

Citizens Advice Scotland (CAS), our 59-member Citizen Advice Bureaux (CAB) and the Extra Help Unit (EHU), form Scotland's largest independent advice network. Scotland's Citizens Advice Network is an essential community service that empowers people through our local bureaux and national services by providing free, confidential and independent advice.

We use people's real-life experiences to influence policy and drive positive change. We are on the side of people in Scotland who need help and we change lives for the better. During 2022-23, the Citizens Advice network provided advice and assistance to over 187,000 people. The network putting over £142 million back into people's pockets during this time, with every £1 invested in core advice funding returning £14 in gains for people.

This is the latest monthly summary of data from the Citizens Advice network in Scotland and covers June 2024. It shows data from the 59 Citizens Advice Bureaux in Scotland and our online advice site.

Month in Focus

In June 2024, CABs helped over 21,000 people, giving over 83,000 pieces of advice. Meanwhile, online advice pages received over 371,000 page views.

Across the CAB network, we saw an increase in demand for advice on mental health issues, which increased by 44% from June 2023 and by 26% since January 2024 alone.

Online, there was a 27% increase in views of our benefits-related pages. Our webpage offering advice on challenging a benefit administered by Social Security Scotland (SSS) has been steadily increasing with page views have increased by 48% from the same time last year.

Moreover, demand for advice on appeals to the first-tier tribunal in relation to SSS benefits have almost doubled, with page views increasing 167%.

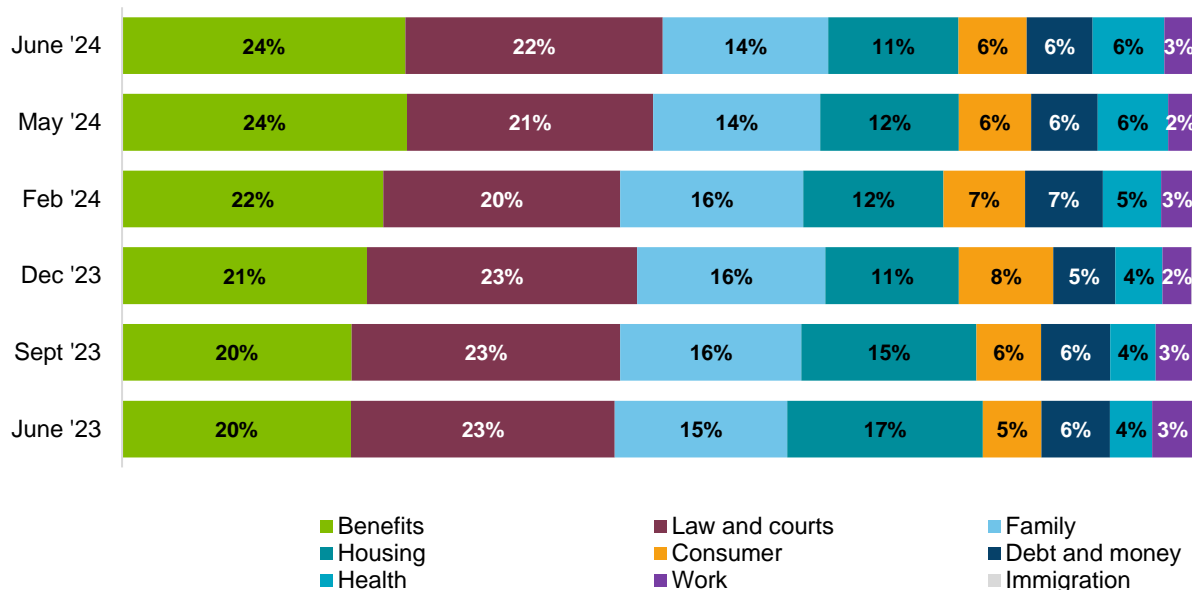


Webpages

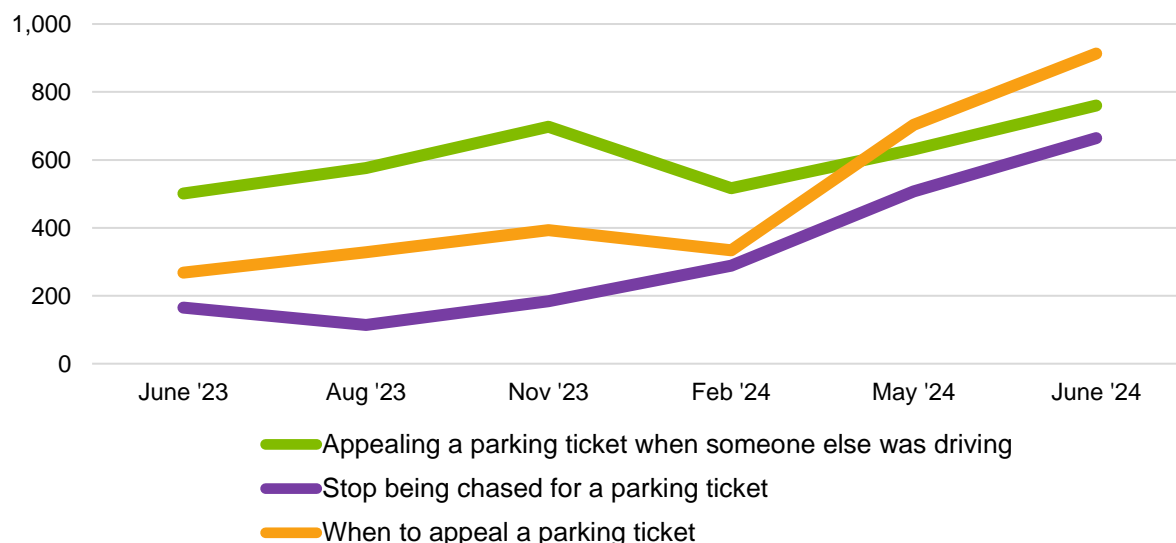
371,572 views (10% increase from June 2023)

From May to June 2024 page views across all advice areas showed no notable changes. In the longer-term view a 69% increase was evident in relation to advice on health issues while views of benefits-related pages increased by 27%. Views of pages related to consumer issues also increased by 17% from June 2023 to June 2024.

Advice sought on the 'Advice for Scotland' website, as a proportion of all advice

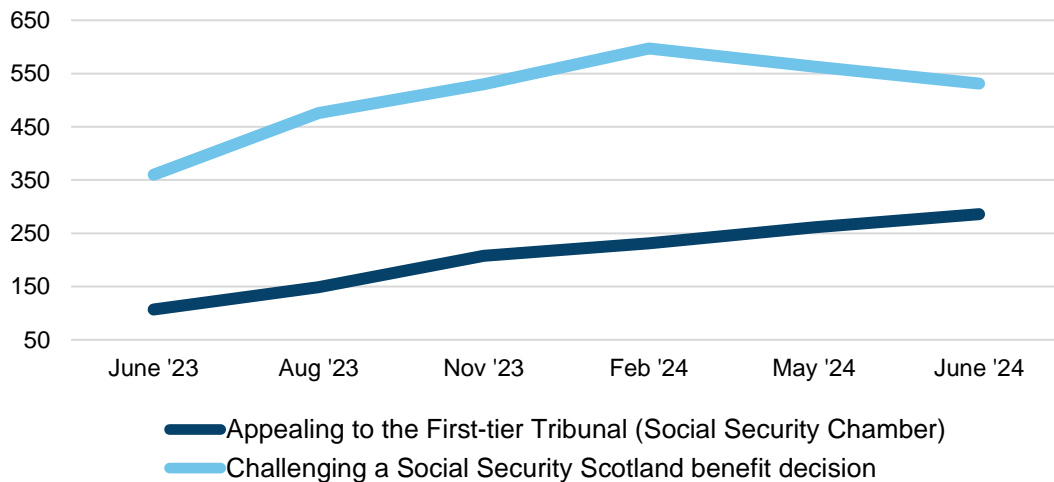


Advice in relation to parking tickets has seen a steady increase in recent months. For example, views of the page providing advice in relation to stopping 'being chased' to pay a parking ticket has trebled between June 2023 and June 2024 (up 302%), while views relating to appealing a parking ticket have more than doubled (up 241%).





