

## Staffing

The CAB service has over 2,600 paid staff and volunteers providing advice and assistance to people in their local community

### In the CAB service

During 2021-22 over 1,500 volunteers contributed almost 500,000 hours of their time

The monetary value of this contribution amounts to over £7.7M\*

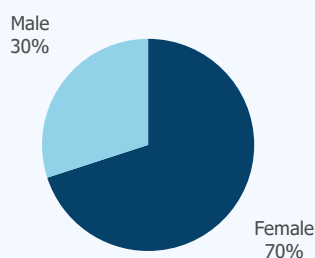
Of the volunteers whose journey is known, 35% of those leaving the service go on to paid employment or further education

Number of paid staff: 1,077  
Annual hours\*\*: 1,486,530

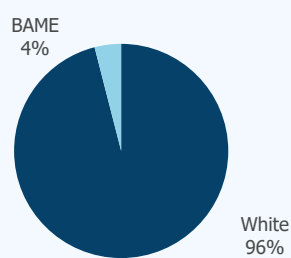
Number of volunteers: 1,538  
Annual hours\*\*: 495,236  
Monetary value of this contribution: £7,750,443

### National profile of paid staff

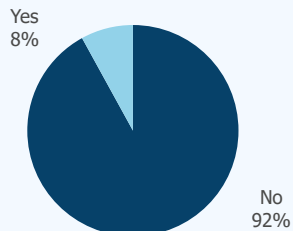
Gender



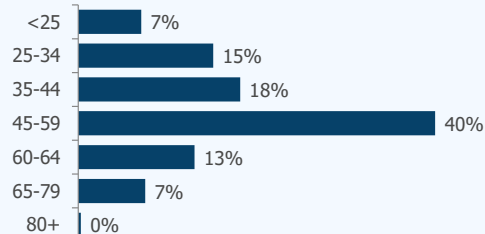
Ethnicity



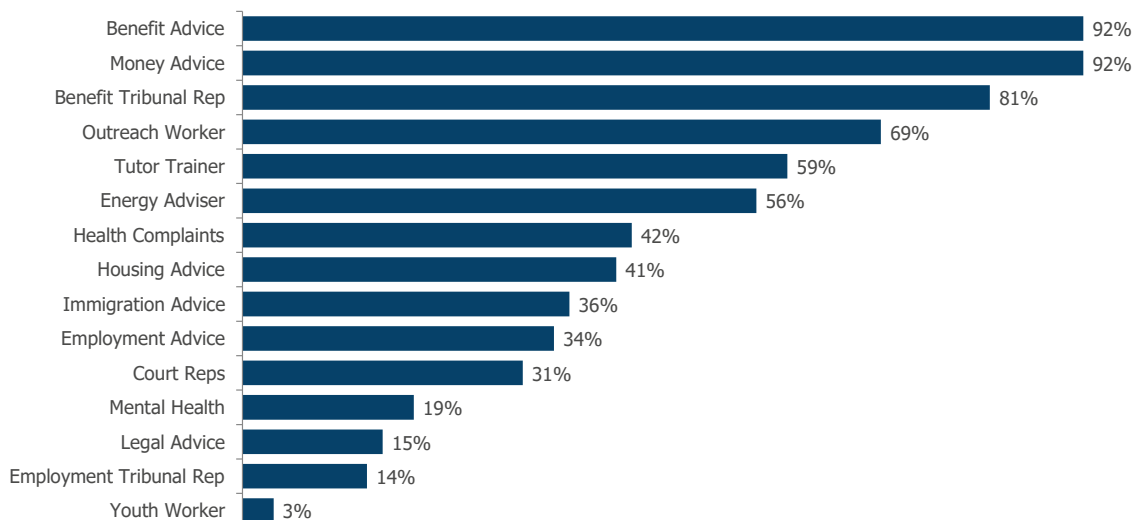
Disability



Age



### CAB with paid specialist staff



\*Volunteer hours (approx 7 per week) calculated using ONS 2021 hourly rate of £15.65 (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 2021-22

During 2021-22, clients were predominately advised via telephone and email with a slight increase in personal contact on the previous year due to the reduction of COVID restrictions



Personal  
6.1%



Telephone  
70.0%



Letter  
4.4%



Email  
18.3%



Digital  
1.3%

### The CAB service also recorded:

- Client gains of almost £132 million
- Over 2,000 tribunal and court outcomes recorded; 86% of the cases were won/upheld
- Help given to almost 20,000 debt clients, presenting with debts of over £100 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 2021-22 were:

