

Staffing

The CAB service has almost 3,000 paid staff and volunteers providing advice and assistance to people in their local community.

In the CAB service

During 2020-21 over 1,900 volunteers contributed almost 622,000 hours of their time.

The monetary value of this contribution amounts to over £9.4M*.

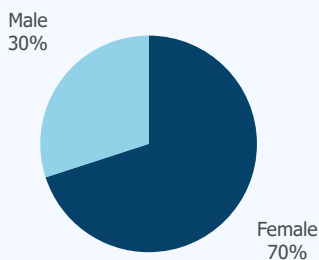
Of the volunteers whose journey is known, 33% of those leaving the service go on to paid employment or further education.

Number of paid staff: 1,067
Annual hours**: 1,512,825

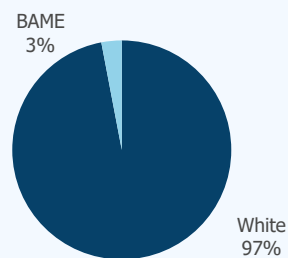
Number of volunteers: 1,931
Annual hours**: 621,782
Monetary value of this contribution: £9,413,779

National profile of paid staff

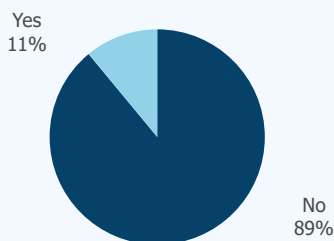
Gender



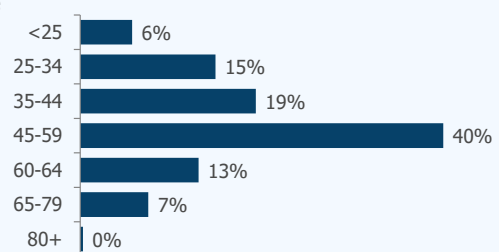
Ethnicity



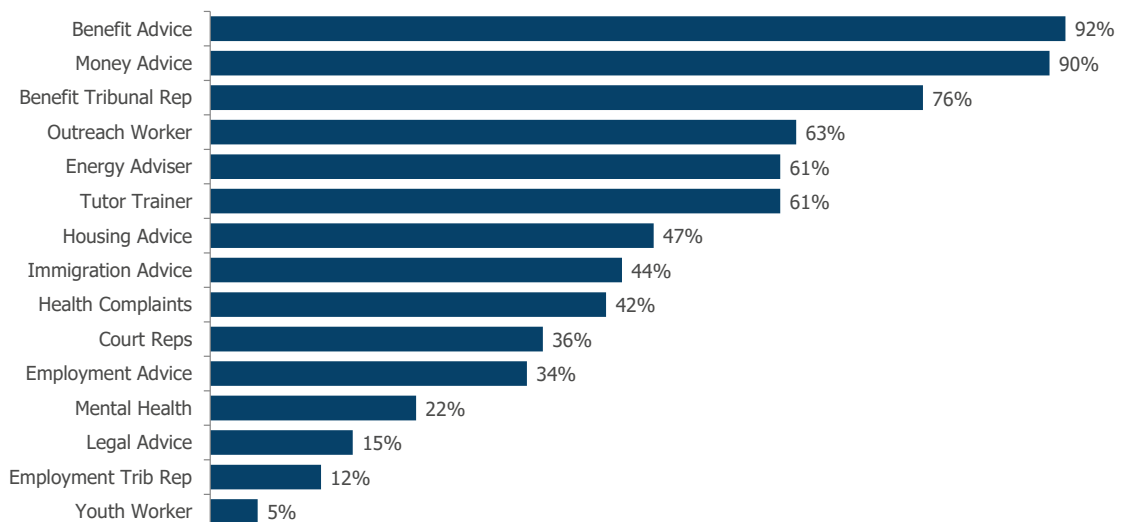
Disability



Age



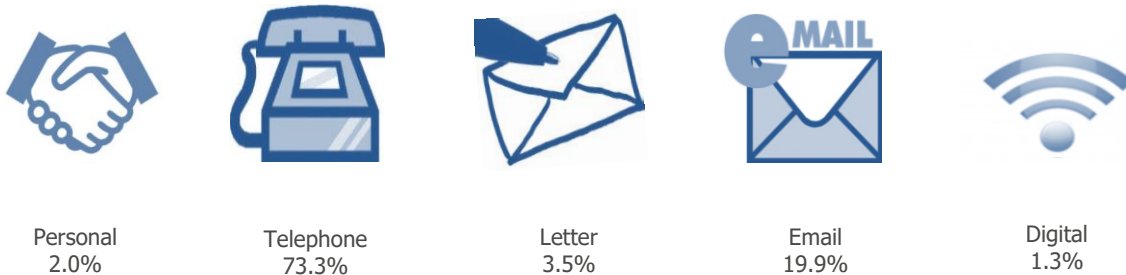
CAB with paid specialist staff



*Volunteer hours (approx 7 per week) calculated using ONS 2020 hourly rate of £15.14 (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 2020-21

During 2020-21, due to COVID, clients were predominately advised via telephone and email and as expected there was a sizable decrease in personal contact.



The CAB service also recorded:

- Client gains of over £147 million
- Almost 3,200 tribunal and court outcomes recorded; 92% of the cases were won/upheld
- Help given to over 17,000 clients, presenting with debts of almost £68 million

In addition to the advice given, CAB record the number of forms completed. The top 8 form filling advice areas as a percentage of all forms reported by CAB during 2020-21 were:

