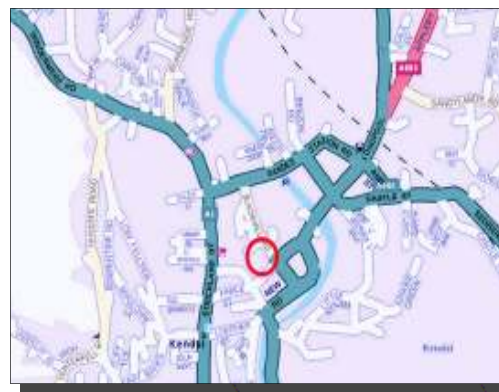
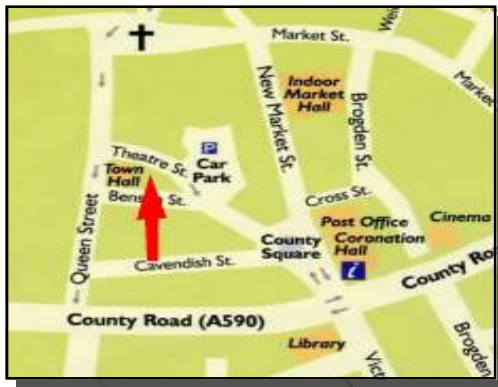


Annual Report 2006/2007



Citizens Advice South Lakeland

- The Charity for your community -



www.cabsouthlakeland.org.uk



Registered Charity No. 1093888 Company No. 4500088
Registered Office: Blackhall Road, Kendal, Cumbria, LA9 4BT.

REPORTS



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Trustee Board



Legal Identity

Citizens Advice South Lakeland (CASL) is a registered charity and a company limited by guarantee. It is managed by the Trustees of the charity who are also Directors of the company.

CASL is a member of Citizens Advice - the operating name for the National Association of Citizens Advice Bureaux.

The charity can appoint a maximum of 12 (min 4) Trustees: 8 elected at the AGM, 2 nominated volunteers, with a further 2 co-opted positions available. Officers are nominated by the Trustees at the first meeting following the AGM.

Trustees are local volunteers and are unpaid. They ensure CASL operates in accord with all legal requirements and its memorandum and articles of association. They ensure the service meets the needs of the local community, manage the organisation, and direct its future development.

The Trustee Board at Work

The Board meets every two months on the fourth Tuesday of the month, in Kendal and Ulverston alternately.

Most regular business takes place in the Finance & Personnel Committees which each month monitor the bureau's work and progress in these key areas.

Additionally in 2006/2007 the Strategy Committee undertook the annual review of the bureau's Strategic Plan, and a new "Friends Group" was established to spearhead the development of the "Friends of CASL" - an initiative aimed at broadening our funding base and which it is hoped will play a key part in protecting our services to the Community into the future.

Day to Day Management

The day-to-day responsibility for managing CASL is vested in the General Manager who works closely with the Trustee Board to ensure their directions are implemented.

Anyone interested in becoming a Trustee can contact the Manager on 01539 728892. Further details are also available on the CASL website:
www.cabsouthlakeland.org.uk

Citizens Advice South Lakeland Trustees 2006/07

Appointed Resigned

Chair of Trustees

R. Stevenson		Jan 07
K. Winnard	Jan 07	

Treasurer

M. Jones	Jan 07	
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Company Secretary

K. Winnard

Avril Dobson
Alan Goda
Terry O'Loughlin
Deborah Park

Elected Volunteer Representatives

M. Atkinson		
N. Wright		Nov 06
M. Roberts	Mar 06	

Chair's & Treasurer's Reports



CHAIR'S REPORT

In January 2007 Russ Stevenson resigned from the Trustee Board due to family circumstances. Russ had been the Chair of Citizens Advice South Lakeland since July 2005 and Treasurer from October 2003 until July 2006. CASL is very indebted to Russ for all the work he undertook and for his wholehearted commitment to the Bureau. We wish him well in the future. I agreed to take on the position of Chair until a replacement is elected.

Nicola Wright resigned as Volunteer Trustee /Director and Moira Roberts was elected in her place in January 2007

2006/7 has been a very challenging year for the Board . It always works under considerable financial pressure but this year the problem has been even greater due mainly to the loss of the Independent Complaints Advisory Service (ICAS) contract which was negotiated at a national level by Citizens Advice and not won. It had been extremely successful locally and this contract made a significant contribution to the overhead costs of CASL.