Views of the page offering advice in relation to challenging a benefit administered by Social Security Scotland have steadily increased over time, no doubt as a consequence of more people obtaining these benefits. Since June 2023, page views have increased by 48%. Advice in relation to appeals to the first-tier tribunal in relation to SSS benefits has also increased, with the number of page views having more than doubled (up 167%).



CAB network statistics

83,261 pieces of advice

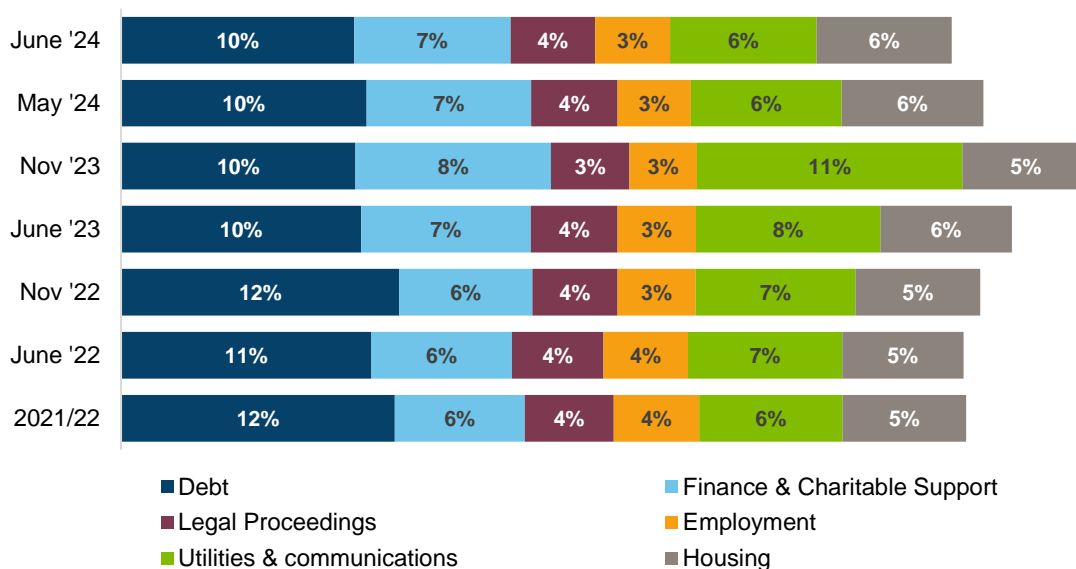
21,530 clients

There were no notable changes from May to June 2024 in any of the top advice areas. However, there was a 20% decrease in utilities-related advice in the longer term, from June 2023 to June 2024.

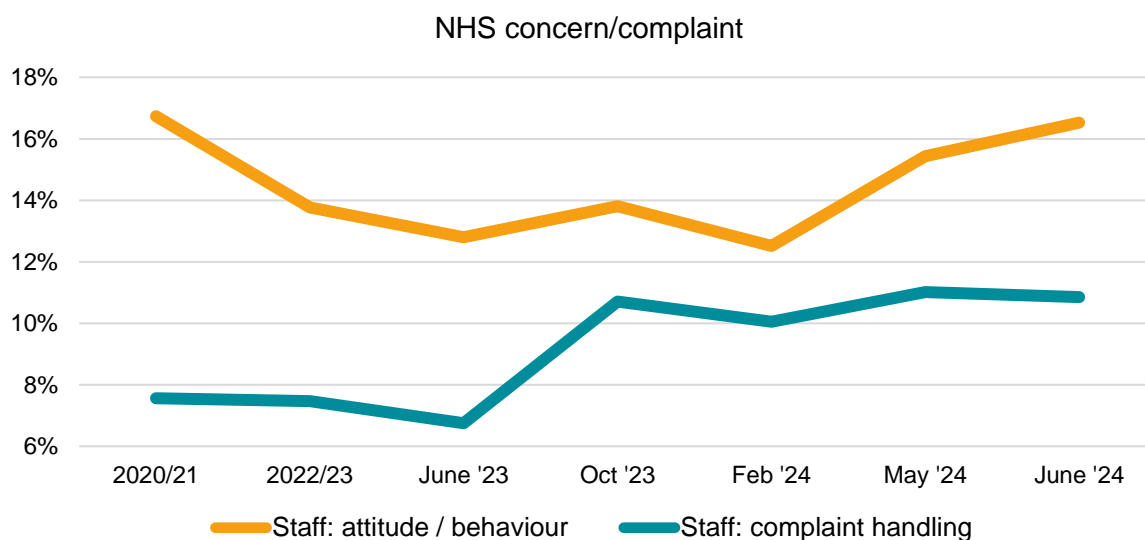
Outside of the top advice areas, the most notable change can be seen in relation to advice on travel, transport and holidays, with a short-term increase of 12% from May to June 2024, and a longer-term increase of 23%. Advice in relation to immigration, nationality and asylum also increased from June 2023 to June 2024, having risen by 32%.



Top advice areas, as a proportion of all advice (excluding benefits)

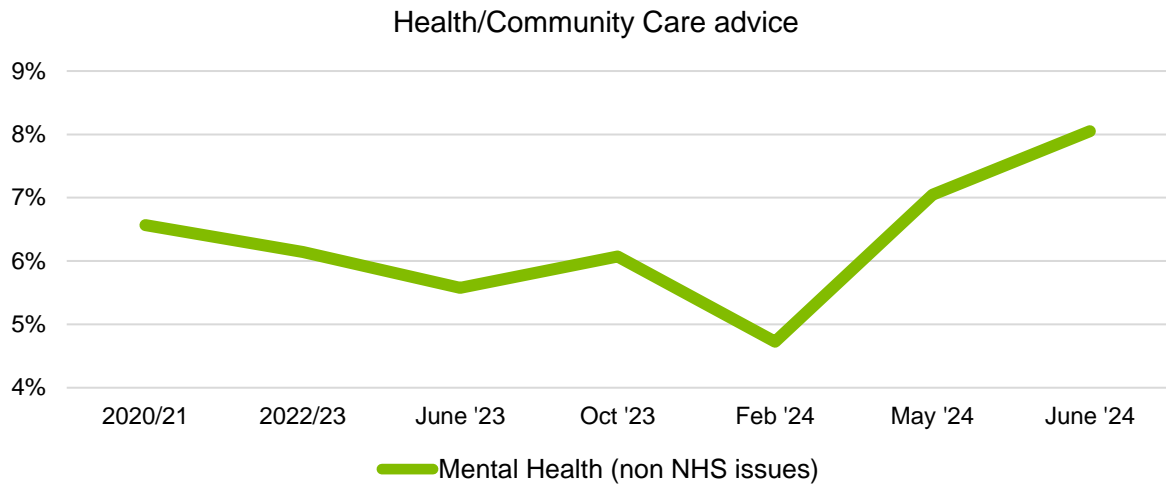


Advice relating to the certain staff issues within the NHS has seen increases over the past year, with a rise of 61% in relation to complaint handling and of 29% for staff attitude/behaviour evident from June 2023 to June 2024.





In the other health-related category covering non-NHS advice an increase can be seen in relation to advice on mental health issues, this having increased by 44% from June 2023 and by 26% since January 2024 alone.



www.cas.org.uk

The Scottish Association of Citizens Advice Bureaux - Citizens Advice Scotland. Scottish charity (SC016637) and company limited by guarantee (89892)