

Monthly data report on advice sought from the Citizens Advice network July 2023

This is the latest monthly summary of data from the Citizens Advice network in Scotland and covers June 2023. It shows data from the 59 Citizens Advice Bureaux in Scotland and our online advice site.

Month in Focus:

In July, CABs helped **21,251** people, giving **81,682** pieces of advice. Meanwhile, online pages received over **350,000** unique page views (UPVs) from over **213,000** people.

Across the CAB network, demand for advice relating to Finance and Charitable Support has increased by **50%** from July 2022 to July 2023. Advice relating to Tax, predominantly Council Tax, increased by **17%**.

Demand for Council Tax arrears advice peaked in July. Demand was **35%** higher than it was in 2019/20, having increased **25%** since January 2023 alone.

Local Authority housing advice also peaked, having increased **27%** between July 2022 and July 2023.

Meanwhile, advice on both types of Scottish Welfare Fund grants increased from June to July 2023 by **12%**, with SWF Crisis grants advice increasing by **53%** between July 2022 and July 2023. Demand is now **56%** higher than it was prior to the Covid-19 pandemic.

Key Points

- In July 2023 the CAB network gave **88,975** pieces of advice to **22,840** clients
- Meanwhile there were **354,402** views of the Advice for Scotland website from **214,674** users

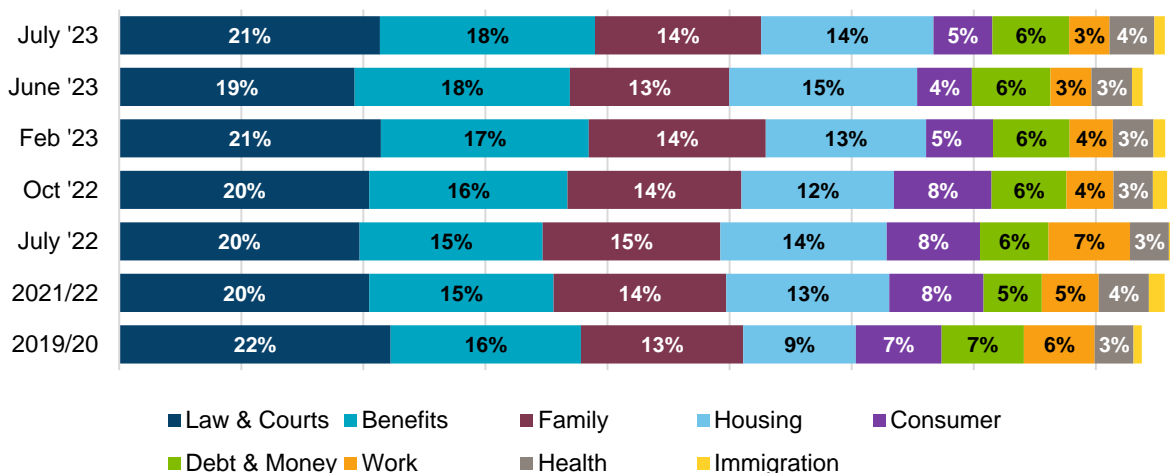
Online Advice Pages

- **350,268 unique page views**
- **213,774 users, 77% new**

From June to July 2023, only views of pages providing advice in relation to law and courts (up **11%**) and health (up **10%**) showed any increase. Views of the health advice pages were also up by **16%** from July 2022, with a similar increase evident in relation to unique views of the benefits advice pages across this time (up **17%**). Views of the pages

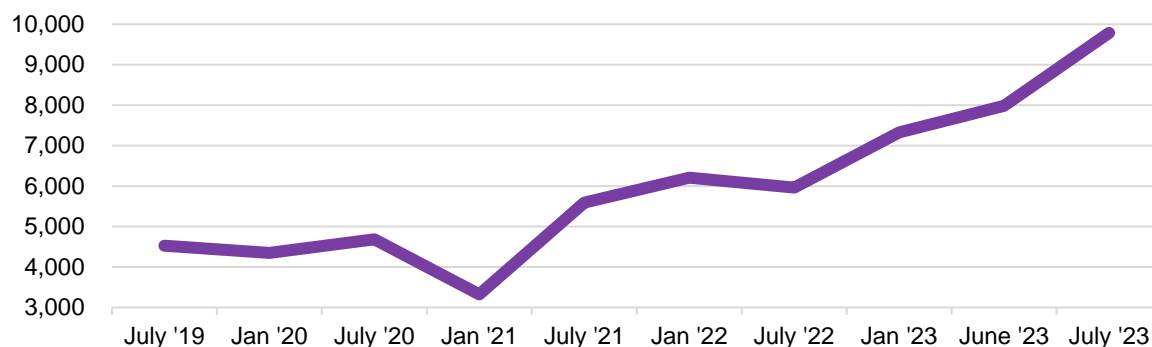
providing advice in relation to work, and consumer issues, showed the greatest change between July 2022 and July 2023 with decreases of **51%** and **37%** respectively.

