



# Seeking Decent Work

AN ANALYSIS OF EMPLOYMENT ADVICE  
PROVIDED BY SCOTLAND'S CAB NETWORK







## Seeking Decent Work An analysis of employment advice provided by Scotland's CAB network

### Introduction

The Citizens Advice Service is the most common external source of advice for employees who experience problems at work. In Scotland last year, clients brought over 50,625 new employment issues to their local CAB.

CAS warmly welcomes the UWS-Oxfam Partnership's important study 'What Makes for Decent Work?' which has published its initial findings.<sup>1</sup> It rightly recognises that whilst receiving a wage that covers essential household expenses is very important, it is not the only measure of what makes for decent work. How people are treated at work is also part of the puzzle, with issues like job security, paid leave, safety and supportive managers also highly valued by low paid workers.

The UWS-Oxfam study is the latest important contribution to a growing recognition of the importance of fair work in Scotland. This includes the creation of the Fair Work Convention<sup>2</sup> and the Scottish Parliament Economy Energy and Tourism Committee's 'Work, Wages and Wellbeing' inquiry<sup>3</sup> which also examined similar issues. Citizens Advice Scotland's own 'Fair Enough?'<sup>4</sup> and 'Working at the Edge'<sup>5 6</sup> publications have previously examined the parallel problems of in-work poverty and poor employment practices.

To inform the UWS-Oxfam study, this report analyses the relevant issues that CAB clients sought advice on in 2014/15.

### Methodology

The report assesses the available CAB information for each of the 26 proposed Decent Work Factors consulted on by Oxfam Scotland. It presents a quantitative analysis of the number of new issues related to each that citizens advice bureaux advised clients on, as appropriate. It also contains selected case studies raised by bureaux as Social Policy Feedback, where the adviser considers that there is a social policy issue in the case. These case studies are not necessarily representative, but give examples of poor employment practices encountered by CAB clients in Scotland.

---

<sup>1</sup> What Makes for Decent Work? A study with low paid workers in Scotland: Initial Findings – UWS-Oxfam Partnership, March 2016 <http://uwsoxfampartnership.org.uk/wp-content/uploads/2016/03/Decent-Work-Report-Final.pdf>

<sup>2</sup> <http://www.fairworkconvention.scot/index.html>

<sup>3</sup> 1<sup>st</sup> Report (Session 4): Taking the High Road – Work, Wages and Wellbeing in the Scottish Labour Market – Scottish Parliament Economy, Energy and Tourism Committee, January 2016 <http://www.scottish.parliament.uk/parliamentarybusiness/CurrentCommittees/95420.aspx>

<sup>4</sup> Fair Enough? Protecting Scotland's Workers from Unfair Treatment – Citizens Advice Scotland, February 2015 <http://www.cas.org.uk/publications/fair-enough>

<sup>5</sup> Working at the Edge: Zero Hours Contracts – Citizens Advice Scotland, July 2014 <http://www.cas.org.uk/publications/working-edge-zero-hours-contracts>

<sup>6</sup> Working at the Edge: Childcare – Citizens Advice Scotland, December 2014 <http://www.cas.org.uk/publications/working-edge-childcare>

A full breakdown of the employment advice statistics for 2014/15 is included as an appendix.

Unless otherwise stated, statistics relate to new issues between April 2014 and March 2015. The case studies are drawn from Social Policy Feedback submitted between April and September 2015.

### **Priorities for Decent Work**

- 1. *An hourly rate or salary that is at least enough to cover basic needs such as food, housing and things most people take for granted without getting into debt***

Pay and entitlements is the largest area of employment advice provided by citizens advice bureaux in Scotland. There were 13,081 new issues related to this area in 2014/15, accounting for more than a quarter of new employment-related issues and was one of the fastest-growing areas of advice provided, increasing by 19% compared with 2013/14.