CASL's core service does not receive any direct government funding. It receives grants from South Lakeland District Council, Kendal Town Council , Ulverston Town Council and some Parish Councils for general advice services but these organisations are also under great financial pressure and over the last few years some of their grants to us have decreased considerably and do not cover the costs of the basic service. We try to fill the gap in funding by seeking contracts for special projects which make a contribution to overheads and increase the range of services available to the local community. In 2006/7 we have been successful in obtaining contracts for a Macmillan Cancer Support Welfare Benefits Project and a DTI funded Financial Inclusion Service.

We are enormously grateful to those charitable foundations who have given us very generous donations and without whose help we would have been unable to maintain the service. They are all listed in this annual report. We would like to mention particularly The Frieda Scott Trust which has supported our advice services over many years.

In order to achieve greater financial stability the development of "Friends of CASL" was commenced in 2006. It was officially launched in January 2007 with the support of local MPs, County and District Councillors and local Business Leaders. It is hoped that "Friends" will provide individual and corporate support to CASL both financially and in kind and will generally raise the Bureau's profile. Many thanks are due to Alan Goda the board member leading on the development of the project.

The Board is committed to good governance practices. All policies and procedures are continuously reviewed and monitored by the Personnel and Finance Subcommittees and where possible improved and submitted to the Board for approval.

The Board recognises and is extremely fortunate in having a team of such skilled enthusiastic and loyal personnel - staff , volunteers and a manager all of whom are committed to providing the very best services possible to the community. We are very grateful to all of them.

Chair's & Treasurer's Reports



CHAIR'S REPORT - Outlook

2007/8 will be an even more challenging year. In order to balance our books the Board took the decision, albeit regretfully, to reduce the hours of the funding officer and the recruitment and training officer. This was decided on the grounds that this would have the least immediate detrimental effect on the level and standards of the general advice services.

As the year progresses changes will be made affecting the ways in which our Cumbria County Council and Legal Services Commission contracts operate. Whilst the precise effect of this is not entirely known at the present time, it is clear that each will result in further pressure on CASL's finances. The Health & Community Care Project funding will also come to an end – impacting upon that service directly but also again reducing contributions to central overheads.

The Board is undertaking an internal and external review to ensure that all opportunities for maintaining and if possible improving services to the public are fully explored and all funds used to maximum efficiency. Although we will face difficult situations the board is confident that with the continued support of our contracting organisations and donors and the steadfast efforts of staff and volunteers, CASL will continue to provide a high standard of advice services to the people of South Cumbria.

TREASURER'S REPORT

The year ended once again with a small deficit on our general operations, which includes the General Advice Service, management costs and overheads. We were able to cover this from our assets.

However, we need to recognise the increasing difficulty CASL faces in raising grants for the General Advice Service and management costs, and our consequent dependence on charges for management costs for our contracted services. Reductions in the value of our contracts have a serious effect.

We also need to reflect on our dependence on South Lakeland District Council's grant to fund the General Advice Service. In the last 10 years our grant has been cut by 40% in real terms. Whilst we are always seeking to broaden our funding base, it is clear the Local Authority grant will remain key to the survival of our General Advice Service.

In October this year there will be major financial implications from the new LSC contract, which will see a substantial reduction in our income. From October we will also be paying a 2% management charge on this contract, and on the CCC Money Advice contract if the county wide CA bid is successful.

The consequence of all this is that the outlook for our core funding, which includes the General Advice Service, is difficult. We need to raise more money through grant applications and our Friends initiative, together with further reductions in our expenditure, if we are to have a sustainable future.

General Manager's Report



Reading this years Annual Report gives I hope a sense of both the variety of services provided by Citizens Advice South Lakeland, and the amount of work and industry that all involved at the bureau put into helping local people.

It is clear the bureau remains a vital source of help and advice when life's problems hit home and what is needed is expert, independent, and crucially to most of our clients *free* advice and support.

Over the last year CASL expanded its services, - extending its Crisis Advocacy Project and launching both the new Financial Inclusion Fund Money Advice Service and the Macmillan Cancer Support Partnership Service.

Yet despite this very positive expansion of specialist services and despite all the positive work from staff and volunteers alike, its is a sad reality that because of the continued pressure on CASL's core Finances we can only afford to open our fundamental "General Advice Service" (GAS) for 2 days per week at each office— leaving many local people out in the cold and without the advice they need.

A survey undertaken by CASL revealed that (at a minimum)1000 people per year are approaching the Bureau, but finding us unable to respond.

CASL was forced to reduce opening hours in August 2004 following cuts in core funding. Since then, despite efficiencies and expansion of specialist services, mounting pressure on the core finances which pay for basic running costs and fund the GAS, has made any return to increased opening hours impossible. Indeed, looking to 2008, the bureau faces the prospect of even the current hours coming under threat if additional funding cannot be found.

Faced with the challenges of unmet need now, and still darker clouds on the horizon, CASL has moved positively and redoubled its efforts to gain significant support from local people - and in particular local businesses - through the "Friends of CASL". With the aim of first protecting current levels of service and then extending open hours once again the Friends group has met with real success in the first part of 2007 and has a growing list of Corporate Sector "Friends".

This support contradicts the stereo-type of "hard-nosed" commerce unwilling to think of anything but the next pounds profit and proves that businesses are often keen to help the community they are part of. This point was underlined recently when Lakeland Ltd. signed up to become a "Friend of CASL" with a donation of £3,500 per year for 3 years.

This comes as a real boost to CASL's efforts to protect services to clients, and points to a future where *alongside* our traditional funders local business can play a significant role in helping our work. The individual or business of course chooses the level of support they feel appropriate— there are more details on our new web-site—and we look forward to making many more "Friends" over the next year.

Jeremy Such, General Manager.

Quality Advice for all the Community



Quality Standards

All advice provided by Citizens Advice South Lakeland is Quality Assured under the Community Legal Services Quality Mark scheme.

All Benefits, Debt, and Disability advice is accredited at the higher “With Case-work” quality level.

All advice from Housing solicitor Colin Henderson and Benefits Supervisor Helen Forrest is accredited at “Specialist Help” level—the highest Quality Standard.

The most recent LSC Audit praised the bureau’s “excellent performance” and its “high standards of client care”, whilst the CitAd “Quality of Advice Audit” in January 2007 drew special attention to the “low number of non compliances, high standard of preparedness and good practice”.

Attaining Quality

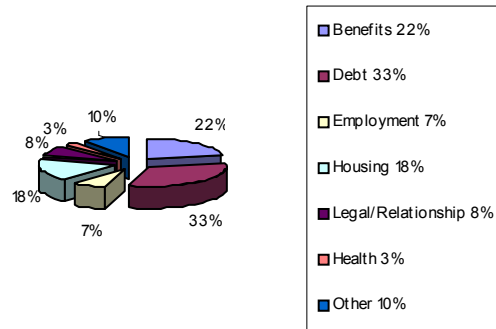
Citizens Advice training is a recognised leader in the advice / voluntary sector.

All advisers undertake the “Certificate in Generalist Advice” training course. Involving over 200 Guided Learning Hours per trainee this provides the thorough training to protect quality advice standards and often enables volunteers to gain paid work, with CAB and elsewhere. Matters covered include:

- Interview / communication skills.
- Info Research & Interpretation.
- Liaison & Negotiation.
- Information Technology.
- Quality Case Record standards.

The Course is run by CASL’s dedicated Training Worker and leads to the nationally recognised Certificate which equates to NVQ Level 3.

New Enquiries 2006/07



Maintaining Quality

All advice is provided in accordance with our detailed office / operating procedures which meet CitA and CLS Quality Requirements.

All advice sessions are supported by paid staff whose extensive experience meets the requirements of the CLS Quality Mark.

Detailed checks of case records by support staff assures accuracy of advice and provides ongoing learning for advisers.

All advisers undertake ongoing training, provided in-house or involving attendance at a variety of training courses run at Regional Office.

All volunteers undertake regular appraisal with staff to identify strengths & weaknesses, and opportunities for further training.

Coping with Quantity

Last year CASL assisted over 2,000 *different people* who raised over 6,500 *new issues*—over and above the continuing work in relation to client’s ongoing cases. Only the opening hours restricted by financial constraints limited this figure, which attests to a significant need for our services.

In the year ahead CASL has as a priority to increase its Generalist Advice Service and, crucially, to improve the community’s access to all its services.

Project & Service Reports



Welfare Benefits

All our Benefits advice is:

- Free & Independent
- Available to all
- Casework Quality Marked by CLS

*The CAB's is the **only** benefits advice service in South Lakeland that meets these criteria.*

In 2006/07:

Benefits formed 22% of new Enquiries.

1,500 *new* benefits issues handled.

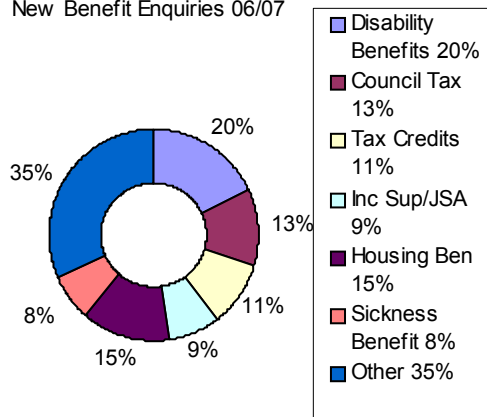
Almost one third of all the benefits cases related to disability or long term ill health.

Over 25% of all benefits issues related to Local Authority benefits—Housing Benefit and Council Tax Benefit.

In 2006/07 through its Specialist Benefits Project CASL handled 246 complex cases, bringing benefit gains to our clients of well over £3000,000.

Current Funding streams will protect the service into 2008, and securing the funds to continue this service long-term is a priority in CASL's Strategic Plan.

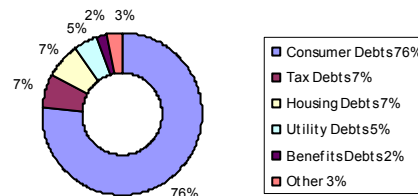
New Benefit Enquiries 06/07



Money Advice & Debt

In 2006/07 CASL's Debt Service was funded by Cumbria County Council, and during the year further support came from the Financial Inclusion Fund. CASL's debt service has helped thousands of local people facing multiple debt and it remains one of the most vital advice services for the community.

New Debt Enquiries 2006/07



The CAB's is the only free Debt "Casework" service in the District, & thanks to the County Council's and FIF's support in 06/07 local people still had access to debt advice at CASL which :

- Gave money advice to 178 *new* clients with debt problems.
- Completed 89 multiple debt cases which involved over £2 million of personal debt.
- Negotiated directly with 1,200 creditors.
- Provided representation or other legal assistance with Judgements, Court Actions or Bankruptcies

Debt remains a significant problem for many local people, and Money Advice remains a staple part of CASL's work.

In 2007 the County Council funded service will be put out to tender and CASL's aim is to ensure that this service continues to benefit from the experience gained by CABx in this complex and challenging legal area.

CASL will form part of a Partnership bid from the bureaux across the county to provide this service—and this is just one example of how we are increasingly maximising service and advice to clients by working with colleague bureau across Cumbria.

Project & Service Reports



Housing Solicitor Service

CASL is the contracting bureau for South Cumbria CABx with the Legal Services Commission.

This contract brought almost £300,000 worth of Legal Help provision into South Lakeland in 2006/07.

At CASL the principle benefits of the contract are its contribution to our Welfare Benefits advice and its provision of our "Specialist" Housing Advice Service, led by our Housing Solicitor Colin Henderson.

Colin has many years of experience working in private practice where he specialised in branches of social welfare law including in particular Housing work.

Last year the service provided:

- *317 new housing cases opened.*
- *508 cases handled over the year.*
- *Over 1,100 dedicated Casework hours*
- *Additional non-housing specific advice to a further 49 clients under the "Level 1" system.*
- *Over 240 Court appearances for clients.*

Other LSC Contract Services

CASL's clients also benefit from additional Specialist level Benefits, Debt, and Employment advice available through the LSC contract from staff who under the contract work part time out of our offices.

In 2006/07 once more over 150 qualifying clients accessed this Specialist advice through our Kendal & Ulverston offices— with almost 1/3rd of these involving review, appeal, or county court proceedings.

Volunteer Development

CASL's fundamental Generalist Advice Service (GAS) is absolutely reliant upon our volunteers. Volunteers work at the bureau in a range of different capacities including:

- *Advice Workers.*
- *Administrative & Typing Support.*
- *Reception.*
- *Maintaining reference info, etc.*
- *I.T. Systems support.*
- *Collation of Statistics.*

The volunteer development at CASL is led by our Volunteer Recruitment & Training Worker. In 2006/07 this post was again funded in part through Cumbria Community Foundation - providing vital support for this key role and thereby essential assistance to the bureau's over-stretched resources.

Recruiting and training quality volunteers is not only vital to ensure the availability of services, but also brings real additional benefits to the community as a whole.

The bureau provides training & opportunities for local people that often enable them to secure or advance in employment. Moreover the skills learned or developed are then available within their communities and can be used in a host of different situations.

In 2006/07 CASL once again provided its detailed training to over 20 new volunteers dealing with advice, reception and admin support.

Dealing with these numbers, the Recruitment & Training post is stretched to its limits. Volunteers are the service's lifeblood and CASL needs to develop this role further, - to the benefit of the bureau, its services, and the local community— but is constrained by the pressure on its funds.

Securing the resources to increase recruitment & training remains a priority in the bureau's Strategic Plan.

Summary of Income & Expenditure



Citizens Advice South Lakeland

For the year ended 31 March 2007

Summary of income and expenditure

	2007	2006 as restated
	£	£
Incoming resources		
General funds	85,884	92,556
Restricted funds	523,869	538,107
	609,753	630,663
Resources expended		
General funds	(80,185)	(70,355)
Restricted funds	(556,012)	(573,843)
Defined benefit pension scheme gain/(loss)	18,000	(13,000)
	(618,197)	(657,198)
Net incoming resources	(8,444)	(26,535)

Summary Balance Sheet

Fixed assets	79,149	86,568
Current assets	131,448	192,107
Current liabilities	(23,846)	(70,480)
Defined benefit pension scheme deficit	(59,000)	(72,000)
Net assets	127,751	136,195
Represented by		
Restricted funds	101,883	104,192
Designated funds	7,571	7,621
Reserves	34,747	39,290
General funds	42,550	57,092
Defined benefit pension scheme designated fund	(59,000)	(72,000)
Total funds	127,751	136,195

Analysis of restricted funds

Net incoming resources

	LSC	CCC Money Advice	Macmillan	HCC & RAS	Various Projects	Total 2007
	£	£	£	£	£	£
Incoming resources	304,957	36,771	36,111	32,330	113,700	523,869
Resources Expenses	322,470	35,347	31,712	34,899	131,584	556,012
Net Incoming (Outgoing)						
Resources before transfers	(17,513)	1,424	4,399	(2,569)	(17,884)	(32,143)

Independent Auditors' Statement



The summarised accounts set out on the previous page are extracted from the full accounts which have been approved by the Council of Trustees.

These summarised accounts do not comprise the Charity's statutory accounts. The auditors have given an unqualified opinion on the accounts for the year ended 31 March 2007 which will be delivered to the Registrar of Companies and the Charity Commission.

Chairman of Trustees K Winnard

These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information on the full accounts, the auditors report on those accounts and the trustees report should be consulted: copies can be obtained from

The Finance Officer
Citizens Advice South Lakeland
Blackhall Road
Kendal
Cumbria
LA9 4BT

Independent Auditors' Statement to the Trustees of Citizens Advice South Lakeland

We have examined the summarised financial statements of Citizens Advice South Lakeland.

Respective responsibilities of trustees and auditors

The trustees are responsible for preparing the summarised financial statements in accordance with the recommendations of the charities SORP 2005.

Our responsibility is to report to you our opinion on the consistency of the summarised financial statements with the full financial statements and Trustees' Annual Report. We also read other information contained in the annual report and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the summarised financial statements.

Basis of opinion

We conducted our work in accordance with Bulletin 1999/6 'The auditors' statement on the summary financial statement' issued by the Auditing Practices Board for use in the United Kingdom.

Opinion

In our opinion the summarised financial statements are consistent with the full financial statements and the Trustees' Annual Report of Citizens Advice South Lakeland for the year ended 31 March 2007.

