

## Staffing

The CAB service has over 3,350 paid staff and volunteers providing advice and assistance to people in their local community.

### In the CAB service

During 2019-20 over 2,370 volunteers contributed almost 750,000 hours of their time.

The monetary value of this contribution amounts to over £11M\*.

Of the volunteers whose journey is known, 49% of those leaving the service go on to paid employment or further education.

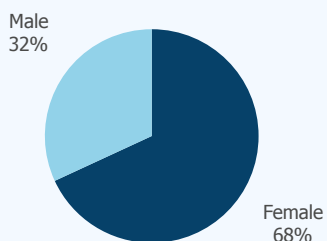
### In your local CAB

Number of paid staff: 1,027  
Annual hours\*\*: 1,430,865

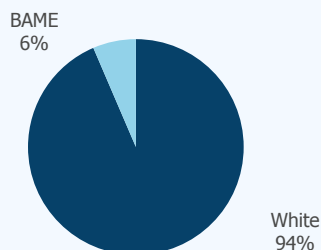
Number of volunteers: 2,327  
Annual hours\*\*: 749,294  
Monetary value of this contribution: £11,089,551

## National profile of paid staff

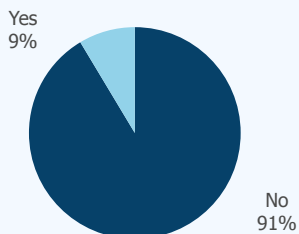
### Gender



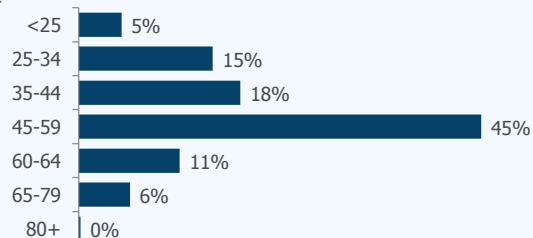
### Ethnicity



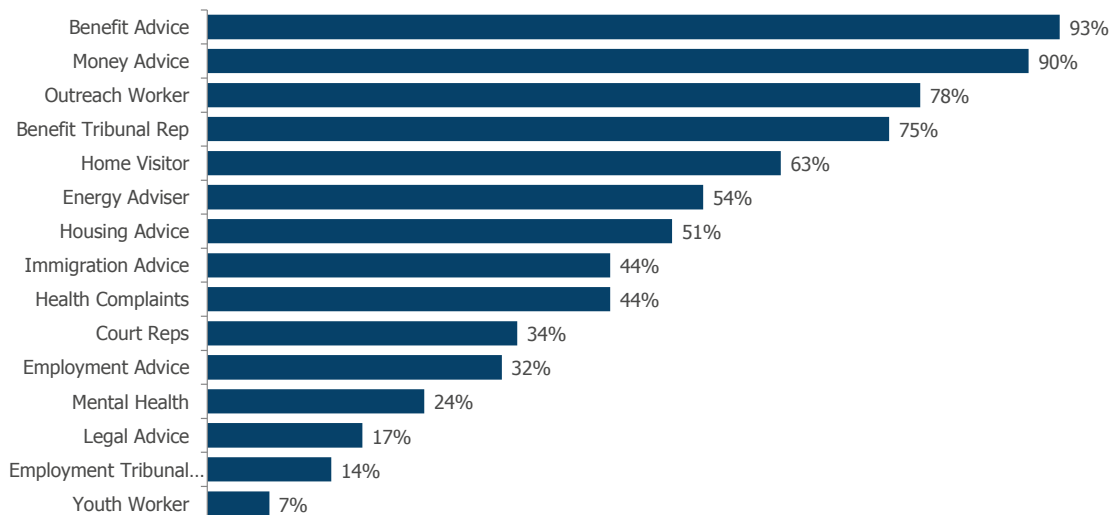
### Disability



### Age



## CAB with paid specialist staff



\*Volunteer hours (approx 7 per week) calculated using ONS 2019 hourly rate of £14.80 (to reflect volunteer skills and knowledge); multiplied by CAB volunteer hours  
\*\*Annual hours calculated using weekly hours multiplied by 46 weeks (assuming 6 weeks of holiday leave)

## National Statistics 2019-20

Clients can access the CAB service by various means. During 2019-20 whilst 56% of all contacts were dealt with in person, there has been a notable increase in advice via email compared to the previous year.



Personal  
55.7%



Telephone  
29.2%



Letter  
5.4%



Email  
9.0%



Digital  
0.6%

### The CAB service also recorded:

- Client gains of over £170 million
- Almost 4,800 tribunal and court outcomes recorded; 90% of the cases were won/upheld
- Help given to almost 21,000 clients, presenting with debts of almost £117 million

In addition to the advice given, CAB record the number of forms completed. The top 8 form filling advice areas as reported by CAB during 2019-20 were:



Benefits  
53,309



Finance & Charitable  
Support  
3,919



Debt  
2,527



Tax  
1,857



Travel, Transport &  
Holidays  
1,671



Housing  
1,227



Utilities &  
Communications  
1,099



Immigration  
1,085