

Together, paid staff and volunteers provide advice and assistance to people in their local community. Volunteers give, on average, 7 hours of time each week, covering a range of roles such as:

- Adviser
- Administrator
- CAB Board member

Volunteers not only help clients in the community resolve their issues but also return additional social value by giving their time:

<sup>1</sup> Number of volunteers in the CAB Service	2,395
<sup>2</sup> Monetary value of weekly commitment to the community	£219,286
Monetary value of annual commitment (46 weeks)	£10,087,165



Each CAB may also employ staff to provide a range of specialist advice and support services to further compliment the generalist service. The range of additional services will be relative to the location, staffing numbers and funding available. Below are services covered by the CAB Service:

Benefit Advice	283	Housing Advice	82	Immigration Advice	32
Money Advice	210	None Specific	76	Legal Advice	29
Outreach Worker	185	Social Policy	55	Information Technology	25
Home Visitor	177	Health Complaints	54	Employment Tribunal Rep	15
Tutor Trainer	155	Employment Advice	53	Youth Worker	9
Session Supervisor	155	Court Reps	47		
Benefit Tribunal Rep	140	Mental Health	42		

CAB are funded from various sources; in 2015-16 total CAB Service funding was: £26,654,943

Of total CAB Service funding; core funding to provide a generalist service was: £10,840,085

The recorded client financial gain for the CAB Service in 2015-16 was: £119,338,996

<sup>3</sup>For every £1 of core funding; the CAB Service return on client financial gain was: £11



<sup>1</sup>At 31/3/2016

<sup>2</sup>Volunteer hours calculated using ONS 2014 hourly rate £13.08 (to reflect volunteer skills and knowledge); multiplied by CAB volunteer hours

<sup>3</sup>Recorded CFG divided by core funding

## Citizens Advice Bureau Service in Scotland 2015-16

Clients can access the CAB Service by various means; in 2015-16 almost 60% of all clients in Scotland visited one of the CAB locations throughout Scotland.



Personal  
290,197  
58.4%



Telephone  
151,390  
30.5%

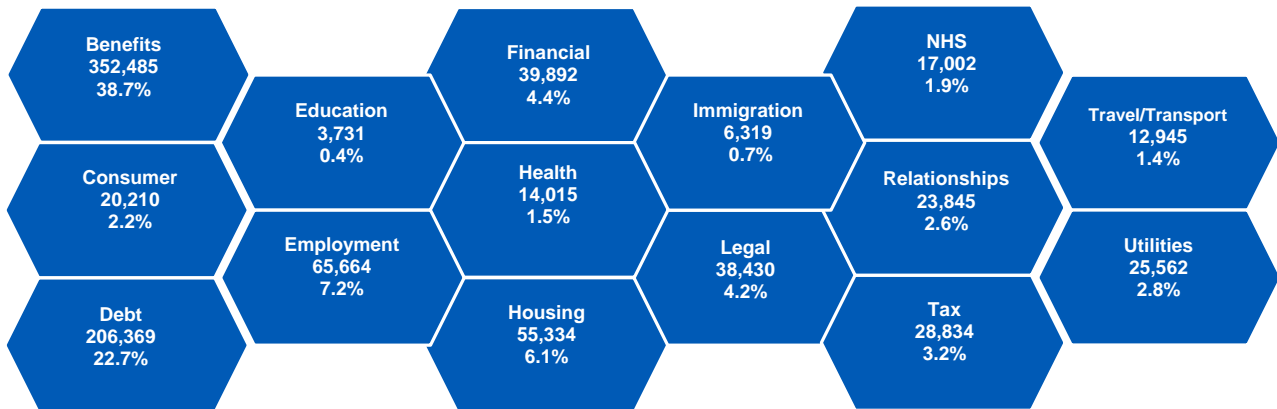


Letter  
32,176  
6.5%

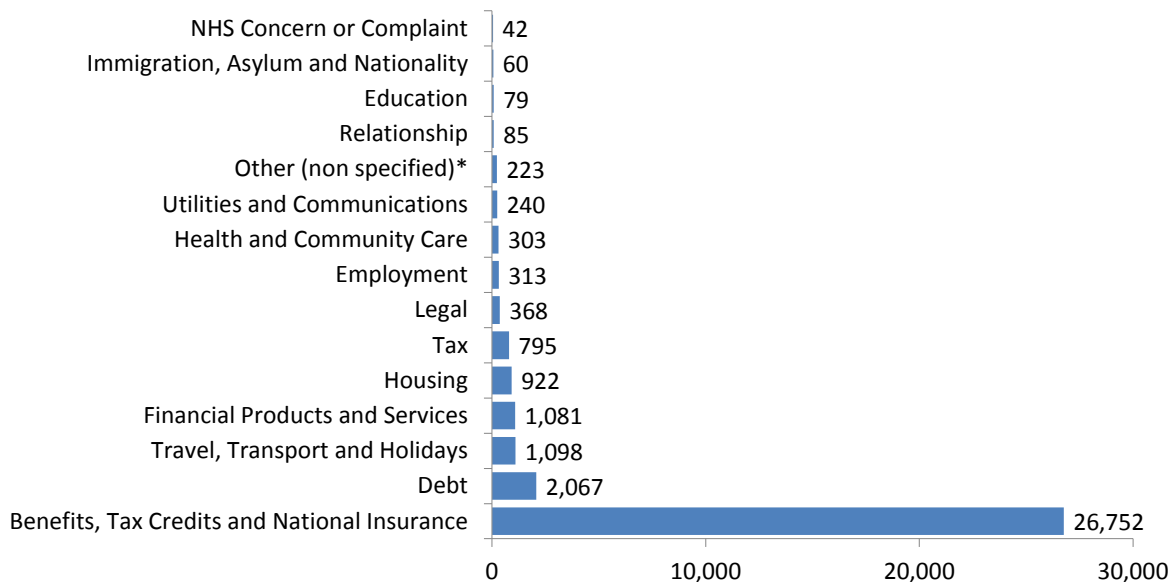


Email  
22,923  
4.6%

In 2015-16 benefits and debt advice collectively accounted for over 60% of all advice given to clients.



In 2015-16 the CAB Service supported clients to complete over 34,000 forms



In 2015-16 the CAB Service also recorded:

- Over 3,500 referrals to solicitors, including legal clinics or rota schemes held in a CAB location
- Of the 2,394 appearances at tribunal and court, 61.3% (1,468) were upheld or partially upheld
- Client Financial Gains of almost £120 million
- Help given to clients to reschedule over £134 million of new debt, across 14,000 new cases.

\* Other is recorded by CAB not using the CASTLE electronic case management system