Lonsdale & Partners

30 August 2007

Chartered Accountants
& Registered Auditors

Kendal House
Murley Moss Business Village
Kendal
Cumbria
LA9 7RL

Health & Well-being



Good Advice - Good Health

Help claiming Disability Living Allowance can significantly aid a clients health & well-being.

- In 06/07 CASL assisted local people with more than 430 Disability related benefits enquiries

Help with debts can keep a breaking relationship whole and a family together.

- In 06/07 CASL gave expert debt advice in respect of over 2,000 new debt issues.

Increased income can make a better diet attainable, and provide security and mental well being.

- In 06/07 CASL's Specialist benefits service alone raised over £300,000 for clients who were not receiving their correct entitlement.

A housing problem solved can be the difference between a safe, healthy life or one of constant instability.

- In 06/07 CASL provided expert housing advice to approaching 500 households.

These examples are part of the evidence convincing CASL that a commitment to a community's health & well-being must include a commitment to affordable advice, & CASL also provides 4 services which focus specifically upon health.

Health Advocacy Project

CASL's advocacy service helps some of the most vulnerable in our community. In 06/07 this 10 hr p/wk service helped 47 clients with a variety of matters affecting their mental health & a successful bid to extend this service means CASL now also provides advocacy to older people and people with physical disabilities.

Cumbria Drug Service Users Project

Funded through the County Drug & Alcohol Action Team this Project works with Service-Users to ensure they have a voice in the delivery of those services. This work provides valuable information to ensure that services provided are as effective as possible for people often facing multiple obstacles and who may be living difficult or chaotic lives.

Community Care Service

In 06/07 this service continued to provide advice, help and support to local people in need of care regardless of their age or the nature of their needs. Providing numerous home visits yet offering expert advice this service finds a balance between support and simple know-how that is often hard to find amongst services which can often lack the resources to help as they would wish.

Macmillan Cancer Support Partnership

This service began in June 2006 and provides benefits advice to anyone in the District who is affected by cancer. In year 1 the Project staff at CASL dealt with some 100 households facing the many practical and emotional challenges that can be part of living with cancer. Like all our health-focused services it has highlighted client care, frequently operating through home-visit or seeing clients in health settings if that is where they are most comfortable.

In one case the Project helped a 64 year old client diagnosed with cancer secure Disability Living Allowance, Pension Credit, Housing Benefit & Council Tax Benefit worth over £200 per week. This was in addition to the £7,500 lump sum back-payment. To cap off a good job the adviser also applied for a refurbishment grant to help make the clients home more comfortable.

CASL believes this & all its projects meet real needs in our community and in the coming year will strive to secure their continuation.

Social Policy & I.T. Development



Social Policy Work

Social Policy is the term used for work which addresses the twin aim of the Citizens Advice Bureau Service which is:

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

When working with clients advisers see many examples of how policies and procedures can have a detrimental effect on people living in the local community.

This could be new national legislation or problems with how bailiffs operate locally, or the practices of a local private landlord, or the inequalities faced by those living in rurally isolated communities.

In all cases the aim of Social Policy is to provide evidence of what the problem is, in order to support the case for change that will remove the problem.

The CAB service is effective in this role because **all** the evidence we provide is rooted in the real experiences of real people—our clients. This then is not theoretical argument based upon “what if . . .” but hard, inescapable fact.

It is this quality of evidence that leads to our service being taken so seriously by organisations, policy makers and political parties alike. This is why regular reference to information reports provided by the service are seen in all sorts of arena from the press and media to Hansard.

In 2006/07 2 new volunteer Social Policy Co-ordinators took on the key role of overseeing and developing the bureau's SP work, and special thanks go to Barry Gooderham in Kendal and Martin Jones in the Ulverston office for this work in addition to their regular role as advisers.

Information Technology at CASL

All advice work performed by CASL staff and volunteers is recorded using the CitA Case Recording System – “CASE”. This system operates over a VPN, with all cases actually stored on a national database.

The CASE system is now used by all advisers at CASL and this has played a part in advancing still further the professionalism of work in our essentially volunteer service.

Whilst the last year has seen considerable ground covered in terms of training and development in the use of CASE, it has also seen other I.T. developments—in particular, thanks to funding from Awards for All, the development of the CASL website.

