

OPEN DOOR POLICY

How to contact us:

Barra CAB

Castlebay, Isle of Barra HS9 5XD
PHONE 01871 810608 FAX 01871 810875
email bureau@barracab.casonline.org.uk

Harris CAB

Pier Road, Tarbert, Isle of Harris HS3 3DG
PHONE 01859 502431 FAX 01859 502431
email bureau@harriscab.casonline.org.uk

Lewis CAB

41-43 Westview Terrace, Stornoway
Isle of Lewis HS1 2HP
PHONE 01851 705727 FAX 01851 706913
email bureau@lewiscab.casonline.org.uk

Uist CAB

45 Winfield Way, Balivanich
Isle of Benbecula HS7 5LH
PHONE 01870 602421 FAX 01870 602008
email bureau@uistcab.casonline.org.uk

Money Advice – Lewis and Harris

PHONE 01851 700088
FAX 01851 700088
email helensmith@lewiscab.casonline.org.uk

Money Advice – Uist and Barra

PHONE 01870 603807
FAX 01870 602008



NHS
Eileanan Siar
Western Isles



hebridean housing
partnership

Western Isles Citizens Advice Service



The CAB Service is . . .

Free

We do not charge anything

Independent

We are not tied to any organisation

Impartial

We do not represent any party political stance; our service is open to everyone; we give advice in a non-judgemental way

Confidential

We will not pass on anything you tell us to anyone unless you give us permission first



WHAT IS THE CITIZENS ADVICE BUREAU?

The local Citizens Advice Bureau service forms a network of Bureaux throughout the Western Isles.

In today's multi-cultural society with its altered patterns of employment, growing numbers of elderly people, high rate of unemployment, complex welfare benefits and tax credit systems, credit boom and changing family structure, the two aims of the CAB have never been more apt.

'... to ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities, or of the services available to them, or through an inability to express their needs effectively.'

and equally

'... to exercise a responsible influence on the development of social policies and services, both locally and nationally.'

In the last few years our statistics have shown that the highest number of our enquiries concern welfare benefits and money problems with employment and housing issues following on – though some way behind.

As a Bureau, we can assist people through the maze of Social Security benefits and Tax Credits. We can check their rights to what benefits might be available to them and are only too happy to assist with all aspects of form filling and letter writing.

Over 5,000 people use our service every year.

We represent people at Social Security Appeal Tribunals and Employment Tribunals.

Therefore, whatever your problem, or if you require advice, assistance or information, then please contact us.

■ **DETAILS ON BACK PAGE**

Registered Charity – Western Isles Citizens Advice Service is over 22 years old and is a member of the National Association, Citizens Advice Scotland. We provide free, impartial, confidential information and advice to people living within our community. We are a registered Scottish Charity, a company limited by guarantee and a voluntary led organisation.

Board of Directors – The board of directors are made up of individuals and representatives of organisations living, working and operating in the Western Isles area. Board members are responsible for the running of WICAS, ensuring its independence and integrity. They are also volunteers who dedicate their time, skills and knowledge into the Service.

Like almost all Boards membership can generally only be increased at the Annual General Meeting but occasionally there are spaces to co-opt members throughout the year. If you would like to put yourself forward for membership of the Board please contact your local Bureau for details.

Paid Staff – Although our organisation is volunteer led, we do have a number of paid staff. As certain topics of advice have become more complex we have expanded the number of paid staff to reflect the current demands. At the moment we employ 6 full-time staff who specialise in subjects like benefits, debt, housing, fuel poverty and NHS complaints and concerns.

Paid staff also train and support volunteers to provide information and advice.

Volunteers – Our volunteers are put through one of the more thorough training schedules out there, covering a large amount of subject areas. In addition to this, they are given ongoing training and support from both paid members of staff and external partners. Volunteers also help in other capacities within the Service, such as administration or specialist roles helping with complex advice work.

If you would like to find out more about volunteering with WICAS please contact your local Bureau for further details.

Legal Advice – Funded by the Scottish Legal Aid Board, we provide a dedicated free legal advice and in-court representation service.

If you are looking for legal advice, then please contact our Legal Adviser to discuss the matter further.

■ **CONTINUED CORE FUNDING AND OTHER ASSISTANCE OVER THE YEARS FROM COMHAIRLE NAN EILEAN SIAR ALLOW US TO PROVIDE OUR SERVICE THROUGHOUT THE WESTERN ISLES**