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

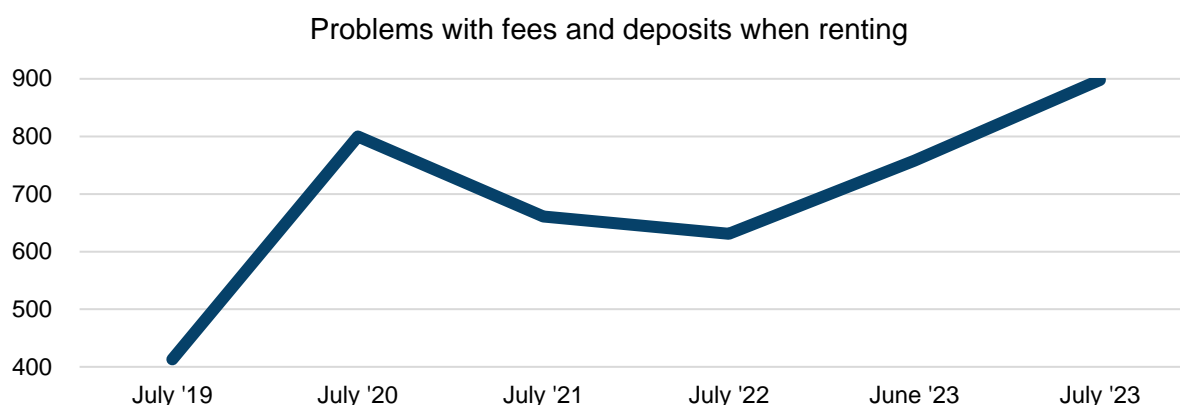


In July 2023, a number of advice pages recorded their highest ever unique views figures. For example, views of the page offering advice on what additional concessions may be available for Blue Badge holders increased by **59%** between July 2022 and July 2023 to bring the total views for July 2023 to almost **10,000**.

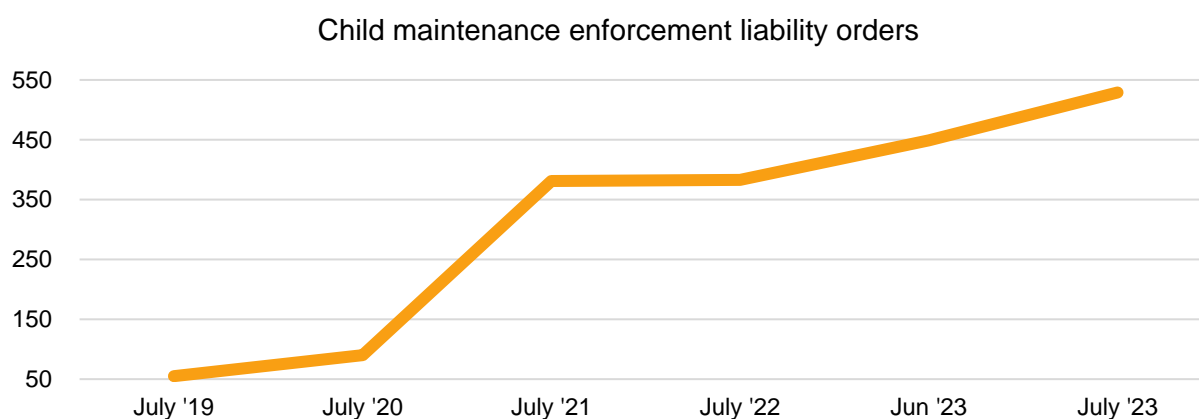
Additional concessions for Blue Badge holders



