

This is the latest monthly summary of data from the Citizens Advice network in Scotland since the COVID-19 outbreak and covers July 2022. It shows data from the 59 Citizens Advice Bureaux in Scotland and our online advice site.

Month in focus:

Online, demand for information around debt and money increased by **14%** as the cost of living crisis continued to bite.

Away from financial related issues, there has been growing demand for online information around health related advice, as well as advice around hate crimes based on sexual orientation or transgender identity, with views having tripled since April.

Across CABs benefits remains the top advice area. Meanwhile advice relating to nationality and citizenship continues to grow, with this type of advice currently **71%** higher than the average for 2021/22.

Key points

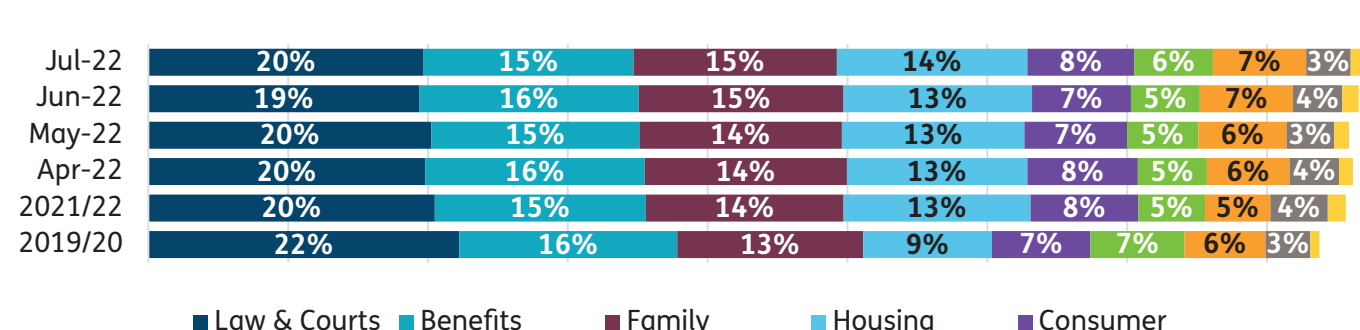
- > In June 2022 the CAB network gave **76,640** pieces of advice to **19,957** clients
- > Meanwhile there were over **340,000** views of the Advice for Scotland website from **210,837** users

Webpages

- > **340,038 unique page views**
- > **210,837 users, 76% new**

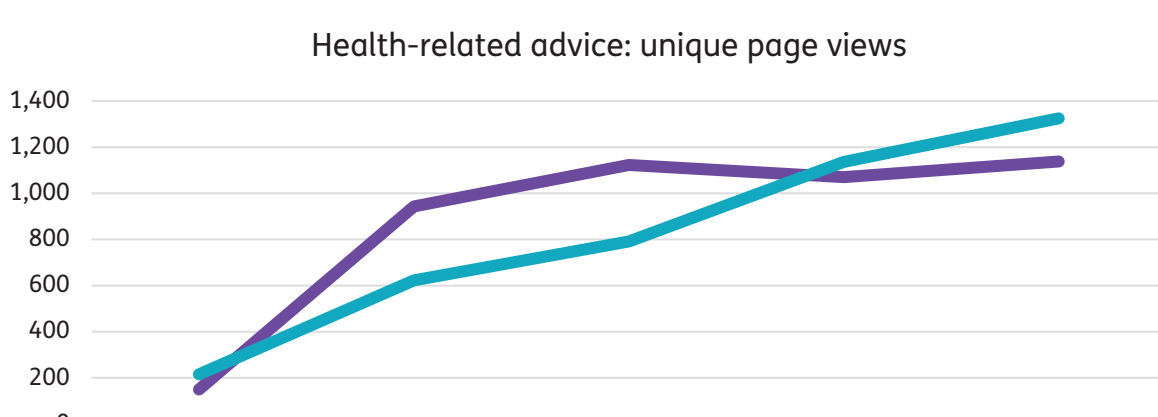
Between June and July 2022, visits to pages relating to advice around debt and money (up **14%**) and consumer issues (up **8%**) increased, while a decrease was evident in relation to health advice (down **10%**). Pages providing advice in relation to work have also been increasing and are currently seeing **43%** more unique page views than the average for 2021/22.

