

**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 March 2024. It shows data from the 59 Citizens Advice Bureaux in Scotland and our online advice site.**

### **Month in Focus**

In March 2024, CABs helped over 23,000 people, giving almost 90,000 pieces of advice. Meanwhile, online advice pages received over 372,000 unique page views (UPVs).

Online, our page views for help for people on a low income continue to increase this year with an 11% increase in views from February to March.

Across the CAB network, demand for advice on financial capability increased 49% compared to March 2023.

Finally, there were also notable increases in demand for tax advice, mostly on Council Tax, with an increase of 17% from February 2024.

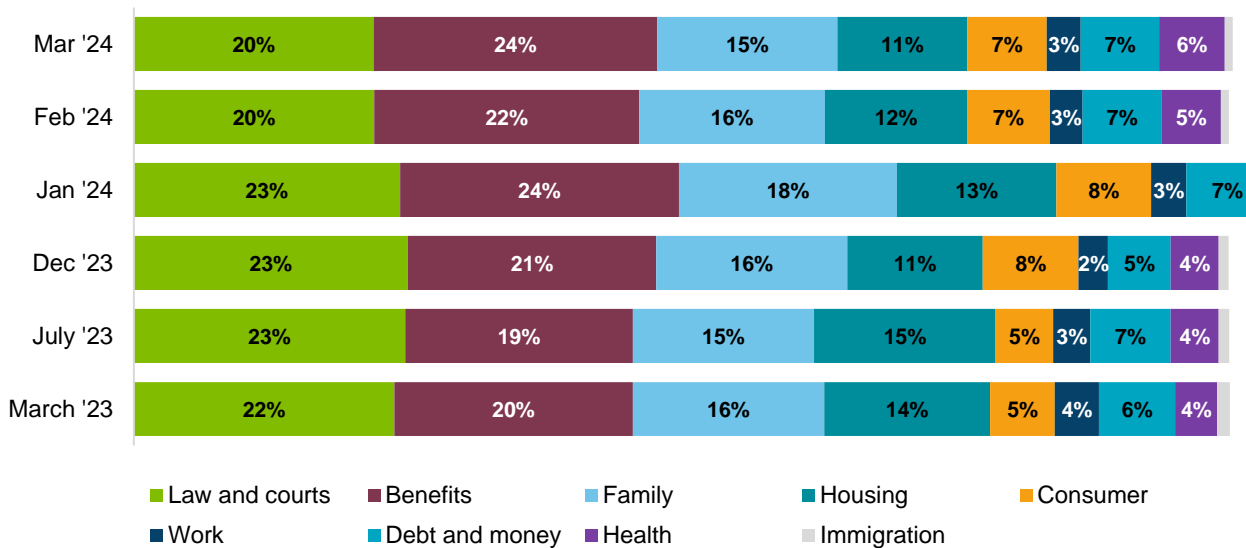


## Webpages

**372,370** views

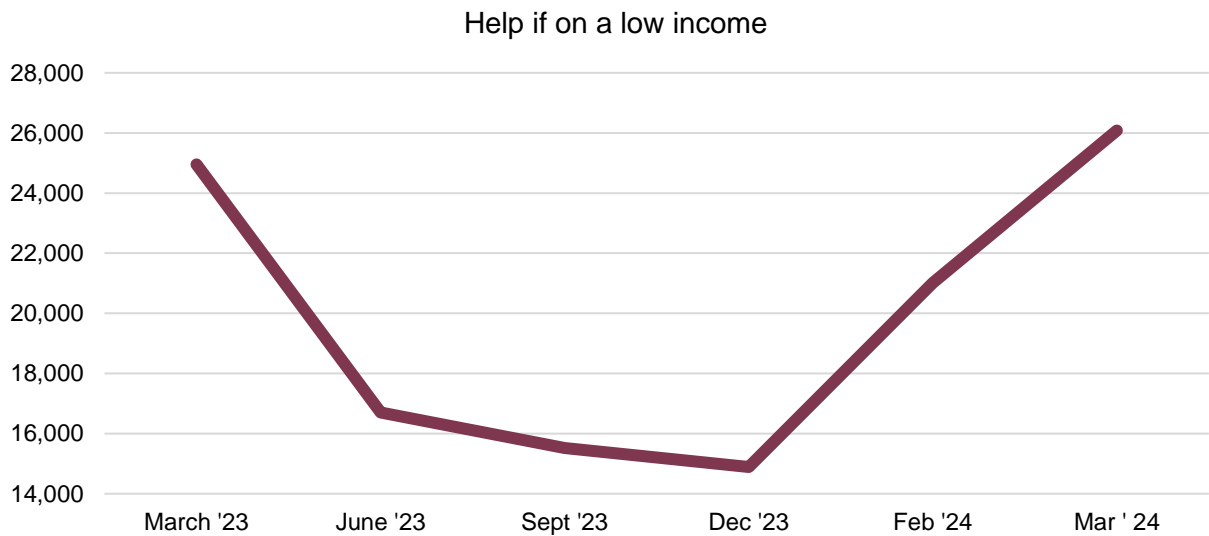
From February to March 2024, views in relation to pages on health-related issues again showed an increase (up 10%), with a longer term increase also evident in a rise of 57% from March 2023. Views of pages providing advice on benefits issues also increased in the short term by 7%, and in the longer term by 19%. A longer-term view also shows an increase in views of pages providing consumer-related advice, with a 23% increase from March 2023. All other advice types remained broadly constant from February to March 2024; in the longer term, the most notable decrease was in views of immigration-related pages (down 36% from March 2023).

