

Annex B: Community Benefit Statement

Patient Advice & Support Service June 2022

The Citizens Advice Network is committed to maximising community benefits for our clients and communities through our activities and procurement/delivery. However, unlike other organisations or businesses we don't have the opportunity to make community benefit clauses contractual requirements which deliver wider social benefits in addition to the core purpose of a contract. In our core delivery of service, we deliver what is normally delivered via these clauses which are used to build a range of social, economic or environmental conditions into contract delivery. As a voluntary organisation and charity, the attached document, shows this can include provision of volunteering opportunities with progression into jobs and training places for particular groups, or delivery of advice and expertise to support local community outcomes around client financial gain and improved wellbeing as well as individual and community health benefits.

The Benefits of Volunteering

Volunteering can have huge benefits not only for the organisations recruiting volunteers, but also for the volunteers themselves and for the wider community.

Benefits for individuals

- Connecting with other people in the community
- Allowing you to share your skills, knowledge and experience with others
- Giving you a sense of purpose and meaning
- Feeling valued for your contributions to the community
- Opportunity to build your confidence and self-esteem
- Improving your physical and mental wellbeing
- Gain skills and experience for your personal development

Benefits for organisations

- Continue to deliver important services to the local community
- Build up capacity to expand their work and support more people
- Incorporate a wider range of skills and experience
- Gain valuable insights from different perspectives of individual volunteers – understanding the needs of local people and how they can support them
- Chance to explore new ways to deliver services

Benefits for the community

- Support those members of the community in most need of help
- Make a difference to the lives of other people
- Bringing the community together socially
- Putting a smile back on people's faces – something everyone could use in difficult times like this
- Helping local organisations to continue delivering vital services

People of all ages and from a variety of different backgrounds, volunteer for the Citizens Advice network in Scotland. There are thousands of volunteer roles in Scotland, helping at events, advising, fundraising. These are offered in a variety of settings the length and breadth of Scotland. You can even volunteer from home. What turns that individual donation into social investment is that you and your community get back far more than you give in community benefits directly and indirectly from participating in the volunteer-led Citizens Advice Network in Scotland.

Volunteers across the Citizens Advice network in Scotland are worth millions of pounds, our research found that over 1,900 volunteers contributed more than 622,000 hours of their time in 2020-21. The monetary value of this contribution was found to amount to over £9.4million. Each Citizens Advice Bureau (CAB) is an independent local charity, organised to best suit local needs. There are 59 CABs across Scotland and last year the network helped over 171,000 people, unlocking around £147m for clients through things like social security payments and employment entitlements. Volunteering for a CAB also opens up opportunities for people. Around a third of our volunteers go on to further education or employment, and this number will be artificially low given a number of our volunteers are past retirement age and just looking to give something back to their community.

[Volunteers have helped save millions for struggling Scots - TFN](#)