At www.cabsouthlakeland.org.uk clients can find a host of information about CASL, about what we do, and about how, when and where to contact our services. The site also offers a range of links to other sites, such as the CAB's internet based information system “Adviceguide” and other local and national sites.

As well as providing useful information for clients the website is also a source of information for potential funders and “Friends” of CASL, gives information on volunteering and has downloadable application forms for anyone interested in joining the bureau team—whether as adviser, receptionist, or Trustee.

Looking ahead CASL is hoping to use IT to further increase access to its services. By Autumn the waiting rooms at both Kendal & Ulverston offices will house state of the art advice & information web-kiosks, enabling clients to access information and help even when the office is closed or advisers are busy with earlier clients, and in the coming year the bureau is also hoping to pilot an e-mail advice service.

Thank You To Our Funders



Citizens Advice South Lakeland manages a number of projects that enhance the range and quality of advice and other services it can offer to people throughout the district of South Lakeland, but the bureau is reliant upon the funders who finance these projects. CASL is also heavily dependent upon funding sources to cover the basic running costs of the core bureau such as the premises, administration, management salaries, IT support, training and volunteer expenses.

We would like to acknowledge all who have contributed towards the work of CASL during 2006/07 and helped to make the service a valuable and well used community resource.

We would particularly like to acknowledge the following for their support:-

GENERAL SERVICE (Incl I.T. & Capital Items)

Anglers Inn Trust	Awards for All
Barrow RFC	Burneside Parish Council
Crag House Trust	Greggs of Cumbria Trust
Cumberland Building Soc.	Frieda Scott Charitable Trust
Furness Building Society	Gannett Foundation
Garfield Weston Foundation	GlaxoSmithKline
Hadfield Trust	Harold & Alice Bridges Charity
Holehird Trust	HSP Milners
Kendal Town Council	Kirkby Ireleth Parish Council
Lakeland Ltd.	Proven Family Trust
Sir John Fisher Foundation	South Lakeland District Council
Ulverston Town Council	Workers Educational Assoc.

PROJECTS Welfare Benefits

Cumbria Rural Infrastructure Support Programme
Frieda Scott Charitable Trust
Legal Services Commission

Money Advice

Cumbria County Council
Financial Inclusion Fund

Housing Advice

Legal Service Commission

Volunteer Development

Cumbria Community Foundation

Health & Well-being

Cumbria County Council Social Services
Eden Valley PCT—Cumbria Drug & Alcohol Action Team
Macmillan Cancer Support
Volunteering England

Joining The CASL Team



Does this sound like you?

- Interested in helping local people with advice and support.
- Want to make a difference in a way that really counts.
- Enjoy working as part of a team.
- Happy to receive nationally recognised, comprehensive, free training.
- Happy to use the skills you already have to help a local charity.
- Some time to spare most weeks.

Then why not volunteer with the CASL Team?

75% of the people who make CASL work are volunteers, and there are many different ways to be involved:

- Trustee Board Member.
- Adviser.
- Administrative Support.
- I.T. Support.
- Receptionist.
- Fundraiser with the Friends of CASL .

If you are interested in volunteering with CASL contact our Volunteer Recruitment & Training Worker on:

- Kendal 01539 728892
- Ulverston 01229 585635

Or find more details and download application forms @

www.cabsouthlakeland.org.uk

Volunteering with CASL:
A Positive Move — for you and your community

Where To Find Us



Citizens Advice is guided by the **Twin Aims** of the service, which are

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

There are also four main operating principles which are that the services provided are

FREE, CONFIDENTIAL, IMPARTIAL, and INDEPENDENT

The Registered Office of the Company 'Citizens Advice South Lakeland' is Kendal Bureau.

CASL operates from two main Bureau sites in South Lakeland at the following addresses.

	Kendal Bureau	Ulverston Bureau
	Blackhall Road	Town Hall Annexe
	Kendal	Theatre Street
	LA9 4 BT	Ulverston. LA12 7AQ
Telephone Numbers:		
Advice Line:	0870 126 4061	01229 585585
Admin Line:	01539 728892	01229 585635
Fax Line:	01539 734294	01229 580231
Housing Service:	01539 721216	01539 721216
Health & Community Care Project	0845 603 1529	0845 603 1529

Advice and information is also available from

www.cabsouthlakeland.org.uk