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

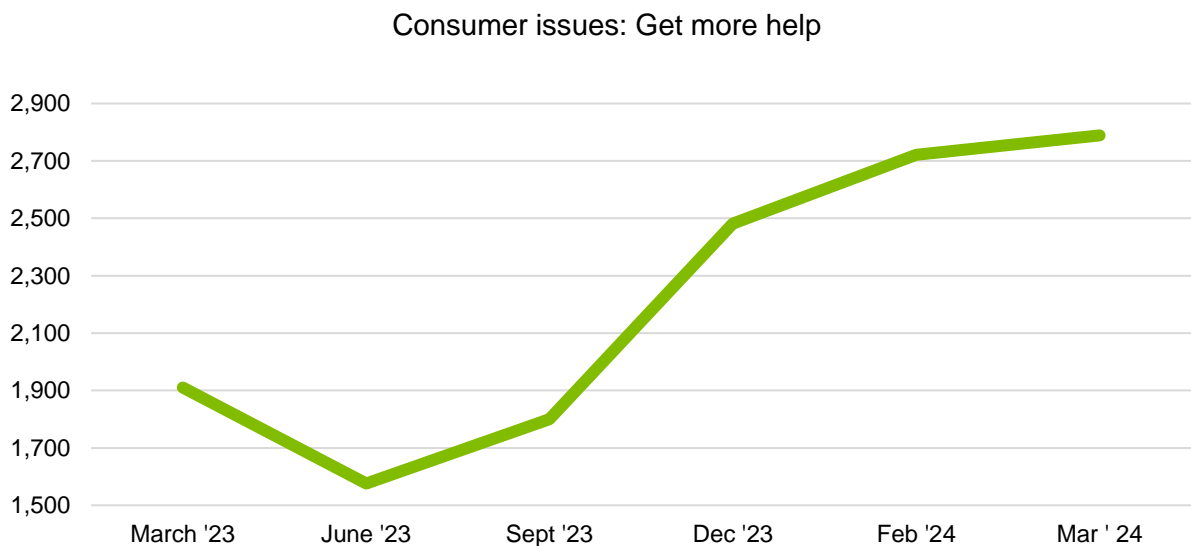




One of the most striking trends in page views is associated with those seeking help on a low income, with March continuing to show a rise in those struggling financially needing advice. An 11% increase in views of these pages was evident from February to March 2024.



Advice relating to getting more help with a consumer issue demonstrated a notable long-term trend, with a 32% increase in page views from March 2023.





**CAB network statistics**

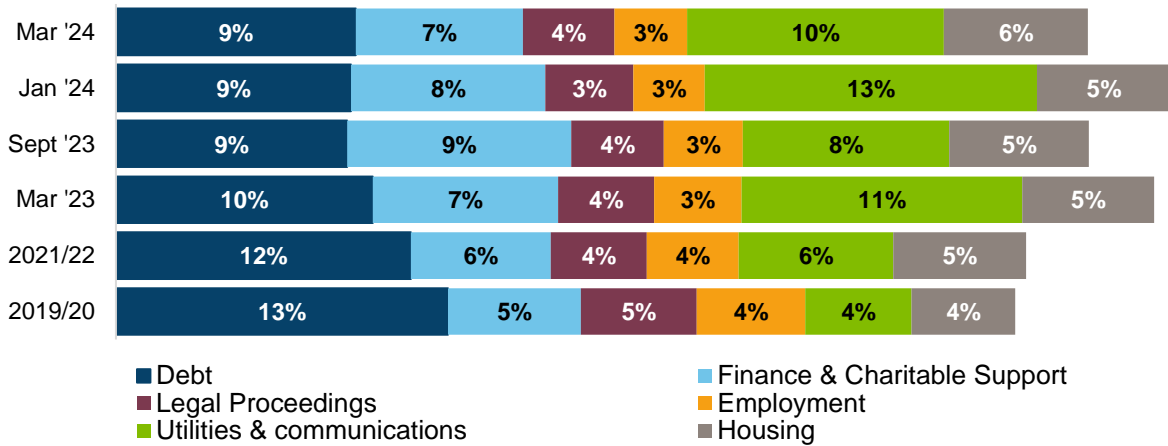
**89,958** pieces of advice

**23,017** clients

All advice types remained broadly stable in March 2024, with the only minor change in the top advice areas being a 10% decrease in debt-related advice from February 2024. In the longer term, the most notable increase in the top advice areas was in relation to housing (up 9%) while the largest decrease was in relation to employment advice (down 17%).

