



# Dalkeith CAB in 2022-23

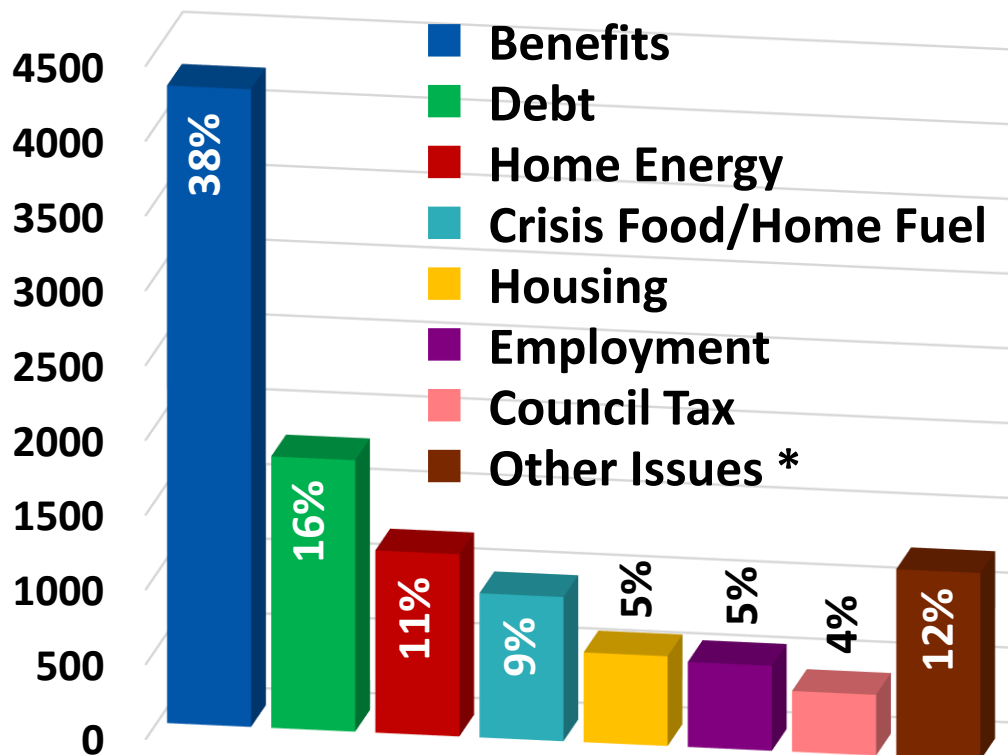
We helped clients resolve **11,086 issues**, including with:



We supported **2,583 people** - **27% more** than in 2021-22.



**76% more** clients needed help with home energy than in 2021-22



We helped clients gain **£3,196,243** in benefits, settlements, refunds and other entitlements.

**42% more** were struggling with debt



**93% of clients<sup>†</sup>** said our help made them feel less anxious. **89%** said it gave them more confidence in dealing with their problems.



\* Other issues included health, social care, relationship and legal matters.

† Results from a client survey during 3 weeks of November and December 2022.



# Dalkeith Citizens Advice

## Facts about our CAB

- **Purpose.** Since 1966, we have worked for a fairer Scotland where people are empowered and their rights are respected.
- **Services.** We offer free, holistic, independent, confidential, advice and information on issues including benefits, debt, housing and employment at the CAB, by phone and email, and via 12 community-based outreach surgeries and specialist projects.
- **Team.** Our 11 full time equivalent staff and 15 volunteers are trained and supported to provide general and specialist advice.
- **Partnership.** We work with statutory and third sector groups on many joint initiatives and to share expertise and scarce resources.
- **Policy.** We use evidence from practice and our engagement with communities to call for improved public policies.
- **Funding.** In 2022-23, we received £397,210 in grants, contracts and donations that enabled us to deliver services, including from Midlothian Council, the Scottish Government, Scottish Legal Aid Board, Trussell Trust and VOCAL.
- **Quality.** We are the only advice service in Midlothian to achieve Scottish National Standards for Advice & Information Providers for benefits, debt and housing.



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