

## Staffing

The CAB service has over 3,340 paid staff and volunteers providing advice and assistance to people in their local community.

### In the CAB service

During 2018-19 over 2,370 volunteers contributed more than 760,000 hours of their time.

The monetary value of this contribution amounts to over £10.9M\*.

Of the volunteers whose journey is known, 48% of those leaving the service go on to paid employment or further education.

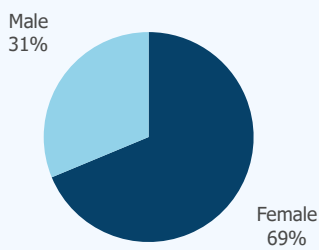
### In your local CAB

Number of paid staff: 963  
Annual hours\*\*: 1,146,090

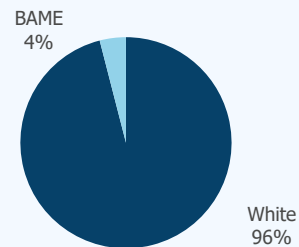
Number of volunteers: 2,379  
Annual hours\*\*: 766,038  
Monetary value of this contribution: £10,962,004

## National profile of paid staff

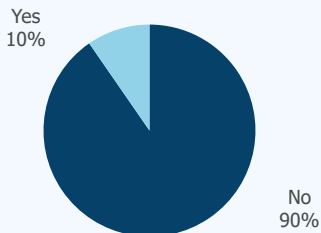
Gender



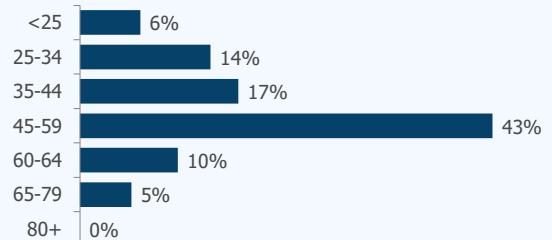
Ethnicity



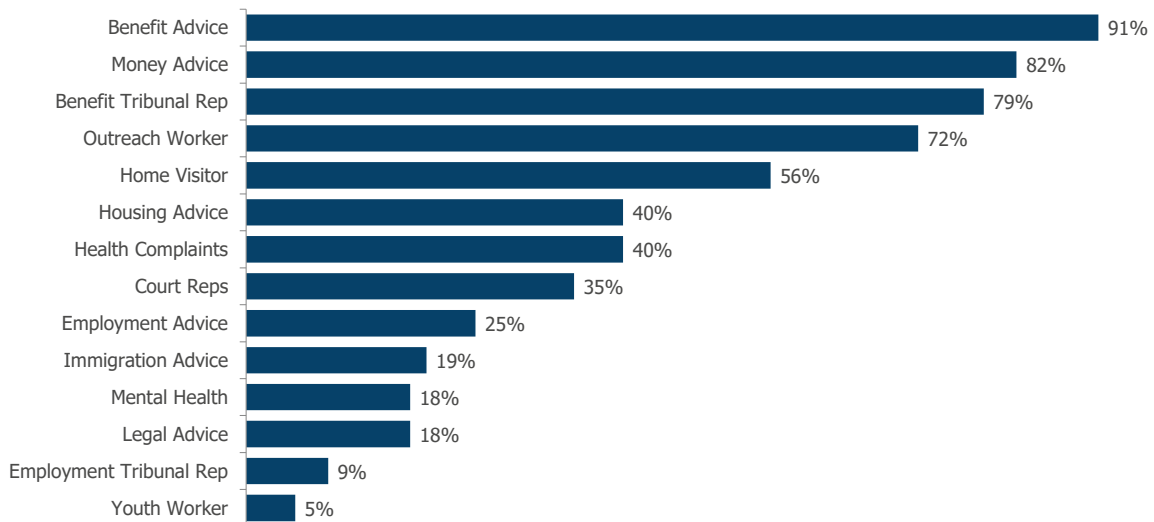
Disability



Age



## CAB with paid specialist staff



\*Volunteer hours (approx 7 per week) calculated using ONS 2018 hourly rate of £14.31 (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 2018-19

Clients can access the CAB service by various means. During 2018-19 whilst 53% of all contact was dealt with in person, contacts via telephone and email have shown a slight increase compared to the previous year.



Personal  
53.0%



Telephone  
33.2%



Letter  
5.2%



Email  
6.9%



Digital  
1.7%

### The CAB service also recorded:

- Client gains of over £130 million
- Over 4,700 tribunal and court outcomes recorded; 88% of the cases were won/upheld
- Help given to over 21,000 clients to re-schedule debts of almost £128 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 2018-19 were:



Benefits  
38,156



Finance & Charitable  
Support  
2,829



Debt  
2,396



Travel, Transport &  
Holidays



Housing  
1,262



Tax  
1,065



Utilities &  
Communications  
615



Employment  
362