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



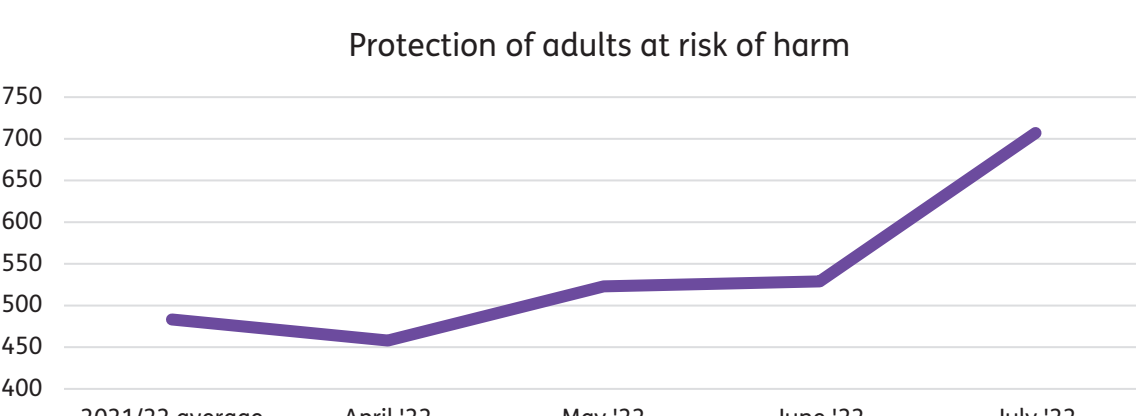
Despite the decrease in overall page views relating to health issues, pages providing advice on NHS dental treatment (up **10%**) and NHS charges for people from abroad (up **20%**) have seen long-term increases. Given recent concerns reported in the press around access to dentists in Scotland, the former is perhaps not unexpected.

Health-related advice: unique page views



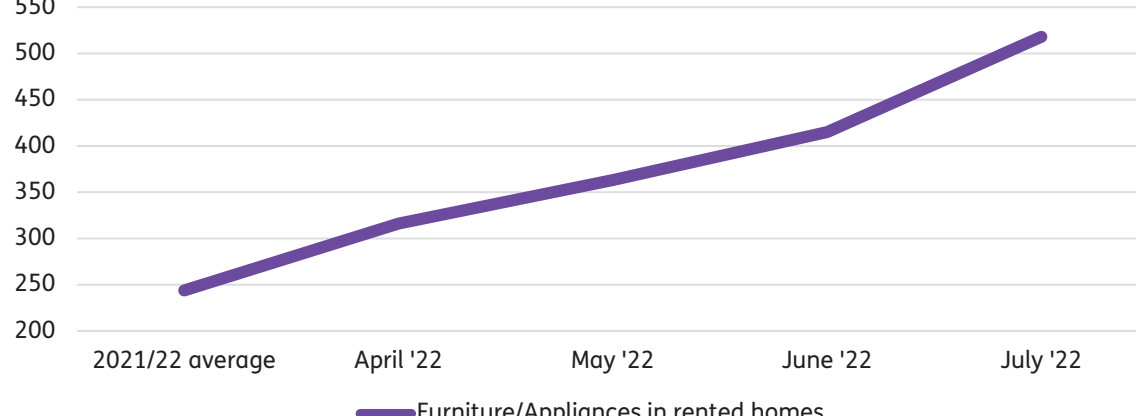
Unique views of pages providing advice in relation to protection of adults at risk of harm have also been rising in recent months, with an increase of **38%** from June to July alone. In addition, current figures are **58%** higher than the average for 2021/22.

