

Aberdeen Citizens Advice Bureau

Strategy 2016 -2020

1. Background

Aberdeen Citizens Advice Bureau is one of Scotland's largest Bureaux and deals with enquiries as diverse as Benefits, Consumer Issues, Employment, Housing, Eviction, Debt, Legal Matters, Relationships, Divorce, Separation, Immigration and Taxation. Our main office is on Union Street and we also provides services at 11 other outreach locations across the City

This Strategy was adopted by the Board to meet the growing demand for its services, following consultation with staff, volunteers and clients in November 2016.

2. Our Purpose

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

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

To provide independent, free, confidential, impartial advice and information service to the citizens of Aberdeen and its environs that is accessible and tailored to meet the needs of the community regardless of disability, gender, race, sexual orientation, age, transgender, religion and belief.

3. Our Vision and Values

A fairer Scotland where people as citizens and consumers are empowered and their rights respected.

To provide a quality service with integrity, trust and good stewardship, through a team of trained volunteers and paid staff

4. Our Strategic Aims

4.1 To maximise the ability of the Bureau to meet the growing demands for its services by ensuring sufficient volunteer advisers, staff and facilities are in place, within budget and making maximum use of a multi-channel approach for clients to access information and advice that helps them understand their situation and decide how best to proceed.

4.2 To work in partnership with other agencies to address the impact of changes to welfare and other legislation on communities, families and individuals and increase the awareness of the Bureau's services amongst potential partners, clients and funders.

4.3 To exercise a responsible influence on the development of social policies and services, both locally and nationally

Underpinning all these aims to ensure the Bureau remains financially viable