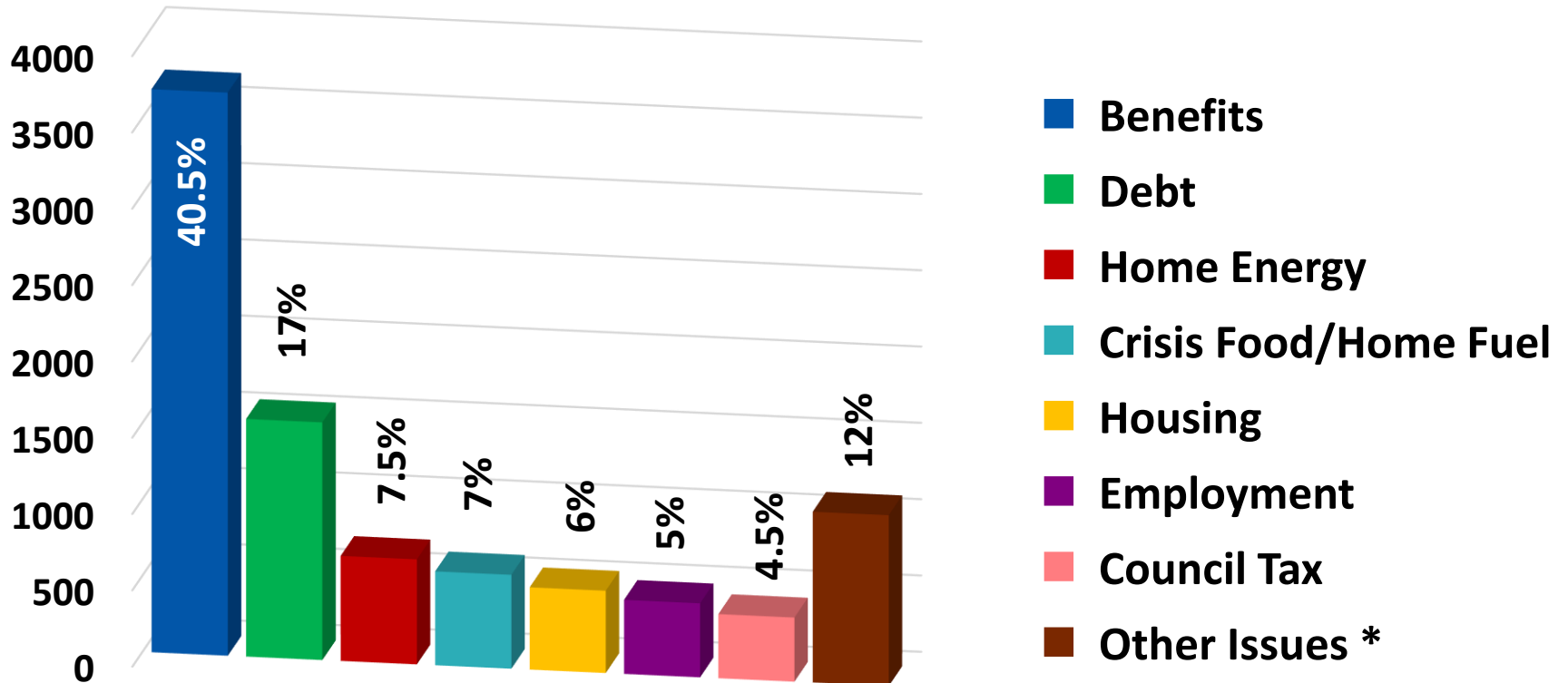




Dalkeith CAB in 2023-24

We helped clients resolve 9,969 issues, including with:



We assisted 2,826 people – 9.5% more than in 2022-23.



11 CAB volunteers gave **3,168** hours of service in 2023-24.

Employing staff members for those hours would have cost **£45,634** on Real Living Wage.





Dalkeith CAB helped clients secure **£4,001,976** in benefits, refunds and other entitlements – a 6% increase from 2022-23.


Each of the 1,661 clients with financial gains received on average **£2,009**.


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

Dalkeith CAB works for a fairer Scotland where people are empowered, their rights respected.


 **Services.** We offer free, independent, confidential, assistance with benefits, debt, housing and employment and more, at the CAB, by phone, by email and 12 advice clinics in the community.


 **Team.** Volunteers and staff receive accredited training for advice-giving.


 **Partnership.** We work with other third sector and statutory services to share expertise and maximise resources.

 **Policy.** We use evidence from our work to campaign for improved public policies.

 **Quality.** We are the only Midlothian service to achieve Scottish National Standards for Advice in benefits, debt and housing.

 **Impact.** 88% of clients replying to our 2024 survey said they'd resolved their problems and were better able to manage issues due to help from the CAB. 78% said it also reduced their stress.

 **Funding.** In 2023-24, we received £491,079, including from Midlothian Council, Scottish Government, Health & Social Care, Robertson Trust, Trussell Trust and VOCAL. About 98% of our spend was directly for providing services to our community.

 **Innovation.** In 2024, we introduced 2 VERA (Virtual Expert Remote Advice) units to increase access to self-help information and enable direct appointments for those needing more help. We plan to extend VERAs elsewhere in the community in future.

"Thank you for going that extra mile to help us."

CAB Client

"Working with the CAB means we can offer extra help to vulnerable people."

Bonnyrigg Rose FC

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