



2026



**election insights from
Citizens Advice Scotland**



**Sign
up!**



**citizens
advice
scotland**



**election insights from
Citizens Advice Scotland**

Citizens Advice in Scotland

David Hilferty

Director of Impact,
Citizens Advice Scotland



Introducing foreCAST: election insights

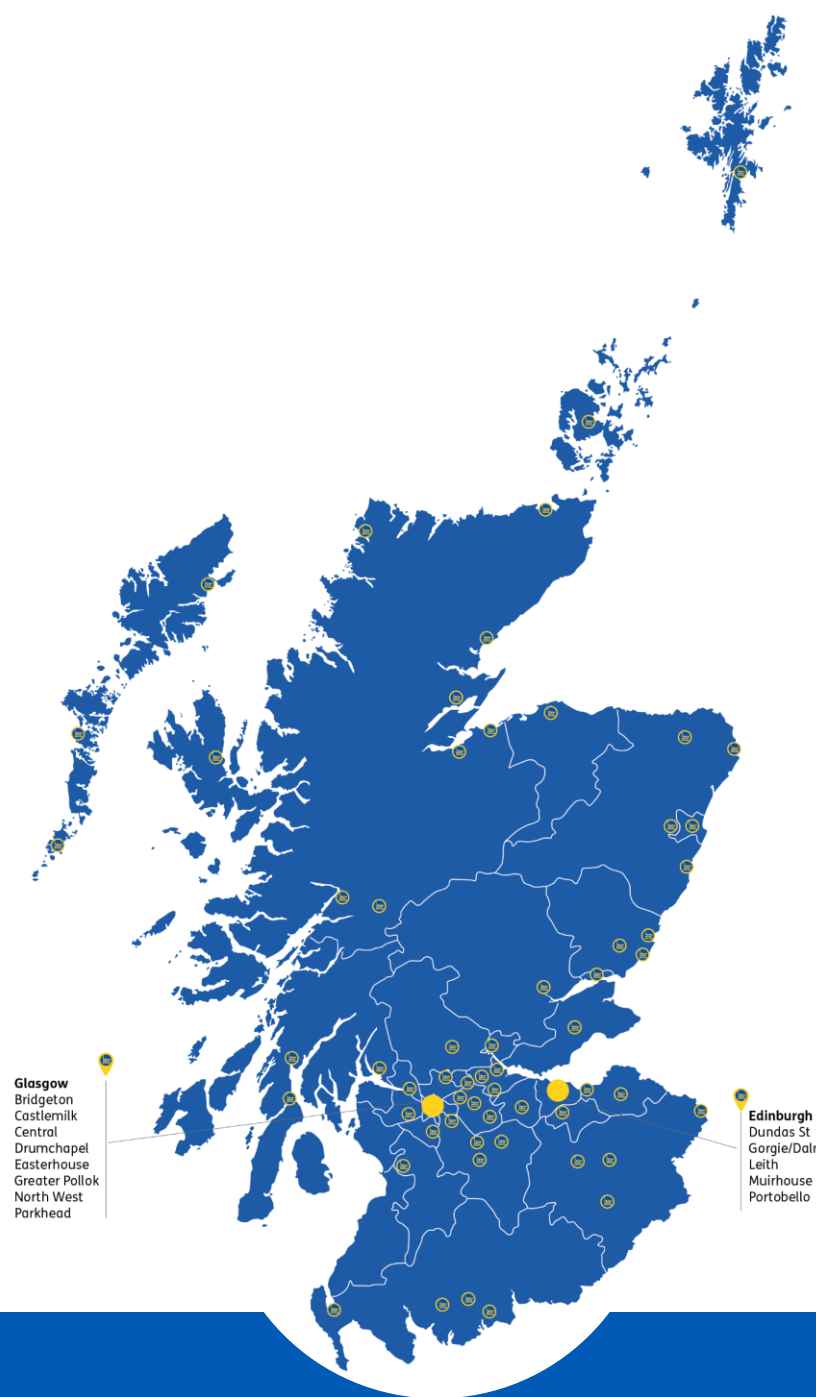


What is the Citizens Advice Network?

Citizens Advice Bureaux helped around 190,000 people secure almost £170m in 300 locations

The Extra Help Unit, supported over 21,000 people access over £9m in redress

Citizens Advice Scotland providing insight that changes lives



Who we support



48%

in the **single adult**
age group

29%



unable to work due
to ill health/disability



20%

in full time
employment



18%

unemployed



62%

has a long-term health
condition/disability



43%

live in council rented
accommodation

29%



household
with **children**

48%



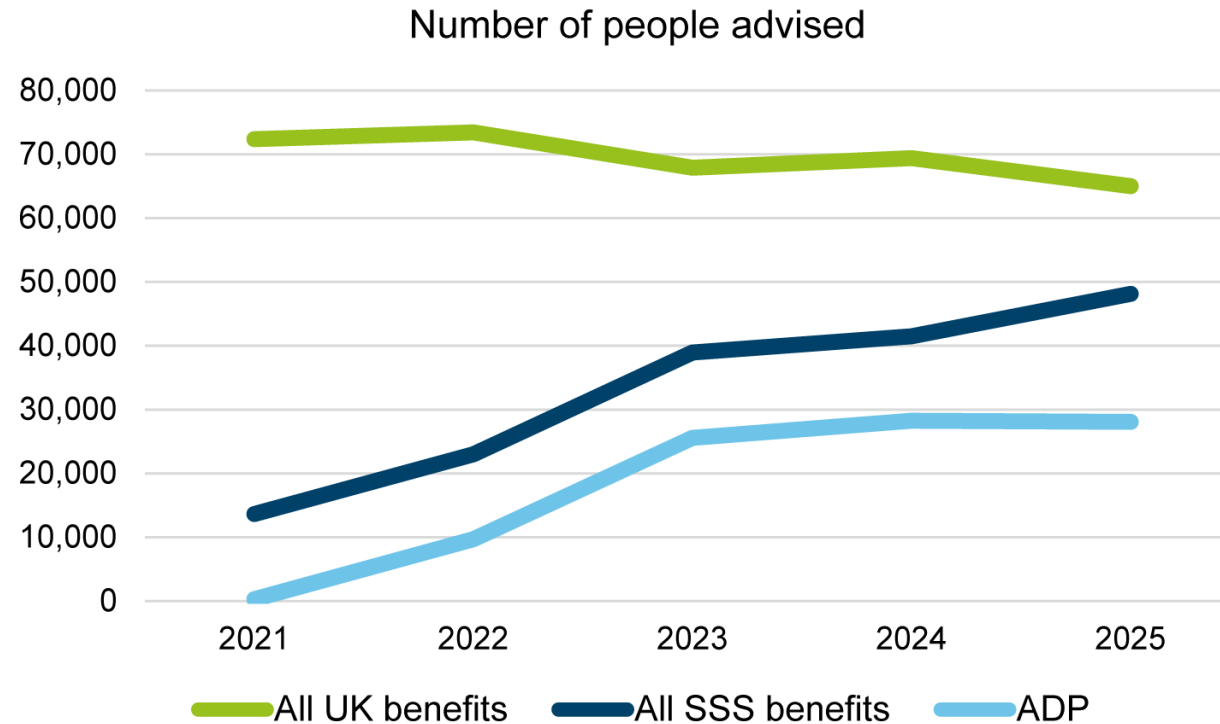
lives in a single,
working-age household

66%

live in the most
deprived areas by
SIMD Quintile 1



Social security in Scotland over time



Pieces of advice	UKG / DWP	SG / SSS	TOTAL
2021	416,777	38,722	455,499
2025	356,380	203,863	560,243



Holding the ground

Welfare

Welfare shakeup 'will push a quarter of a million children into poverty'

Analysis for the Guardian finds changes due on 6 April will also wipe thousands off payments for bereaved families

Patrick Butler and
Anushka Asthana



Holding the ground

Welfare

This article is more than 8 years old

Welfare shakeup 'will push a quarter of a million children into poverty'

Analysis for the Guardian finds changes due on 6 April will also wipe thousands off payments for bereaved families

Patrick Butler and
Anushka Asthana

Sun 2 Apr 2017 20:00 BST



Enhancing the experience



Routes out of Crisis



206
people
supported

976 contacts
avg. **4.7** per client;
up to **38** for complex cases



£242,182

financial gains



89% from social security

Referral sources



49%
self-referrals



27%
foodbanks

Demographics



Single adults
74% aged
25-59

55% with
health
conditions



Investing in the infrastructure

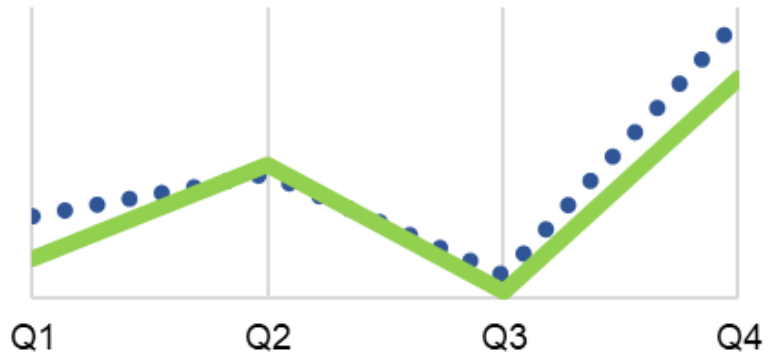




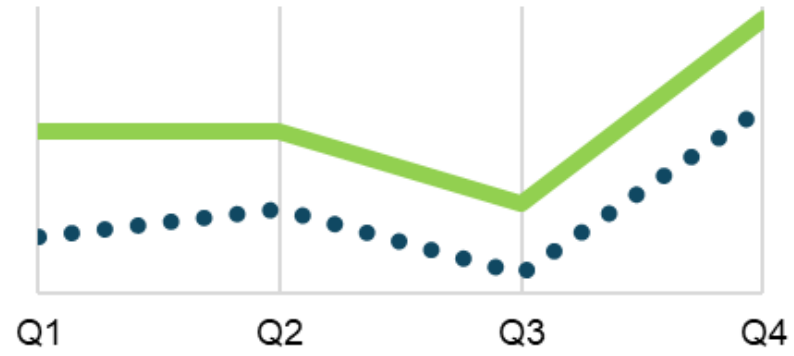
Donald used a fee charging advice provider that was recommended online



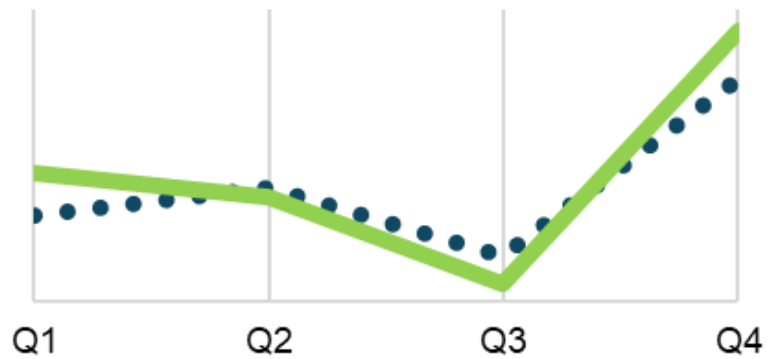
Seasonality of advice



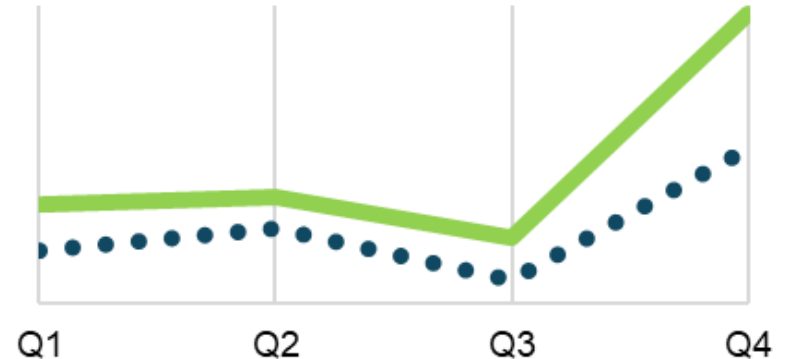
●●●● All advice — Benefits



●●●● All advice — Debt



●●●● All advice — Council Tax



●●●● All advice — Housing

Making a difference

Supported

29,000

people to receive
SSS benefit related gains of over

£130 million



The **Extra Help Unit**
secured financial redress of over

£9million

for energy customers in 2025



19%

were caring for someone
with a **disability**



74%

had their own
LTHC/disability



32%

lived in households
with children

60%

live in the most deprived
areas by SIMD Quintile 1-2



20%

lived in **remote/rural areas**

**citizens
advice
scotland**

Guest speaker

Professor Stephen Sinclair

Chair, Poverty and Inequality Commission



Guest speaker

Teresa O'Hara

CEO, East Renfrewshire Citizens Advice Bureau







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Q & A





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www.cas.org.uk

Questions? Email

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