Protection of adults at risk of harm



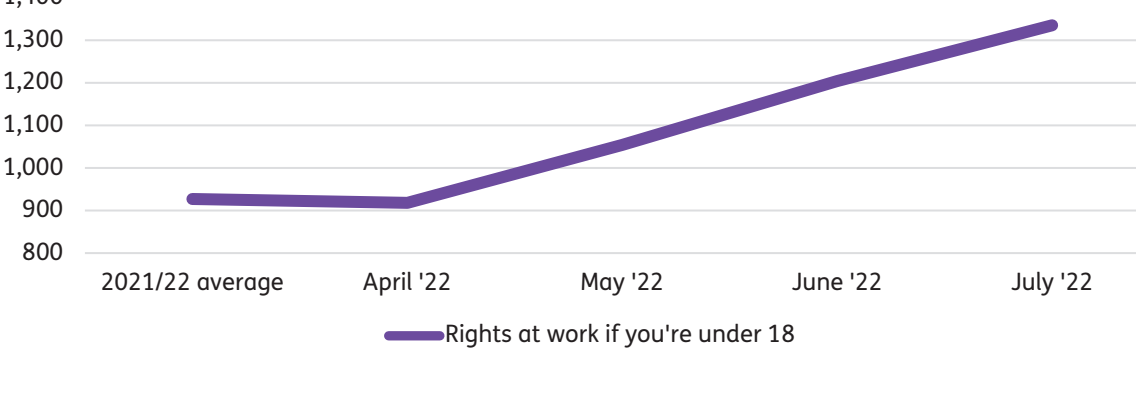
Pages providing advice on furniture and appliances in rented homes increased saw an increase in unique page views of **29%** from June to July 2022.

Furniture/Appliances in rented homes



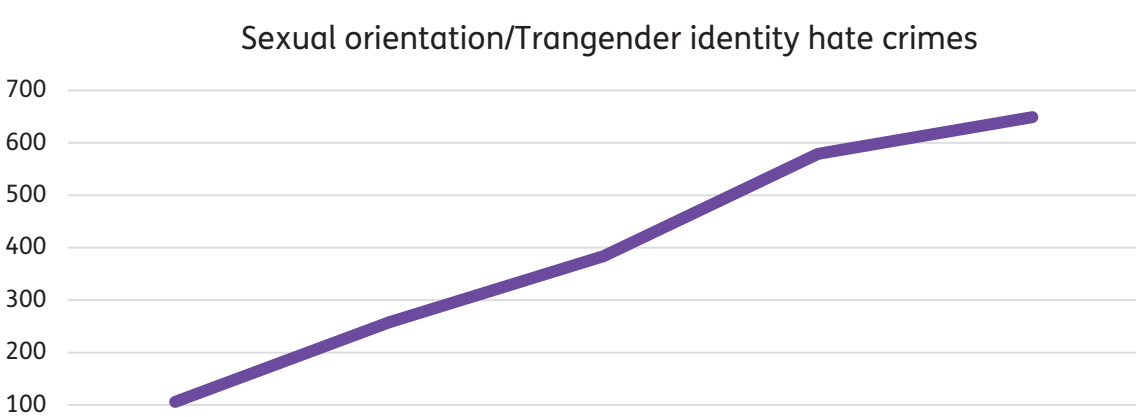
Advice in relation to rights at work for those aged under 18 has seen a steady increase in demand, with unique page views having increased by **14%** from June to July 2022 and by **45%** since April 2022.

Rights at work if you're under 18



Perhaps one of the most worrying increases in unique page views over recent months is that relating to hate crimes involving sexual orientation/transgender identity, with this having increased by **16%** between June and July 2022. Views of this page have also tripled since April 2022.

Sexual orientation/Trangender identity hate crimes

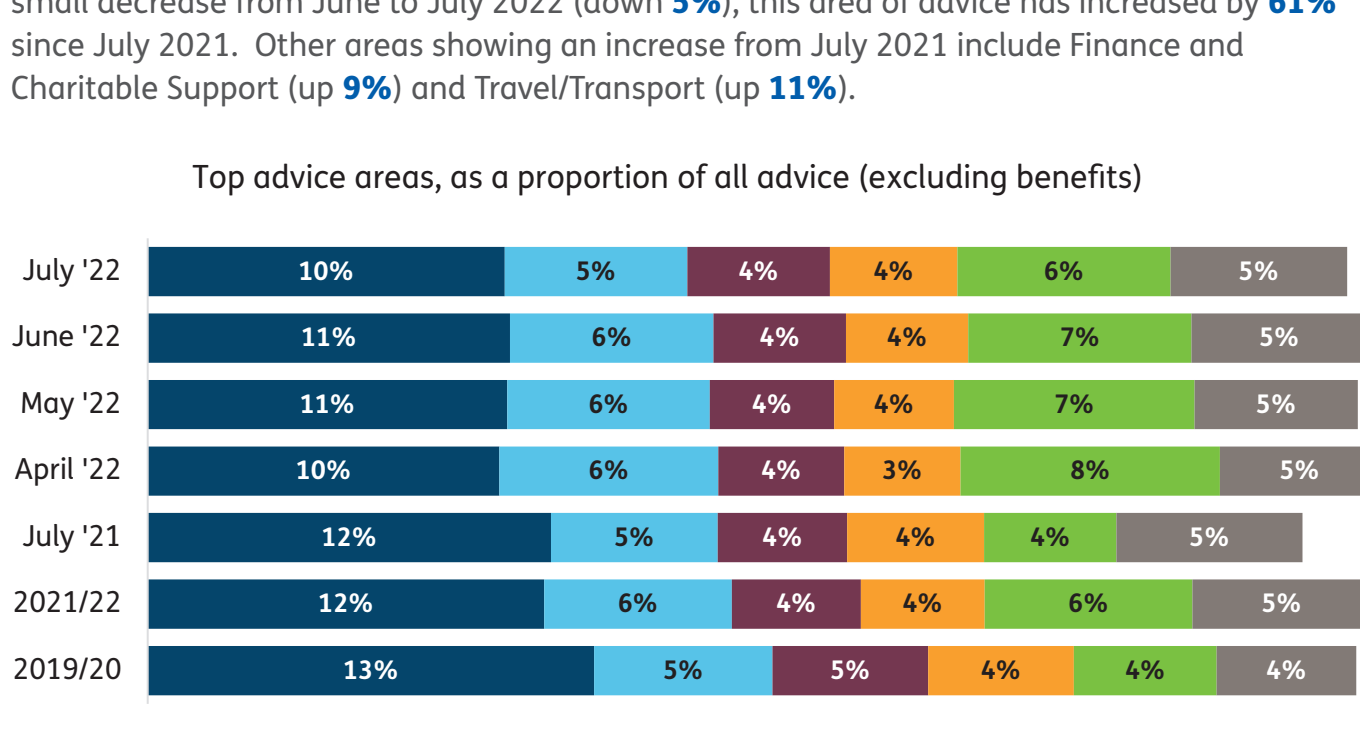


CAB network statistics

- > **76,640 pieces of advice**
- > **19,95 clients**

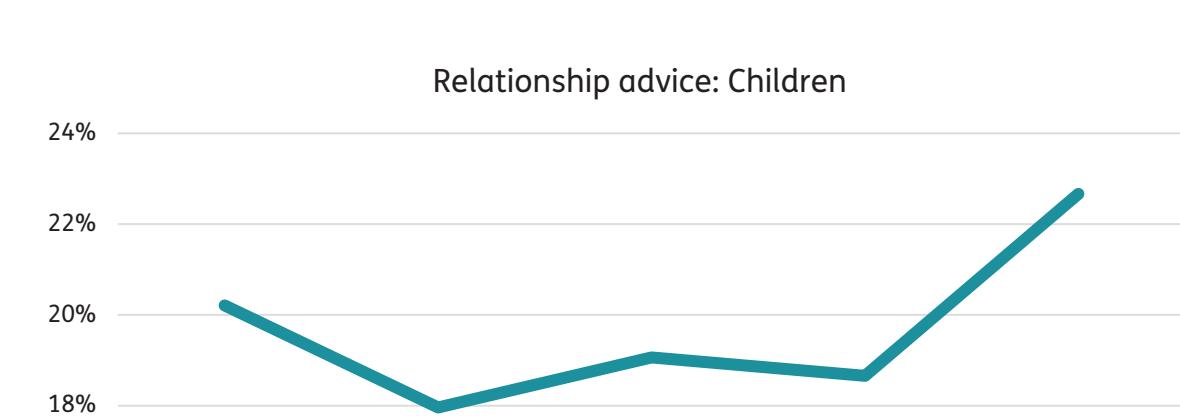
Benefits remained the top advice area in June 2022 at **49%** of all advice. Notable increases from July 2021 were related to Consumer issues (up **18%**), Health and Community Care (up **11%**) and Legal Proceedings (up **8%**). Although Utilities and Communications advice saw a small decrease from June to July 2022 (down **5%**), this area of advice has increased by **61%** since July 2021. Other areas showing an increase from July 2021 include Finance and Charitable Support (up **9%**) and Travel/Transport (up **11%**).

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

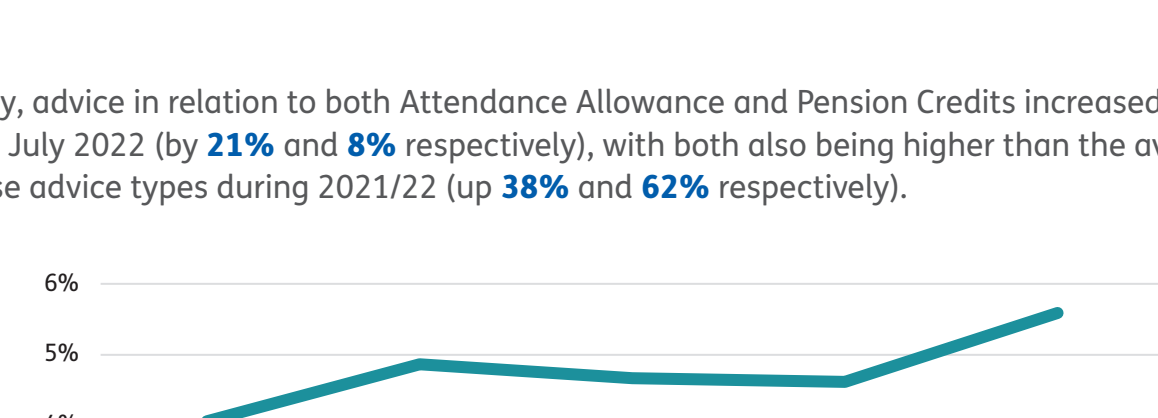


Despite seeing almost 20,000 clients during July this tends to be one of the 'quieter' months for bureaux, with little movement regarding advice needs. Nevertheless, some changes are still evident. For example, Relationship advice regarding children increased by **21%** from June to July 2022, and is currently **12%** above the 2021/22 average for this advice type.

Relationship advice: Children



Similarly, advice in relation to both Attendance Allowance and Pension Credits increased from June to July 2022 (by **21%** and **8%** respectively), with both also being higher than the averages for these advice types during 2021/22 (up **38%** and **62%** respectively).



Lastly, while advice relating to nationality and citizenship increased by a relatively small **7%** from June to July 2022, this type of advice is currently **71%** higher than the average for 2021/22. Although this can probably be attributed to the number of EU settlement scheme applicants who now eligible to apply for citizenship this summer, it is still worth noting

Immigration: Nationality/citizenship