- A North of Scotland CAB reports of a client who works 26 hours per week over two jobs (one job at a distance from home of 23 miles). When the CAB checked her benefits entitlement, it emerged that the client would be better off not working, as she would receive full Housing Benefit and Council Tax Reduction which would be more than her wages.
- A West of Scotland CAB reports of a client who started working on a self-employed basis for a commercial company selling solar panels. The client worked on a commission basis and was meant to have received a weekly retainer which she says was verbally set at £50 per week which never materialised. After two full weeks of work the client gave up the position because she couldn't afford to work. She has submitted all the appropriate paperwork, but still had received no money five weeks later, including the retainer and commission for 12 sales.

There were 514 new issues related to the National Minimum Wage in 2014/15. Whilst not all of these will be reported breaches, bureaux advised a number of clients who were earning less than the legal minimum. This most commonly occurs with migrant workers and other vulnerable clients.

- An East of Scotland CAB reports of an Italian client who has been employed through an agency. Over the past month he worked 119 hours and should have been paid £773.50, but was only paid £200, well below the National Minimum Wage. He doesn't want to complain because he's frightened of losing the work.
- An East of Scotland CAB reports of a client with learning disabilities who applied for a trainee position in a coffee shop. The client was excited about the prospect of a job, but it became apparent from the proposed terms of employment that the trainee was expected to do two weeks of training unpaid,

and that on completion of training the working week will be 15 hours a week for which they would be paid £25. It appeared to the adviser that the employer was aware that the client was in receipt of Employment and Support Allowance and is able to carry out permitted work, and expected their benefit payments to supplement the below-minimum wages .

## **2. Job Security**

In 2014/15, Scotland's citizens advice bureaux advised clients about 7,610 new issues relating to dismissal and 3,078 relating to redundancy.

As the economy has improved, bureaux are seeing a decline in clients seeking advice about redundancy-related issues (a decline of 9% compared with 2013/14). However, dismissal cases have increased since changes to the law which saw the period an employee needed to work for an employer before being able to make a claim for unfair dismissal increased from one year to two, alongside the introduction of employment tribunal fees.

- An East of Scotland CAB reports of a client who had started working for a recruitment company 14 months ago. She had worked half her working day when she was called into the office by the company's directors and was dismissed and asked to leave the premises immediately. This came as a shock to the client as she had never had a disciplinary meeting and her work had always been praised. When the client requested a reason for her dismissal, her employer advised that they did not have to provide a reason as the client had worked there for less than two years. The client wanted to know if there is anything she can do, and was worried about paying her mortgage now that she is unemployed.
- A West of Scotland CAB reports of a client whose daughter had been dismissed from work. The client's daughter has phoned in sick and the next day her employer phoned her, told her she was dismissed and that she would be paid what she was owed into her bank account. The client's daughter had been employed there for a year and had never received a warning.

CAB clients seeking advice because of problems related to misuse of a zero hours contracts include a number whose hours had been reduced, apparently as a disciplinary tool. On occasion, clients have reported that they had been given no work in what appeared to be an attempt to make them resign.

- A North of Scotland CAB reports of a client who worked on a zero hours contract and had not been receiving payslips. She repeatedly asked her manager but they were not provided. Her manager became annoyed at the client for asking for them and shouted at her in front of a service user. The client came to the CAB on receiving her rota for the week as she had only been given nine hours, considerably fewer than normal. There was an advert in the paper from her employer looking for new staff and she feels this is unfair since she is willing and able to work.

### **3. Paid holidays and paid sick leave**

In terms of advice given, holidays and sickness absence are some of the most common employment issues seen by bureaux, and also amongst the fastest-growing. In 2014/15 there were 3,471 new issues relating to holidays and holiday pay (an increase of 21% on the previous year), 3,555 related to sick pay (up 26%) and 994 related to sick leave (up 24%).