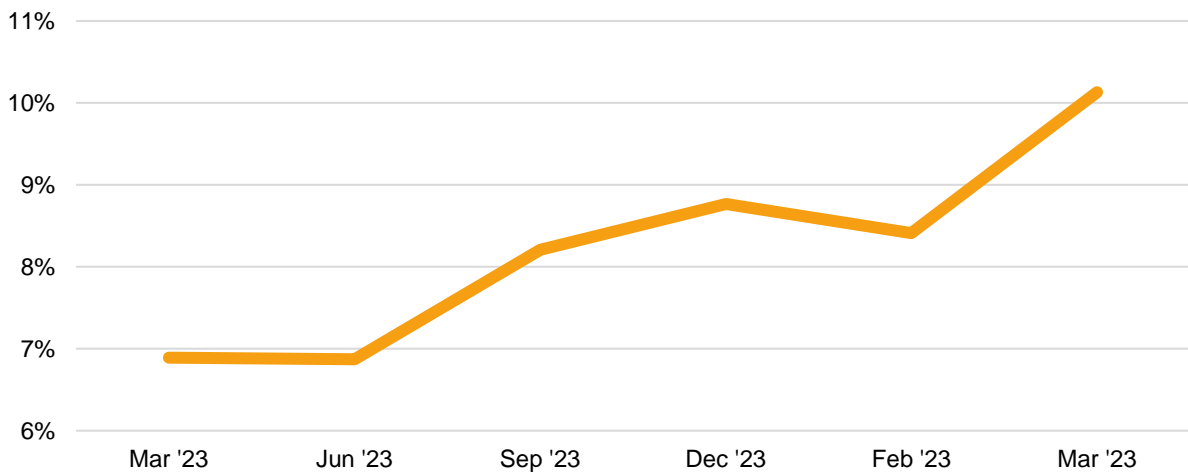
Outside of the top advice areas, the most notable short-term change was in relation to tax advice (predominantly Council Tax) with an increase of 17% from February 2024. The most notable long-term increases, from March 2023 to March 2024, could be seen for health and community care (up 22%) and travel/transport/holidays (up 17%).

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



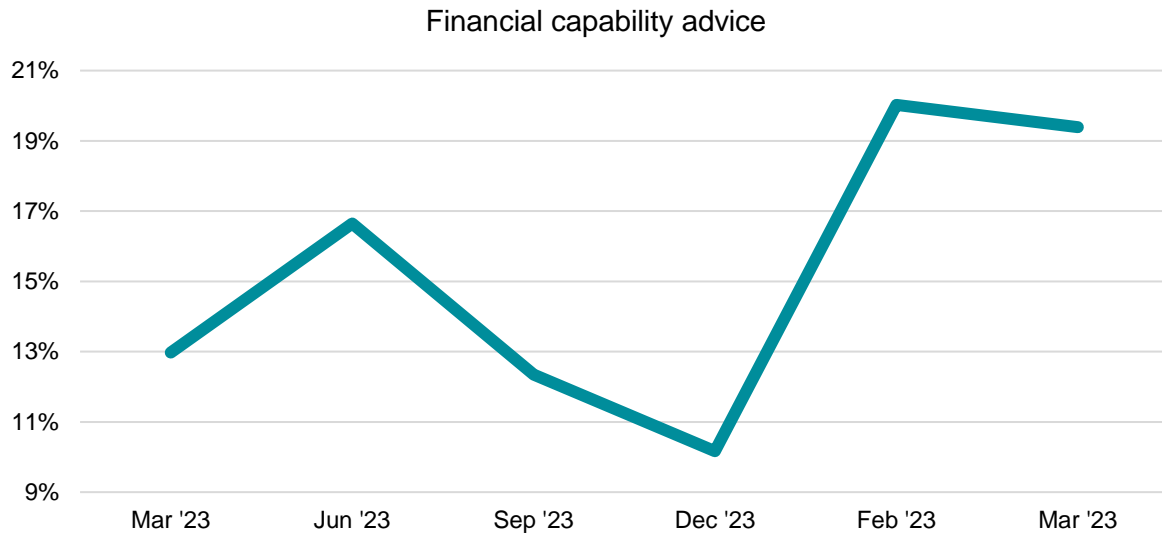
Advice on incapacity in a legal sense increased by 20% from February to March 2024, and by 47% from March 2023.

Legal Proceedings: Incapacity





Although advice in relation to financial capability decreased by 3% from February to March 2024, the longer term view shows a notable increase of 49% from March 2023.



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[www.cas.org.uk](http://www.cas.org.uk)

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

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