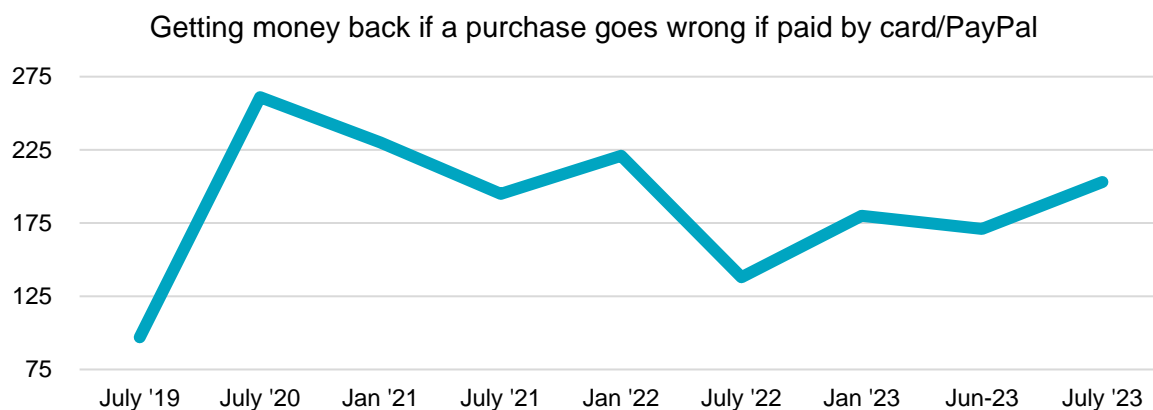
Although numbers are smaller in this case (a little under **900** during July 2023), unique views of the page providing advice on problems with fees/deposits when renting are also at their highest levels, with an increase of **38%** between July 2022 and July 2023.



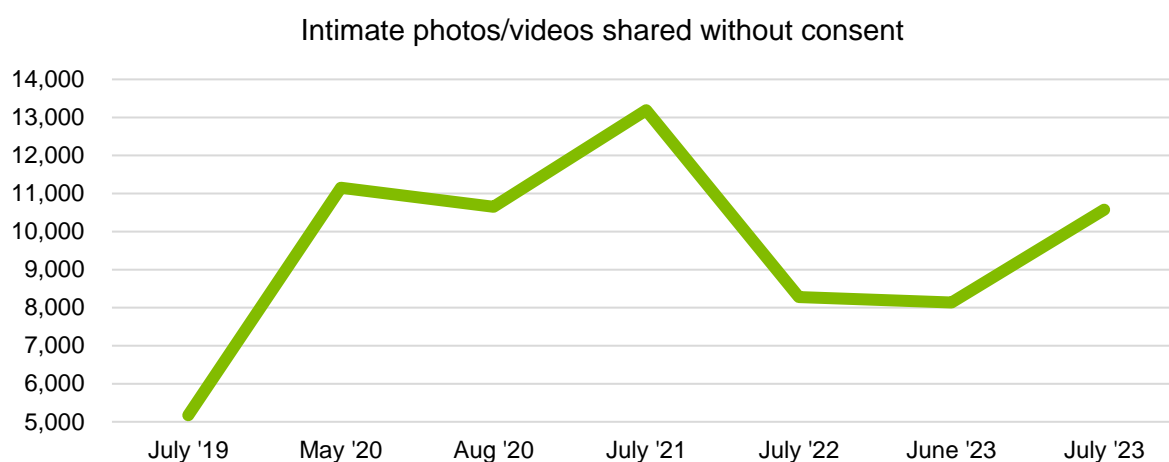
A similar increase, of **34%** from July 2022 to July 2023, was evident in relation to advice on child maintenance enforcement liability orders.



Once again, although numbers are small views of the page offering advice on how to get money back when a purchase paid by card or PayPal goes wrong were nevertheless at their highest level since January 2022. Between July 2022 and July 2023, views increased by **43%**.



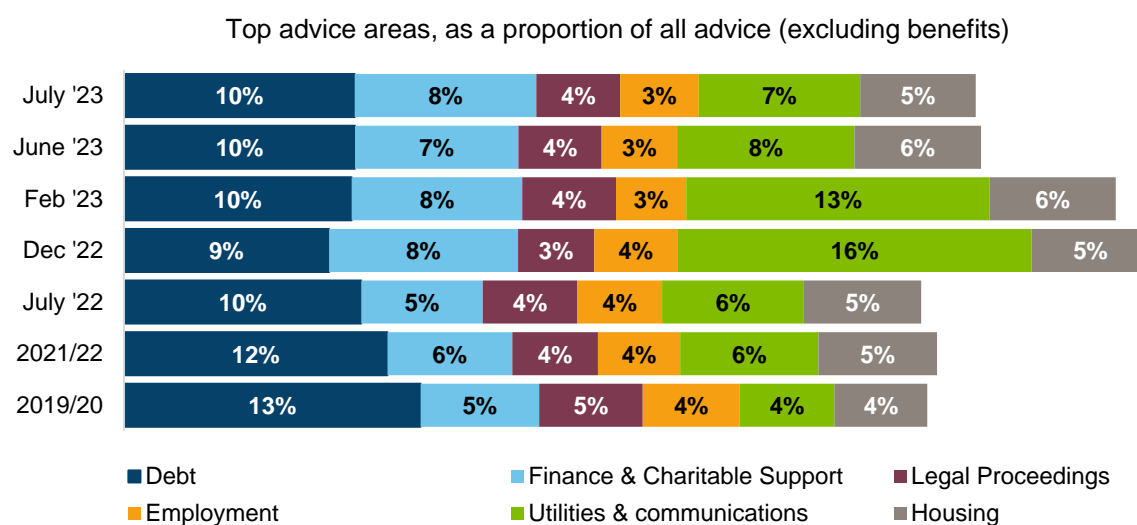
Finally, views of the page offering advice on what to do if intimate photos/videos are shared without consent were at their highest since August 2021, and at their fourth highest point ever. Views of this page increased by **27%** from June to July 2023, and by 24% from July 2022.



CAB network statistics

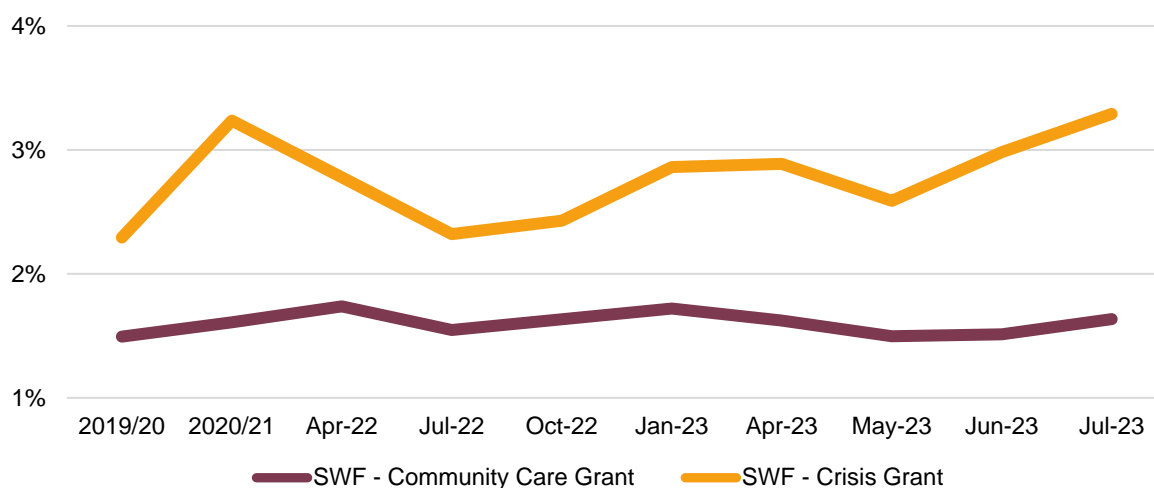
- > **81,682 pieces of advice**
- > **21,251 clients (down 8% from June)**

The top advice area in July 2023 continued to be benefits, remaining stable at **47%** of all advice provided. Of the other top advice areas only Finance and Charitable Support saw an increase from June to July 2023 (up **11%**), and also increased by **50%** from July 2022 to July 2023. Advice in relation to Tax (predominantly Council Tax) increased from July 2022 to July 2023 by **17%**. There were no other notable changes to report.

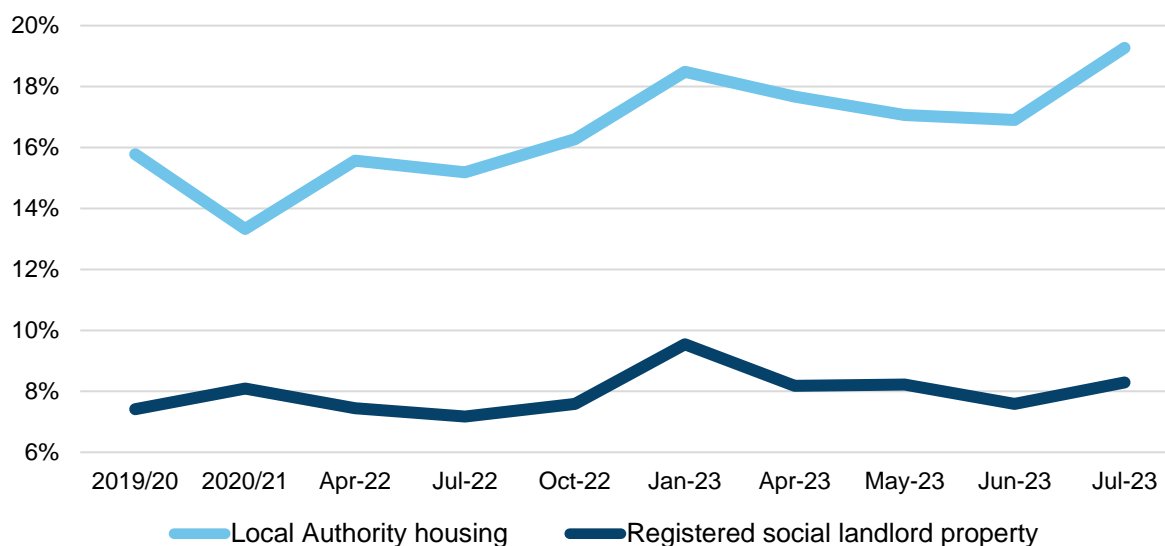


Advice relating to both types of Scottish Welfare Fund grants increased from June to July 2023, both by **12%**. In contrast, advice relating to SWF Crisis grants increase by **53%** between July 2022 and July 2023, and is now **56%** higher than it was prior to the Covid-19 pandemic.

Scottish Welfare Fund grants



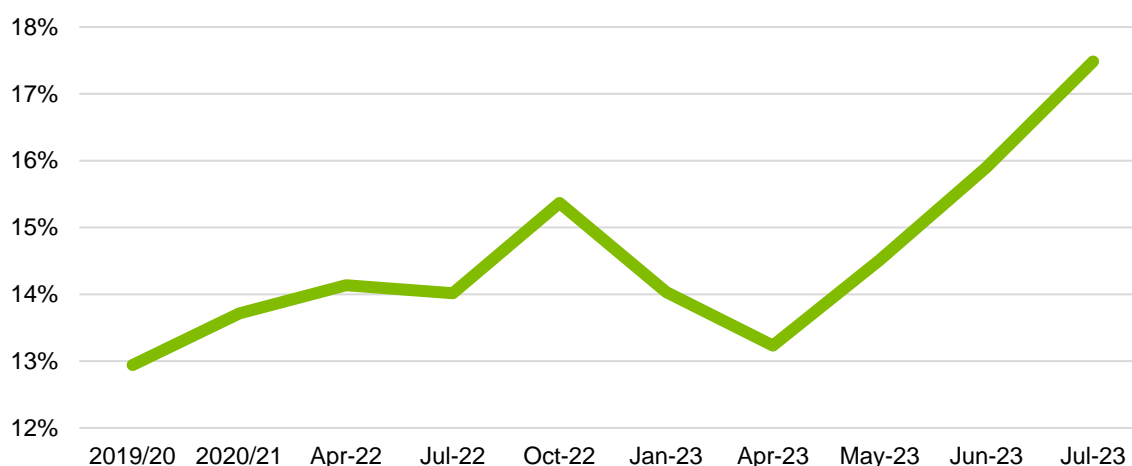
Advice in relation to Local Authority housing increased by **27%** between July 2022 and July 2023, and also rose by **14%** from June to July 2023. As a proportion of all housing advice, that relating to Local Authority housing is currently at its highest ever level. An increase in advice relating to registered social landlord property was also evident, having risen by **16%** since July 2020.



As a proportion of all debt advice, that related to Council Tax arrears is also at its highest ever level, being **35%** higher than it was in 2019/20 and having increased by **25%** since January

2023 alone. This mirrors similar, though smaller, rises in other debt types such as the increases reported last month in relation to Local Authority and private landlord rent arrears.

Council Tax arrears



Having increased by **21%** between June and July 2023, and by **49%** from July 2022 to July 2023, advice relating to income tax is now at it's highest level since before the pandemic.

Income Tax advice

