scottish Parliament and the Scottish Executive. These issues include:

- Empowering communities: Community accountability and empowerment are central to the ethos of the CAB Service and, with an emphasis clearly on a voluntary service, the CAB Service exemplifies the idea of 'active communities'.
- Access to justice: while legal remedies exist, many people don't know what their rights are. Lack of access to legal advice, information and representation all contribute to social exclusion. Even when people are aware of their rights, many need representation to assist them. Early access can prevent problems escalating into more complex legal issues that require more elaborate and expensive help.
- Anti-poverty: by providing advice and practical assistance, the CAB Service works to reduce poverty and financial exclusion and increase the individuals ability to manage their finances.
- Other devolved issues that CAB deal with include housing, homelessness and health inequalities.
- Some issues related to poverty that the CAB Service deals with are reserved to Westminster, such as consumer debt (the single biggest issue brought to bureau). However, while the regulation of the credit industry is a reserved matter, the effect of debt is very much an issue for the Scottish Parliament. This same applies to benefits.

Conclusion

The people of Scotland need and deserve high quality advice services, and the CAB service needs to be adequately and securely resourced to deliver such services across Scotland. This would involve, at the very least, ensuring that chronic under-funding such as that suffered by the Edinburgh CABx is reversed, and that funding is maintained at a level that allows all CABx to continue to provide services at current levels. Where these services are provided through short-term project funding, and are demonstrably meeting real need, funding should be at an adequate level to enable such services to continue.

However, what is really needed is sufficient funding to be made available for CAB services to be enhanced to enable them to fully meet local need, and to be able to develop in response to new and changing need. The Scottish Executive recently issued a report recently on the Review of Legal Information and Advice Provision in Scotland. This confirms that there are significant shortcomings in the provision of legal advice and information in Scotland which have to be resolved before justice can be accessible to all. Ensuring that sufficient resources are available to enable CABx to continue to provide and develop services in every locality would go a good way to remedying this shortfall.
We would welcome action by the Scottish Parliament to ensure that all citizens of Scotland have access to the high quality, independent, impartial, confidential, free advice services which are provided by CABx.
CITIZENS ADVICE SCOTLAND

Scottish CABx Funding 2001/02

<table>
<thead>
<tr>
<th>Aberdeen City Council CABx</th>
<th>Aberdeen</th>
<th>Core funding supplemented by various projects including Money Advice and Health projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aberdeenshire Council CABx</td>
<td>Banff &amp; Buchan</td>
<td>Partnership agreement between Aberdeenshire Council and Citizens Advice Scotland to develop service is due to run to 2003. Limited project funding only until 2002.</td>
</tr>
<tr>
<td>Angus CABx</td>
<td>Angus, which operates from three offices, has had no increase in funding from Angus Council since local government reorganisation.</td>
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<tr>
<td>Angus</td>
<td>Service Level Agreement in place but standstill in core funding for past 8 years is causing severe financial difficulties. Depends on project funding from Community Fund + other income (30% of total funding)</td>
<td></td>
</tr>
<tr>
<td>City of Dundee CABx</td>
<td>Dundee</td>
<td>Standstill in core funding until 2000, resulting in staff redundancy in 2000/01. Funding levels have since increased, but not sufficient to restore staffing levels</td>
</tr>
<tr>
<td>City of Edinburgh Council CABx</td>
<td></td>
<td>The five Edinburgh CABx received from City of Edinburgh Council a 1.9% increase in their core funding for 2001/2. This did little to alleviate the effect of more than a 40% core funding cut in the past six years. The CABx therefore remain in an extremely precarious financial position. Negotiations with the Council have so far proved fruitless owing to their own financial constraints. Furthermore, the financial difficulties being experienced by Gorgie/Dairy CAB have been compounded by their Council landlord raising the rent significantly, with no corresponding increase in core funding.</td>
</tr>
</tbody>
</table>

1 Project Funding: The approximate proportion of total funds which the CAB receives from short term project funding is shown by the percentage figure (x%).

2 Partnerships: Partnership funding provided by Citizens Advice Scotland (CAS), using funds designated for this purpose from DTI. Partnerships run for 3 – 5 years and support the operating costs of a new bureau or bureaux expansion on the condition that the local authority commits itself to longer term support and development of the CABx at the end of the Partnership period.

3 SLA: Service Level Agreements between local authority and Citizens Advice Bureau
<table>
<thead>
<tr>
<th>Location</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edinburgh – Central</td>
<td>Core funding cut by over 40% over past 6 years. Has survived by securing a range of project funding projects (in the past up to double core funding, now 30% of total funding), is safe from rent increases as they own their premises.</td>
</tr>
<tr>
<td>Edinburgh – Gorgie</td>
<td>Under threat of imminent closure due to rent increase, received temporary funding from CAS to stay open in 2000/01.</td>
</tr>
<tr>
<td>Edinburgh – Leith</td>
<td>Core funding cut by over 40% over past 6 years, and facing rent increase from private landlord.</td>
</tr>
<tr>
<td>Edinburgh – Pilton</td>
<td>Core funding cut by over 40% over past 6 years, and facing rent increase from private landlord.</td>
</tr>
<tr>
<td>Edinburgh – Portobello</td>
<td>Core funding cut by over 40% over past 6 years. The resulting uncertainty has caused recruitment problems, leading to the CAB contracting management services from Edinburgh Central CAB</td>
</tr>
</tbody>
</table>

**Clackmannanshire CABx**

Clackmannanshire Council is supportive, but their own funding constraints have led to a standstill in core funding for the CAB over the past 4 years. The CAB therefore relies on short-term project funding to maintain service levels, which are provided under the terms of a SLA. (Project funding is substantially more than core funding).

**Dumfries and Galloway CABx**

Council funded a new CAB service with four main offices which became a new member of CAS from 2001.

| Dumfries & Galloway Citizens Advice Service | Initial shortfall in core funding, then frozen for 3 years to 2001/02. This year’s funding includes an amount for inflation but no increase for staff costs, (incremental increases and pay rises which they are contractually obliged to pay). Current deficit, offset by increasing income and reducing staff, is still approx. £7000. Project funding being developed. |

**East Ayrshire CABx**

East Ayrshire Operates a service level agreement with council, and has project funding including from Coalfields Regeneration Trust due to cease in March 2002, (15% of total funding).

**East Dunbartonshire CABx**

East Dunbartonshire Service level agreement with council + Community Fund project (30% of total funding).

**East Lothian CABx**

Haddington East Lothian Council and Citizens Advice Scotland agreed a funding partnership that enabled this CAB to go from part time to full time from 2000/01. This new full time status
<table>
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<tr>
<th></th>
<th>Standstill in core funding, and project funding from Coalfields Regeneration Trust due to cease in March 2002.</th>
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</table>

**East Renfrewshire CABx**

**Barrhead**  
Standstill in core funding over past three years, but recently agreed Partnership between East Renfrewshire Council and Citizens Advice Scotland to take effect from November 2001 will enable service to be developed and extended over the authority area. Planned project funding will enable further development.

**Falkirk CABx**

In the four years up to 1999 the three CABs funded by Falkirk Council had a standstill in core funding. They are all now in year two of a three-year service level agreement with the council.

<table>
<thead>
<tr>
<th></th>
<th>A part-time CAB with a funding agreement which does not allow for inflation, resulting in financial constraints. Project funding from Coalfields Regeneration Trust due to end in March 2002, and from Lloyds TSB Foundation due to end in June 2002 (30% project funding)</th>
</tr>
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<tbody>
<tr>
<td>Denny &amp; Dunipace</td>
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<tr>
<td>Falkirk</td>
<td>A full-time CAB with a funding agreement which does not allow for inflation, resulting in financial constraints. Funding for Coalfields project due to end in March 2002 (35% of total income from project funding).</td>
</tr>
<tr>
<td>Grangemouth &amp; Bo'ness</td>
<td>A part-time CAB with a funding agreement which does not allow for inflation, resulting in financial constraints. Funding for Coalfields project due to end in March 2002, when it is likely to have to once again cease its well used outreach service in Bo’ness. Scottish Executive funds an Urban Regeneration project, also coming to an end. (Project funding 30%).</td>
</tr>
</tbody>
</table>

**Glasgow City Council CABx**

Glasgow CABx are in year four of a five-year Partnership funding agreement between Glasgow City Council and Citizens Advice Scotland. The funding agreement does not include inflation or cost of living increases, so resulting in ongoing financial difficulties as CAB income does not keep pace with rising costs.

<table>
<thead>
<tr>
<th>Glasgow – Albion Street</th>
<th>Partnership to 2003 + project funding (30%)</th>
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<tr>
<td>Glasgow – Bridgeton</td>
<td>Partnership to 2003 + project funding (30%)</td>
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<tr>
<td>Glasgow – Castlemilk</td>
<td>Partnership to 2003</td>
</tr>
<tr>
<td>Glasgow – Drumchapel</td>
<td>Partnership to 2003, facing £8000 deficit in 2001/02</td>
</tr>
<tr>
<td>Glasgow – Easterhouse</td>
<td>Partnership to 2003 + projects + other income (amounting to more than the total of core funding)</td>
</tr>
<tr>
<td>Glasgow – Greater Pollok</td>
<td>New bureau funded through Partnership between Citizens Advice Scotland and Greater Pollok Social Inclusion Partnership</td>
</tr>
<tr>
<td>Glasgow – Maryhill</td>
<td>Partnership to 2003 + project funding (20%)</td>
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<tr>
<td>Location</td>
<td>Description</td>
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<tr>
<td>Glasgow – Parkhead</td>
<td>Partnership to 2003 + projects + other income (amounting to more than double the amount received in core funding)</td>
</tr>
<tr>
<td><strong>Highland Council CABx</strong></td>
<td>Service level agreement has now been agreed with Highland Council for three years up to 2005.</td>
</tr>
<tr>
<td>Caithness</td>
<td>SLA + Community Fund project (amounting to 30% of total funding)</td>
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<tr>
<td>Inverness</td>
<td>Project funding, contributes management fees to core costs. Core funding does not cover running costs, may face cuts in future. New project recently funded by Health Board (20% of total funding)</td>
</tr>
<tr>
<td>Lochaber</td>
<td>SLA + various projects (amounting of almost 30% of total funding)</td>
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<tr>
<td>Nairn</td>
<td>SLA</td>
</tr>
<tr>
<td>Ross &amp; Cromarty</td>
<td>SLA</td>
</tr>
<tr>
<td>Skye &amp; Lochalsh</td>
<td>New member from 2001</td>
</tr>
<tr>
<td><strong>Midlothian CABx</strong></td>
<td></td>
</tr>
<tr>
<td>Dalkeith</td>
<td>Funding Partnership with Citizens Advice Scotland enabled a Money advice project to be developed jointly with Penicuik, funded to 2005. The Coalfields Regeneration Trust funds an outreach project until to March 2002 (both joint with Penicuik). (Project funding 33% of total)</td>
</tr>
<tr>
<td>Penicuik</td>
<td>As above, funding Partnership with Citizens Advice Scotland for a joint Money advice project with Dalkeith, funded to 2005 + a Coalfields outreach project funded until to March 2002. (Project and other funding almost 30% to total)</td>
</tr>
<tr>
<td><strong>Moray CABx</strong></td>
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<tr>
<td>Moray</td>
<td>Core funding cut by 25% in 97/98, then standstill for four years. SLA with Council, but problems anticipated from 2002</td>
</tr>
<tr>
<td><strong>North Ayrshire CABx</strong></td>
<td>North Ayrshire Council funded a new CAB service with four main offices which became a new member of CAS from 2001</td>
</tr>
<tr>
<td>North Ayrshire Citizens Advice Service</td>
<td>Funding not at sufficient level, and development needed</td>
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<tr>
<td><strong>North Lanarkshire CABx</strong></td>
<td></td>
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<tr>
<td>Airdrie</td>
<td>Core funding increased over past 4 years, funding from other income + various projects (amounting to more than 50% of total income) includes Coalfields project funding due to end March 2002.</td>
</tr>
<tr>
<td>Bellshill &amp; District</td>
<td>Part-time CAB, needs increased funding to develop</td>
</tr>
<tr>
<td>Coatbridge</td>
<td>Various project funding + other income (totalling more than double what is receives in core funding) including</td>
</tr>
<tr>
<td>Area</td>
<td>Details</td>
</tr>
<tr>
<td>-----------------------------</td>
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</tr>
<tr>
<td>Coalfields project funding</td>
<td>Coalfields project funding due to end March 2002.</td>
</tr>
<tr>
<td>Cumbernauld</td>
<td>Community Fund project amounts to half total funding, needs increased funding to develop</td>
</tr>
<tr>
<td>Motherwell &amp; Wishaw</td>
<td>Various project funding + other income (amounting to 75% to total funding) includes Coalfield project funding to March 2002</td>
</tr>
<tr>
<td>Orkney Council CABx</td>
<td>SLA but facing £10,000 shortfall in core funding 2001/02</td>
</tr>
<tr>
<td>Perth and Kinross CABx</td>
<td>Newly established Partnership between Perth &amp; Kinross Council and Citizens Advice Scotland, over five years to 2006. Various project funding including Community Fund project (50% from other sources) some due to end in 2002</td>
</tr>
<tr>
<td>Renfrewshire CABx</td>
<td>Partnership agreed with Renfrewshire Council until 2001, with potential to develop service</td>
</tr>
<tr>
<td>Scottish Borders CABx</td>
<td>Borders CABx have Partnership funding which does not include inflation or cost of living increases, resulting in on-going financial difficulties in meeting rising costs. They have combined to run a fundraising project operating to 2002. They have service level agreements with Scottish Borders Councils</td>
</tr>
<tr>
<td>Shetland Council CABx</td>
<td>Funded from Trust Fund administered by council</td>
</tr>
<tr>
<td>South Lanarkshire CABx</td>
<td>Various project funding including Community Fund and Coalfields project due to end in March 2002 (more than 60% of total funding from project funds)</td>
</tr>
<tr>
<td>Clydesdale</td>
<td>Core funding does not cover full running costs, and needs increased funding to develop</td>
</tr>
<tr>
<td>East Kilbride</td>
<td>Standstill in core funding + low level of project funding</td>
</tr>
<tr>
<td>Hamilton</td>
<td>Coalfields project funding due to end in March 2002, (amounts to more than core funding)</td>
</tr>
<tr>
<td>Rutherglen &amp; Cambuslang</td>
<td>CAB provides services under a Service level agreement with Council</td>
</tr>
<tr>
<td>Stirling CABx</td>
<td>Dumbarton Various project funding + other income (more than core funding)</td>
</tr>
<tr>
<td>Clydebank</td>
<td>Currently developing in new premises</td>
</tr>
<tr>
<td>-----------</td>
<td>--------------------------------------</td>
</tr>
</tbody>
</table>

**Western Isles CABx**

<table>
<thead>
<tr>
<th>WICAS</th>
<th>SLA for three years for four CAB offices in Western Isles, small reduction in funding will mean risk of future cuts in services. Substantial Community Fund funding for Lewis and Barra CABx</th>
</tr>
</thead>
</table>

**West Lothian CABx**

<table>
<thead>
<tr>
<th>West Lothian (formerly Livingston &amp; District)</th>
<th>West Lothian Council recently agreed a funding partnership with Citizens Advice Scotland that has enabled the CAB to expand to cover the whole of the West Lothian area. Coalfield project due to end March 2002. New pilot Legal Aid project (jointly with other agencies) funded from 2001/02.</th>
</tr>
</thead>
</table>

27/11/01

SPetiticonable
12 December 2001

Steve Farrell
Clerk to the Public Petitions Committee
Room 5.16
Parliamentary Headquarters
EDINBURGH
EH99 1SP

Dear Steve

PETITIONS PE396 AND PE400

Thank you for the opportunity to comment on the petitions concerning access to free and independent advice services and the need for adequate provision of Social Work Services to deaf and hard of hearing people.

Without knowing the background to these petitions, it is difficult to comment in any detail other than to say that any consideration of the adequacy of provision of services to deaf and hard of hearing people should not be limited to Social Work Services.

COSLA recognises the importance of these services to communities across Scotland and if we were given time, we would be able to consult our member councils. If this is something the committee would like to see happen, we could discuss how we might go about taking evidence in a structured way from our member councils.

Yours sincerely

Jon Harris
Director of Policy and Legislation
Citizens Advice Scotland Briefing Paper

Petition PE 396: Advice Services

PURPOSE
1. The purpose of the paper is to elaborate to members of the Local Government Committee on some of the points raised about Citizens Advice Scotland and the CAB Service during the consideration of Petition PE 396: Advice Services in the Public Petitions Committee.

PUBLIC PETITIONS COMMITTEE MEETING, 2 OCTOBER 2001

2. In column 1293, it is stated that:
   “Several bureaux have legal advisers who undertake evening surgeries. There are also advisers who represent our clients at tribunals and in other situations, depending on the specific training of the individual volunteers.”

FURTHER RELEVANT INFORMATION:
- Citizens Advice Bureaux deal with enquiries on all aspects of welfare law, in particular benefits, debt, housing and employment, and deal with complex areas of the law within these headings, including representation at tribunal for which legal aid is not normally available.
- Citizens Advice Bureaux will refer clients on to solicitors where appropriate and some will run legal clinics in the evenings, where solicitors are available.

3. In column 1293, there is the following exchange:

    Phil Gallie: The petition calls for free and independent access to advice services for citizens throughout Scotland, as many areas are not fortunate enough to have citizens advice bureaux. I presume that the decision-making train would involve local government and national Government. The only way in which your objective could be guaranteed would be for legislation to be put in place along those lines. Given that the National
Association of Citizens Advice Bureaux is a voluntary organisation, would you favour a legislative approach and statutory bodies?

**Professor Stewart:** Yes, if it were necessary to adopt such an approach to ensure equal opportunities. I do not know whether I have enough experience to weigh up all the pros and cons. However, if such a process ensured equality and standards throughout, I favour such an approach.

**FURTHER RELEVANT INFORMATION:**
- The only way to ensure that CAB Services are available to every citizens in Scotland is to place a statutory obligation on local authorities to fund independent advice services.

4. In column 1295, it is stated that:

   “Local authorities are required to give a service because previously the money to fund citizens advice bureaux came from central Government. Such a service was then given to local authorities to provide.”

**FURTHER RELEVANT INFORMATION:**
- This is not the case. Funding for Citizens Advice Bureaux did not previously come from central government.

5. In column 1296, it is stated that:

   “Citizens Advice Scotland will receive funding from the banks, insurance companies and bodies that the Edinburgh CABx may approach through our steering group.”

**FURTHER RELEVANT INFORMATION:**
- This is not the case. Citizens Advice Scotland does not receive funding from banks or insurance companies. Funding comes from the Department of Trade and Industry.