

Together, paid staff and volunteers provide advice and assistance to people in their local community. Volunteers give, on average 7 hours of time each week, covering a range of roles such as:

Adviser
Administrator
CAB Board member

Volunteers not only help clients in the community resolve their issues but also return additional social value by giving their time:

¹ Number of volunteers in Citizens Advice Bureaux in Scotland	2,393
² Monetary value of weekly commitment to the community	£219,103
Monetary value of annual commitment (46 weeks)	£10,078,742

CAB in Scotland may provide a range of specialist advice and support services to compliment the generalist service. The range of additional services will be relative to the location, staffing numbers and funding available. These specialisms and the number of staff that can provide them are shown below.

Benefit Advice	298	No specific specialism	110	Immigration Advice	43
Home Visitor	226	Housing Advice	98	Legal Advice	35
Money Advice	222	Mental Health	76	Information Technology	29
Outreach Worker	202	Social Policy	64	Youth Worker	15
Tutor Trainer	164	Health Complaints	59	Employment Tribunal Rep	11
Session Supervisor	148	Court Reps	52		
Benefit Tribunal Rep	138	Employment Advice	44		

Citizens Advice Bureaux in Scotland are funded from various sources; total funding was:	£25,251,361
Of total CAB in Scotland funding; core funding to provide a generalist service was:	£10,663,953
The recorded client gain for the CAB in Scotland in 2016-17 was:	£144,197,210
For every £1 of core funding; the CAB in Scotland return on client gain was:	£14

¹At 31/3/2017

²Volunteer hours calculated using ONS 2014 hourly rate £13.08 (to reflect volunteer skills and knowledge); multiplied by CAB volunteer hours

Citizens Advice Bureaux in Scotland 2016-17

Clients can access the CAB Service by various means; in 2016-17 over 70% of all clients in Scotland visited one of the CAB locations throughout Scotland.



Personal
359,388
70.9%



Telephone
89,123
17.6%

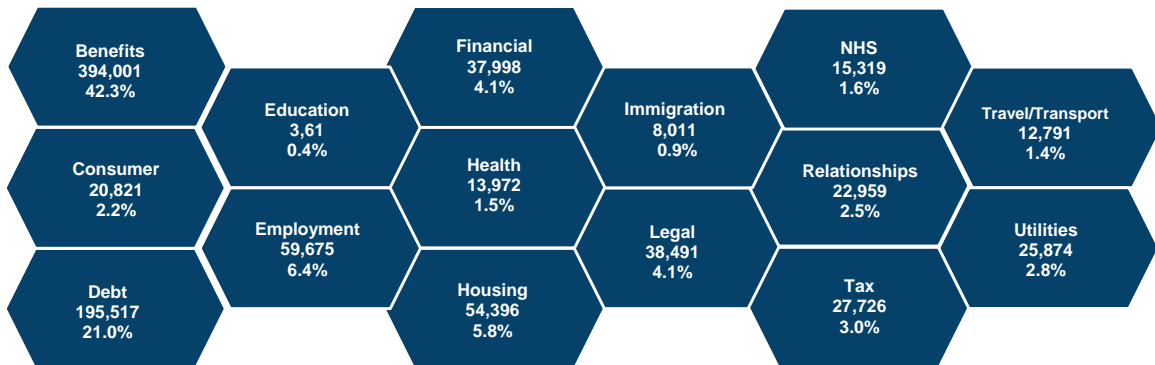


Letter
30,938
6.1%

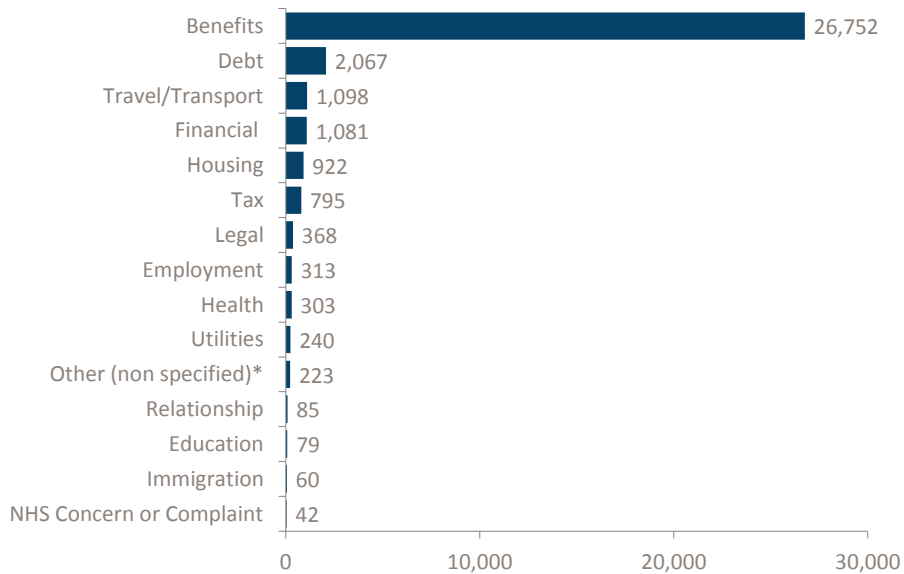


Email
27,093
5.3%

In 2016-17, across 15 advice areas 931,161 pieces of advice were given.



In 2016-17 the CAB Service supported clients to complete 40,777 forms ranging from Benefits to Health forms.



In 2016-17 the CAB Service also recorded:

- Ø Over 3,204 referrals to solicitors, including legal clinics or rota schemes held in a CAB location
- Ø Of the 2,942 appearances at tribunal and court, 67.0% (1,970) were upheld or partially upheld
- Ø Client Gains of over £144 million
- Ø Help given to clients to reschedule almost £128 million of new debt, across 16,000 new cases.

* Other is recorded by CAB not using the CASTLE electronic case management system