

## 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 2022-23 over 1,550 volunteers contributed almost 500,000 hours of their time

The monetary value of this contribution amounts to over £8.1M\*

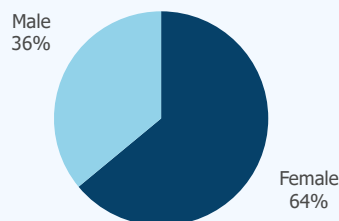
Of the volunteers whose journey is known, 42% of those leaving the service go on to paid employment or further education

Number of paid staff: 1,102

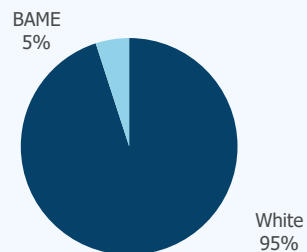
Number of volunteers: 1,551  
 Annual hours\*\*: 499,422  
 Monetary value of this contribution: £8,175,538

## National profile of paid staff and volunteers

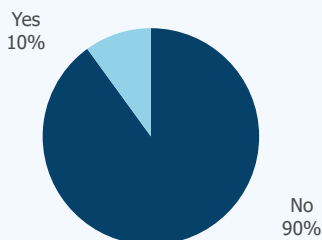
### Gender



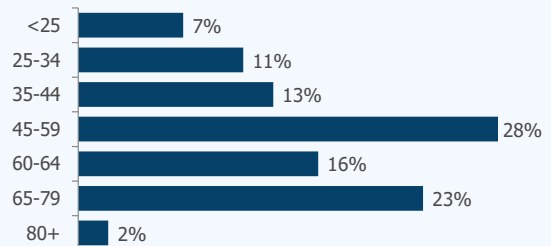
### Ethnicity



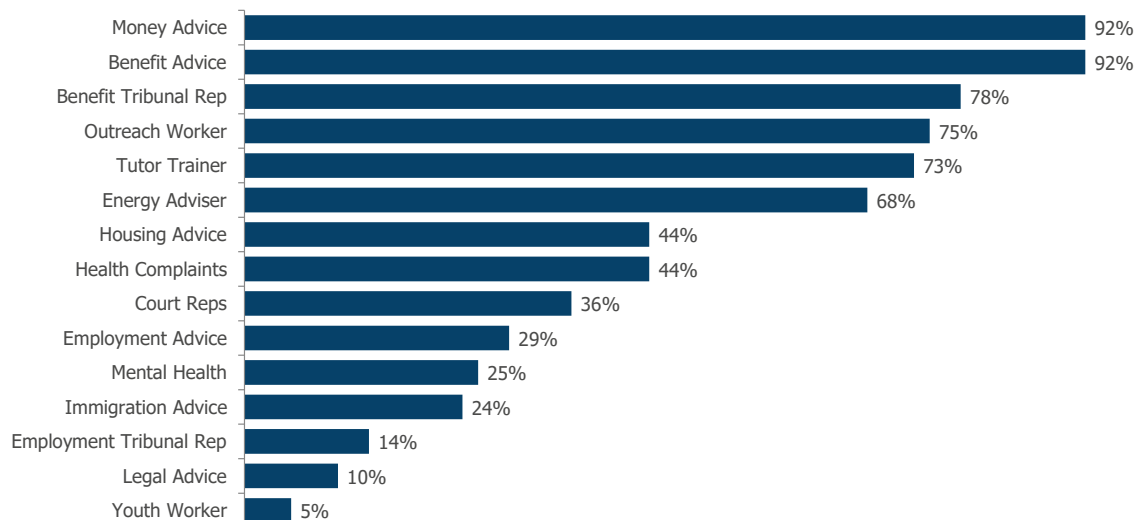
### Disability



### Age



## CAB with paid specialist staff



\*Volunteer hours (approx 7 per week) calculated using ONS 2022 hourly rate of £16.37 (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 2022-23

During 2022-23 clients were predominately advised via telephone and email with more clients advised in person than in the previous year



Personal  
15.3%



Telephone  
61.1%



Letter  
3.5%



Email  
18.6%



Digital  
1.5%

### The CAB service also recorded:

- Client gains of almost £142 million
- Over 2,500 tribunal and court outcomes recorded; 84% of the cases were won/upheld
- Help given to over 19,300 debt clients, presenting with debts of over £93 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 2022-23 were:

