

Report from the Bureau Manager

As we reflect on the year 2024/25, it is with great pride that I present this annual review on behalf of East Kilbride Citizens Advice Bureau. This year has been one of both challenge and achievement, as our team continued to provide free, confidential, impartial and independent advice to the people of East Kilbride and the surrounding communities.

Our Work and Impact

Demand for our services has remained consistently high throughout the year, reflecting the continued cost-of-living pressures faced by the local community. Many clients sought advice on issues such as energy affordability, debt, benefits, housing, and employment rights. Our advisers—both staff and volunteers—have worked tirelessly to ensure that every client received the support and guidance they needed.

Over the past year, we have:

- Assisted over 2987 clients, dealing with more than 6731 individual enquiries.
- Secured financial gains for clients totalling £1.5M through successful benefit claims, debt write-offs, and income maximisation.
- Supported clients with energy and cost-of-living advice, helping them to access grants, manage bills, and improve home efficiency.
- Delivered outreach sessions across East Kilbride and Strathaven, ensuring our services reached people who may otherwise face barriers to accessing advice.

Our People

Our volunteers remain the heart of the Bureau. Their dedication, empathy, and professionalism continue to make a real difference in our community. We have welcomed new volunteers this year, while continuing to invest in training and development for all staff and volunteers. I would like to extend my heartfelt thanks to every member of the team for their commitment, resilience, and compassion.

Partnership Working

Collaboration continues to be key to our success. We have strengthened partnerships with South Lanarkshire Council, local housing associations, food banks and community organisations, alongside other CAB's. These relationships ensure that clients receive holistic support and that our work remains responsive to the needs of the community.

We also continue to engage at a national level with Citizens Advice Scotland, contributing to campaigns and policy work that influence systemic change at both local and national levels. This year, we took part in initiatives on energy costs, fair work, and digital exclusion—ensuring that the voices of East Kilbride residents were heard.

Challenges and Opportunities

The pressures of the cost-of-living crisis, coupled with changes in welfare policy and increasing complexity of client issues, have presented real challenges. However, these have also highlighted the continued importance of the Citizens Advice Bureau service as a trusted, local, and independent source of advice and support.

Looking ahead, we will focus on:

- Expanding our digital and telephone advice services to improve accessibility.
- Strengthening our outreach in communities providing advice in the community.
- Ensuring our staff and volunteers are supported in an increasingly demanding environment.
- Continuing to advocate for fair policies and services that protect the rights and wellbeing of local people.

Conclusion

I am very proud of what we have achieved together in 2024/25. The dedication of our team, the trust of our clients, and the support of our partners continue to define the strength of East Kilbride Citizens Advice Bureau.

To our volunteers, staff, trustees, funders, and partners—thank you for your continued belief in our mission. Together, we will continue to make a positive and lasting difference to the lives of people in East Kilbride.

Michelle Campbell Bureau Manager

Message from the Chair

Christopher Thompson



Celebrating 60 Years of Service, Advice, and Community Support



60 Years at the Heart of Our Community

This year marks a remarkable milestone for East Kilbride Citizens Advice Bureau — 60 years of service, advice, and unwavering community support.

For six decades, our mission has remained constant: To ensure that everyone, regardless of their circumstances, can access the support they need — when they need it most.

As we celebrate our proud history, we are also looking to the future. In 2025, we will open the doors to our new premises. This move represents more than just a change of address; it is a symbol of growth, renewal, and our continued commitment to serving the people of East Kilbride and Area for generations to come.

The Ongoing Reality of Poverty

Every day, our advisers hear a truth that cuts across countless lives:

Being poor costs more.

This is the poverty premium — the unfair reality that those on the lowest incomes often pay more for life's essentials.

East Kilbride CAB continues to be there when people have nowhere else to turn.

As we mark our 60th year, we renew our commitment to tackling inequality and advocating for change. We are calling for fairer credit options, accessible banking, and a universal social tariff across essential services — because no one should pay more simply for being poor.

Thanks to Our People – The Heart of East Kilbride CAB

To our Manager, Michelle, and her dedicated team — your professionalism, compassion, and resilience inspire us all. You embody the values of the Citizens Advice movement every day.

To our volunteers — the backbone of our service — thank you. From front-line advisers to behind-the-scenes support, your time, skills, and empathy transform lives.

To my fellow Directors, who generously share their expertise to guide and govern our organisation, your wisdom and leadership ensure we remain strong and focused on our mission.

Together, we form a team that stands ready to meet the challenges ahead — united by a shared purpose:

to make East Kilbride fairer, kinder, and stronger for everyone

Our Year in Review

Financial Strength and Stability

This year, we strengthened our financial position through careful management and governance oversight.

Our Finance and Governance Sub-Committee ensured robust accountability, resulting in a budget surplus and more substantial reserves to secure our long-term future.

We are now developing a multi-year funding strategy, exploring new opportunities such as legacy giving and partnership funding to ensure sustainability for decades to come.

Service Quality and Training

We remain deeply committed to delivering advice of the highest quality.

Our Competency-Based Adviser Training Programme ensures our team continues to grow in knowledge and confidence. We are working towards SLAB National Standards Accreditation by 2026, underlining our professionalism and accountability.

To build on this, we are exploring creating a Training Officer role to strengthen our learning culture and enhance consistency across our services.

Partnerships and Collaboration

Collaboration remains key to our impact.

We have strengthened partnerships with neighbouring CABs, community organisations, and public bodies, ensuring our work reaches more people and creates joined-up solutions.

From shared campaigns and joint training to data-driven collaboration, we are proving that together, we can achieve more.

Looking Ahead: Priorities for 2026

Our Goal: What Success Looks Like

Governance Resilience: Strengthen leadership and plan for the future. Annual review completed; new appointments onboarded.

Bureau Relocation: Complete our move smoothly. New premises are open and are fully operational with no service downtime.

Training & Quality Build continuous learning and achieve accreditation. SLAB National Standards achieved by 2026.

Advocacy & Visibility: Raise our local and national profile.

Greater recognition in media, policy, and community discussions.

Partnership Impact: Deepen collaboration and shared outcomes. Joint projects and measurable community impact delivered.

Conclusion

As we celebrate 60 years of East Kilbride Citizens Advice Bureau, we do so with immense pride in what we've achieved — and renewed determination for what lies ahead.

To our staff, volunteers, partners, funders, and community members — thank you for being part of our story. Together, we will continue to build a fairer, more compassionate East Kilbride for the next generation.

East Kilbride CAB — 60 Years On, Still Here: Providing Vital Free Advice, Fighting for Fairness, and Standing as the Last Line of Defence for Our Community.



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advice
bureau

Thanks and Acknowledgments

We acknowledge and thank the following for their support during the last year:

South Lanarkshire Council

Who have provided Core funding

Citizens Advice Scotland

For provision of services. And project funds

Volunteer Staff

Who have contributed over 10,000 hours to the local community in the last year.

EK Centre Management

Who provided our premises at a peppercorn rent.

Greystone

Assistance with Premises matters.

and our sincere appreciation to all other stakeholders in the East Kilbride community.

Board Members 2024/25

Christopher Thompson Chair	Cllr Hugh MacDonald Observer	Paula Watt Bureau Representative
Craig Smith Vice-Chair	Colin MacLean Member of the Public	Andy Figgins Member of the Public
Andy Bryant Finance Director	Frank Mosson Member of the Public	Katie Hunter Member of the Public
Alison McKay Company Secretary		



facebook.com/EastKilbrideCAB

www.ekcab.org.uk

Email: administration@eastkilbridecab.casonline.org.uk

Tel: 01355 263698

East Kilbride Citizens Advice Bureau Ltd Charity No. SC008170
Registered at: 9 Olympia Way East Kilbride G74 1JT
East Kilbride Citizens Advice Bureau Ltd Company No. 209106
Registered at: 9 Olympia Way East Kilbride G74 1JT
Authorised and regulated by the Financial Conduct Authority;
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