

Staffing

The CAB service has over 3,200 paid staff and volunteers providing advice and assistance to people in their local community.

In the CAB service

During 2017-18 over 2,300 volunteers contributed almost 750,000 hours of their time.

The monetary value of this contribution amounts to over £10M*.

Of those volunteers whose journey is known, 52% left the service to go on to paid employment or further education.

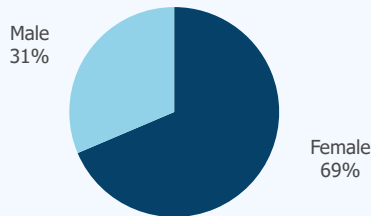
In your local CAB

Number of paid staff: 923
Annual hours**: 1,139,503

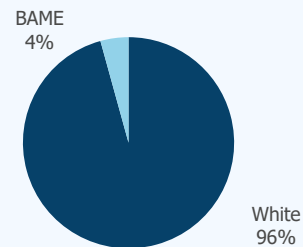
Number of volunteers: 2,328
Annual hours**: 749,616
Monetary value of this contribution: £10,187,281

National profile of paid staff

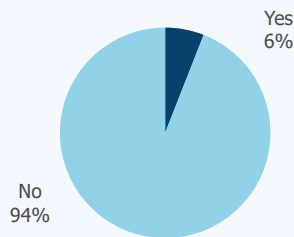
Gender



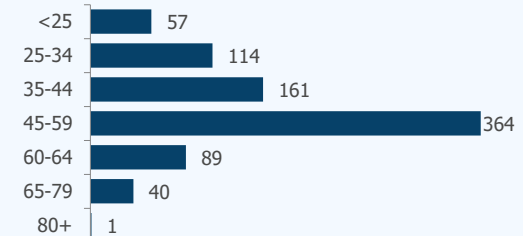
Ethnicity



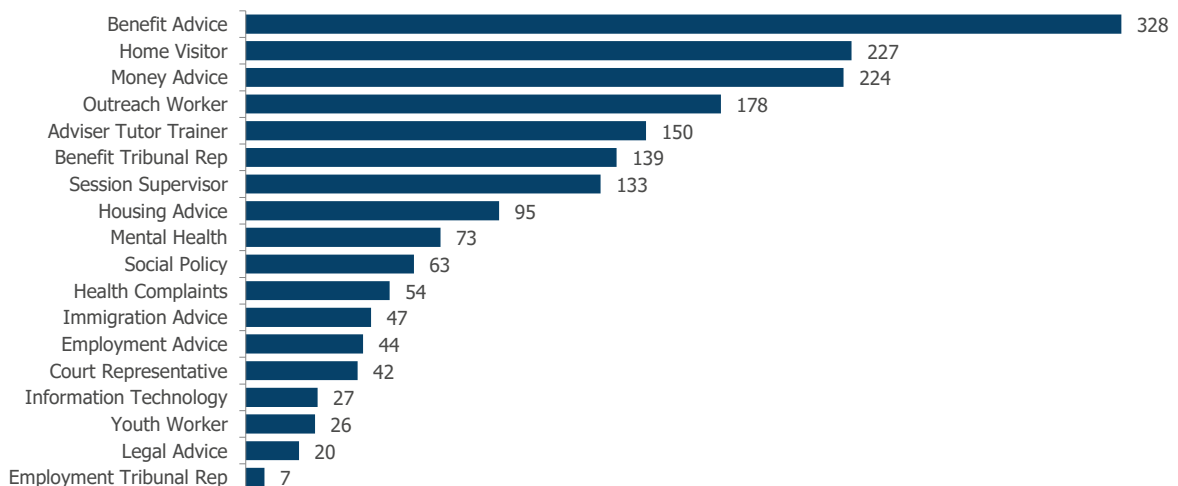
Disability



Age



Specialist services provided by the CAB service



*Volunteer hours (approx 7 per week) calculated using ONS 2016 hourly rate of £13.59 (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 2017-18

Clients can access the CAB service by various means; in 2017-18 over 55% of all contact was face-to-face in a CAB location (this has decreased in part because of changes to recording practice).



Personal
55.2%



Telephone
31.8%



Letter
5.5%



Email
5.4%



Digital
2.2%

The CAB service also recorded:

- Almost 1,900 referrals to solicitors, including legal clinics or rota schemes held in the CAB location
- Of the 3,600 appearances at tribunal and court, almost three-quarters (74.1%) were upheld or partially upheld
- Client gains of over £138 million
- Help given to clients to re-schedule over £132 million of new debt, across 17,400 new cases

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 2017-18 were:



Benefits
35,790



Debt
2,780



Finance & Charitable
Support
1,154



Housing
1,043



Tax
858



Travel, Transport &
Holidays
638



Employment
393



Utilities &
Communications
365