- A West of Scotland CAB reports of a client who works in a takeaway. When she enquired about holiday pay, her employer told her they cannot afford to give her holidays and pay her at the same time. The client advises she doesn't have a contract of employment and earns the National Minimum Wage.
- A West of Scotland CAB reports of a client who had worked for a building company as a joiner for 18 months. He was unexpectedly laid off and came into the CAB for advice. The client has not been paid holiday or sickness pay throughout his employment period.
- An East of Scotland CAB reports of a client who worked in a hairdresser's. She has had no holidays other than public holidays. Three weeks ago the client felt unwell but still went to work where she got worse. Her boss refused to let her go home even though her mother offered to help. This led to a shouting match with her boss who had given her a strong verbal dressing down on a previous occasion. When the client returned to work the following week she was sent home. The client's mother then sent a text for an explanation and received a reply dismissing the client. No notice or holiday pay has been paid.

### **4. A safe working environment free from physical and mental risk or harm**

Scottish citizens advice bureaux recorded 1,473 issue related to health and safety at work in 2014/15, an increase of 14%.

CAB clients have encountered situations where their personal safety was compromised at work, but their employers were extremely unsympathetic to the situation.

- A West of Scotland CAB reports of a client who worked as a bus driver. Recently, while driving a bus he was held up at knife point and robbed. Despite the incident causing him considerable alarm, his employers required him to return to work without any extra time off, driving the same route at the same time, and without any medical help or counselling. The client suffered a panic attack, and only managed to control himself sufficiently to take the bus back to the depot. His managers gave him three options – carry on working; take six months' unpaid leave; or be given six weeks' notice of dismissal. Without his knowledge, his wife contacted the local press to tell them about how he was being treated, and despite the client referring them to his employer's PR department, he was dismissed for gross misconduct.

## **5. A supportive line manager**

A number of CAB clients have sought advice because they were being bullied by their line manager. This can leave clients in a very vulnerable position and has led to them being off work with stress.

- A West of Scotland CAB reports of a client who worked in a bookmaker's. She has had issues with her manager to the point where her manager has been shouting and screaming at her. The client advises that this is the second time events like this have occurred to the point where she has been signed unfit for work due to work-related stress. The client advises that she feels her employer is not taking this seriously and she has now been told that she didn't follow company sickness procedures so is now getting Statutory Sick Pay only. The client disputes this and advises that she can prove that she followed correct procedures. The client is very uneasy about going back to work when nothing has been done to remedy the situation.
- An East of Scotland CAB reports of a client who works as a forklift operator for a supermarket. The client underwent an operation to release a trapped nerve in his arm and was off work for three months to recover, with doctors advising light duties for six months after that. However, despite being contractually entitled to six months' sick pay, the company accused him of 'faking' his condition and stopped his sick pay after two months. The client's manager is constantly shouting at the client and telling him he is a faker in front of other employees. The client has had numerous meetings with the employer which have included his union, but the client feels that the shop steward supports the employer rather than him and wants to know how to proceed at this point.

## **6. Being paid fairly compared to other similar jobs**

Aside from clients who are being paid below the National Minimum Wage (see above), this is not a common area of advice given by citizens advice bureaux in Scotland. On occasion, a client will seek advice because of their employer's reaction to queries about their pay.

- A West of Scotland CAB reports of a client who works as a manager of a beauty therapy business and discovered that a junior colleague who she manages is paid more than she is. She has worked for her employer for 10 months and has worked long hours to improve the business. The client emailed her employer raising a grievance and requesting that they relieve her of her managerial duties or she should receive a pay rise. She received a reply to say that her boss was considering giving her notice. When the client went into work the next day, she received an email stating that she was being sacked with immediate effect and that she would receive all her outstanding payments due. Her employer has rescheduled the client's appointments and changed the computer access. The client has never been given a contract despite asking for one and was wanting to know what rights she had.

## **7. A job in which there is no discrimination because of who I am**

In 2014/15, bureaux reported 1,556 discrimination/human rights issues related to employment, an increase of 14%. These include cases where employees have experienced sexist, racist or homophobic discrimination at work, as well as being discriminated against on the basis of disability.

- An East of Scotland CAB reports of a client who had been suspended from work. Investigation of the case revealed that the client had experienced discrimination on the grounds that she is eastern European and a lesbian. The client is employed at a large meat packing factory, which employs a large number of foreign nationals. The client has a fair yet limited grasp of English. She stated that she is frequently subjected to filthy remarks (in both English and her native language) on the part of both her gender and sexual orientation. For instance she is always called 'Mr' and was told by her supervisor she was no longer allowed to use the female changing facilities. When the client first approached the bureau she stated that she was unable to eat or sleep due to the stress and could not even enjoy simple activities such as walking her dog.
- A West of Scotland CAB reports of a client who works as a waitress. Recently, her employers transferred her to a venue where she has to work alone and is frequented by men consuming alcohol. When she was sexually harassed by one of the customers she was transferred to a different venue, but the manager wants to push her to go back to the other venue because 'her face earns him more money'. He also made sexist jokes about her tips. She also resents the sexist remarks and she feels she is differentially treated because she is a woman. She is not willing to go back to work in the original venue under current conditions because she is too afraid.
- An East of Scotland CAB reports of a client who was employed as a carer. He has worked for his present employer for over eight years, but has been off ill with cancer for over a year. The employer is trying to dismiss the client in relation to lack of capability. The client is still under investigation for this and is suffering from depression. He visited the CAB wanting to know if we could help. However, as his illness is covered as a disability under the Equality Act, this may be unlawful discrimination.

Additionally, there were 1,373 new advice issues relating to maternity leave and pay in 2014/15. Bureaux frequently advise women who have been discriminated against because they are pregnant or on maternity leave. This includes instances of women being dismissed by their employers when they tell them they are pregnant.

- An East of Scotland CAB reports of a client whose teenage daughter is an apprentice hairdresser. Her daughter is expecting a child, and her employer has told her to "get rid of it" or she will be sacked.
- An East of Scotland CAB reports of a client who has been working in a pub. She has no written contract and is being paid cash-in-hand. Last week she



advised her employer she was pregnant and they told her they would have to let her go as they "could not afford to pay her holidays and cover her maternity pay and that [they] have a business to run". The client was told she had one more shift which was subsequently cancelled as she was not needed. She has not been given any notice.

#### **8. *Work that provides me with sense of purpose and meaning***

This is not a common area of advice given by citizens advice bureaux in Scotland.

#### **9. *Regular and predictable working hours***

In 2014/15, citizens advice bureaux in Scotland advised clients on 411 new issues specifically related to zero hours contracts. Common problems are fluctuating working hours making it difficult for clients to claim support from the in-work benefits system and facing hardship due to being unable to predict what their income would be.

- A South of Scotland CAB reports of a client who worked for a cleaning company. The client had problems with her supervisor including hours of work incorrectly recorded, lack of payment for some hours, lack of payment for fuel and loss of holiday pay, as client was not informed when the leave year ended. The client complained and was interviewed by the area manager, who offered her a zero hours contract in two different locations, both over 35 miles away. The client could not take either option because no hours were guaranteed and the pay might not have covered her fuel and transport costs. On some occasions the client has reported for work, at some cost, only to be told that there was no work available. The client therefore felt that she had no option but to resign her post. She has signed on for Jobseeker's Allowance, but now has received a letter to say she has been sanctioned for 'leaving her job without good reason'.
- An East of Scotland CAB reports of a client who is a single parent and has a child under one year old and is a carer for her other young son. The client is currently on a zero hours contract as a bus driver. She has been on maternity leave and does not want to give up her job but she is only covering shifts as and when required. The client has claimed Income Support but has received a letter informing her that she is not entitled to it.
- An East of Scotland CAB reports of a client and her husband who are both on zero hours contracts and receive Child Tax Credits. While she sometimes gets no work in a week, her husband always has at least 16 hours per week and can sometimes get over 40. They both have very variable working hours. The client is very worried that their income may not be high enough to receive as much in Tax Credits, or are even eligible at all.

### **10. Appropriate support to help employees return to work following absence due to injury or ill-health**

Citizens advice bureaux in Scotland have advised a number of clients who put pressure on employees to return early from a period of ill-health, or did not put in place appropriate measures to support their return to work.

- A West of Scotland CAB reports of a client who worked as a receptionist. Over the last few years a number of manual duties had been added to her job. The client had been off work for eight months with a broken ankle, and when she returned she found she was experiencing further ankle problems. Her doctor gave her a fit note, with a recommendation for amended duties. However, her employer decided to refuse her request to remove the manual duties from her job.
- Citizens Advice Direct reports of a client who works as a cashroom assistant in a supermarket. She has been off work due to ill-health since March and was due to return to work this week. She has bi-polar disorder and is on new medication for her psychiatric condition. Her employers are fully aware of her medical background. In addition, she is a single parent with two children, aged 11 and 7. Her employers are also aware of her parental and childcare responsibilities. The client indicated that she had little support while off work. Her employers have not kept in contact with her during her period off work or co-ordinated her planned return to work. For instance, a letter from the store manager inviting her to a meeting was sent so late that she did not receive it in time to attend. The client had to make numerous phone calls to her manager to enquire about her return to work. Eventually she received a call from another manager who indicated her cashroom position was no longer available - she was told the job was being done by someone else, that no other admin positions were available and so she was to go on check-out duties, with different working hours starting the next day. This was not feasible due to short notice. It appeared that no support was being offered regarding checking what adjustments might be necessary to allow her to resume her working role, after several months off work. The client feels pushed out. The shift pattern now required by the employer (including weekends) will make it practically impossible for her to manage childcare arrangements. She says that other members of staff who have taken time off for ill-health have been sidelined or 'forced out' and the employer's attitude is similar when anyone is off with a long-term condition.

### **11. Opportunities for promotion and career progression**

This is not a common area of advice given by citizens advice bureaux in Scotland.

### **12. An employer that does not expect me to arrive before or leave after my allocated hours or undertake unpaid overtime**

CAB clients in Scotland have sought advice because they were required to work overtime without pay, were not paid for travelling time, or were paid a fixed day rate, regardless of how many hours they worked.

- A North of Scotland CAB reports of a client who worked for a courier company as a delivery driver and has a contract that states that he is paid £60 per day, plus a possible £10 per day non-contractual overtime. As he typically works 10-14 hours per day this system of paying a fixed rate per day, regardless of hours would appear to be a way of paying less than the National Minimum Wage.

### **13. Supportive colleagues**

Citizens advice bureaux have advised clients who have been bullied or harassed by colleagues. Often, they also feel the employer is taking insufficient action to address the problem, or has 'taken their colleague's side'.

- An East of Scotland CAB reports of a client who works as a cleaner. At one of the buildings she cleans, the security guard (who worked for the building owners, not the same company she worked for) was harassing her by asking her out repeatedly despite her refusals and playing jokes on her (e.g. jumping out from behind a copy machine in a room she was cleaning). When she turned him down for dates, he threatened to tell her manager that she was not doing the work properly and spending too much time on her phone while at work. The client told her manager of the issues she was having with this security guard. She went on holiday two weeks ago. Two days before she was due to come back, she got a message from her boss that she should not come in. She was told that it was because of issues that she was having with the security guard. She asked about the job in another building she cleans in and was initially told that that would continue but then later told it wouldn't and that she was being let go entirely. All of the communication had been either by text or over the phone.

### **14. Enough time to do all the tasks required**

Some advice on this issue is given by citizens advice bureaux in Scotland, though normally because it has caused another problem for the client, such as being off sick with work-related stress.

### **15. Available and effective representation to raise your voice within the workplace**

Whilst advice on workplace representation is not especially common for citizens advice bureaux, the vast majority of clients seeking CAB advice on an employment issue are not members of a trade union. If a client is a union member, CAB advisers will normally suggest that the union may also be able to help them with their case.

### **16. Access to financial benefits beyond pay such as help with childcare and signposting to additional support such as tax credits**

Advice on benefits is the most common area of advice given in Scotland's citizens advice bureaux. 220,000 new issues related to benefits were recorded in 2014/15, representing 38% of the total. This includes 12,474 new Working Tax Credit issues (up 16%) and 11,710 related to Child Tax Credit (a rise of 17%).

This indicates that people are frequently seeking help from tax credits and other in-work support from the benefits system from someone other than their employer. It is unclear from CAB evidence whether many employers mention any possible help available from the social security system to their staff.

- A North of Scotland CAB reports of a client who has recently started work as a domestic assistant, working 18 hours per week. The client has two young children and they are looked after by a registered childminder whilst she is at work. The client finds the cost of childminding very expensive, and as a result was no better off than she was when she was unemployed and receiving benefits. The client is a lone parent and does not receive child support from the fathers of the children as the client does not know where they are.

### **17. Ability to develop and use skills in current role**

This is not a common area of advice given by citizens advice bureaux in Scotland.

### **18. Predictable take-home pay**

In the last three years, clients facing hardship because of fluctuating hours on a zero hours contract have become increasingly common. Their weekly pay can vary quite considerably which has resulted in clients getting into debt, and finding it impossible to budget or claim benefits due to an unpredictable income.

- A West of Scotland CAB reports of a client who works in the care sector on a zero hours contract with variable working patterns and fluctuating income. She has accrued multiple priority and non-priority debts due in part to the difficulty she faces in budgeting as a result of her fluctuating income, including seven different Council Tax debts.
- An East of Scotland CAB reports of a client who is on a zero hour contract and has had no work for two weeks. Her husband is on a very low income and has also had a reduction in allowances. They also have to repay overpaid housing benefit and this week they have no money after essential expenses. The client requested a voucher for a food parcel.

In 2014/15, citizens advice bureaux advised clients on 1,636 new issues related to illegal pay deductions, an increase of 25.6% on the year before. This is one of the fastest growing areas of employment advice.

- An East of Scotland CAB reports of a client who worked for an agency. He was due to be paid £285 for three days' work, but did not receive it. He

contacted the agency who assured him that the relevant paperwork had been processed and he would be paid later that afternoon, but three days later the money had still not appeared. The client had started with another agency and had another job to attend the day of his visit to the CAB, but could not attend due to lack of money to travel because of the non-payment of wages. The client would have received £100 for the day and the opportunity would have led to further work. The client fears that if they lose this other opportunity we may have to claim Jobseeker's Allowance.

- An East of Scotland CAB reports of a client who worked as a joiner for a company, but finished working for them due to non-payment of wages and overtime. The client had a translator with him as he spoke little English. The client was owed a total of £802 for 84 hours work over three weeks. The client has tried several times to contact the employer to request the payment, but still has not received any money.

### **19. Access to suitable and convenient training opportunities**

This is not a common area of advice given by citizens advice bureaux in Scotland.

### **20. A job that is easy to get to from where I live**

Scotland's CAB network have advised clients who were facing hardship due to the costs of travelling to work. This is more common in rural areas.

- A North of Scotland CAB reports of a client who was working 28 hours per week, which stopped him and his partner's joint claim for Jobseeker's Allowance. Even if the client increased his hours to 30, Working Tax Credit would make little difference - as Housing Benefit would be reduced. One of the client's biggest issues was that he had to travel 15 miles each way to work on a daily basis. They live in a remote community where few jobs are available.
- An East of Scotland CAB reports of a client whose daughter was doing an apprenticeship, earning the Apprentice Rate of the National Minimum Wage for 35 hours per week [then £2.73 per hour]. Her employer refuses to help pay towards travelling expenses, and her local bus company does not offer a monthly pass. Travelling to work and back is costing her more than £100 per month, which is a considerable proportion of her wages.

### **21. Flexibility in choosing my working hours**

Scotland's citizens advice bureaux advised clients on 476 new issues related to flexible working in 2014/15.

- An East of Scotland CAB reports of a client who works two part-time jobs, totalling 19 hours per week. The client is looking to get flexible working hours from one of her employers as she is currently unable to get childcare. She would like to work from 9am till 3pm from now on but her employer is unable to accommodate this as there is no additional work available during these

hours. She is also required by contract to work one late night a week. She is concerned she will have to leave her job.

## **22. Does not involve excessive hours of work**

There were 943 new issues relating to working hours and breaks in 2014/15 reported by Scotland's CAB network, a decrease of 9% on 2013/14.

A number of these relate to CAB clients on zero hours contracts, or other similar types of arrangement where people are seeking advice because their working hours are too low or fluctuate. However there are cases where people have been asked to work excessive hours by their employer.

- A West of Scotland CAB reports of a client who receives her state pension and works 31 hours per week. She applied for a reduction in her working hours to 24 but was refused on the basis that another employee was refused also so on that basis they could not allow her to reduce her hours. The client feels that she needs to reduce her hours as the work is affecting her health now, she is suffering from a murmur in her heart, kidney problems which are monitored and has to wear hearing aids in both ears due to deafness and tinnitus.

## **23. Being paid fairly compared to senior staff**

This is not a common area of advice given by citizens advice bureaux in Scotland.

## **24. Work that I believe is socially worthwhile**

This is not a common area of advice given by citizens advice bureaux in Scotland.

## **25. Varied work**

This is not a common area of advice given by citizens advice bureaux in Scotland.

## **26. Flexibility in how to approach day-to-day tasks**

This is not a common area of advice given by citizens advice bureaux in Scotland.

## Appendix - Employment issues in Scottish Citizens Advice Bureaux 2014/15

Each time a client approaches the national CAB service for advice a small amount of information is gathered regarding that contact, including what kind of advice the client was looking for and whether or not the client had previously sought advice on that or any other issue. The types of advice sought are recorded under a range of 'Advice Codes':

### Advice Codes

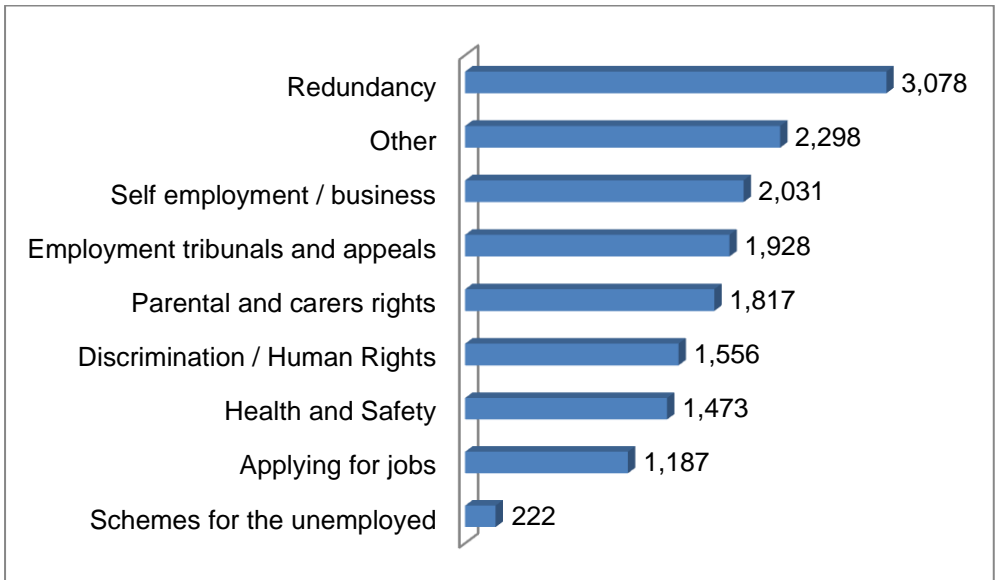
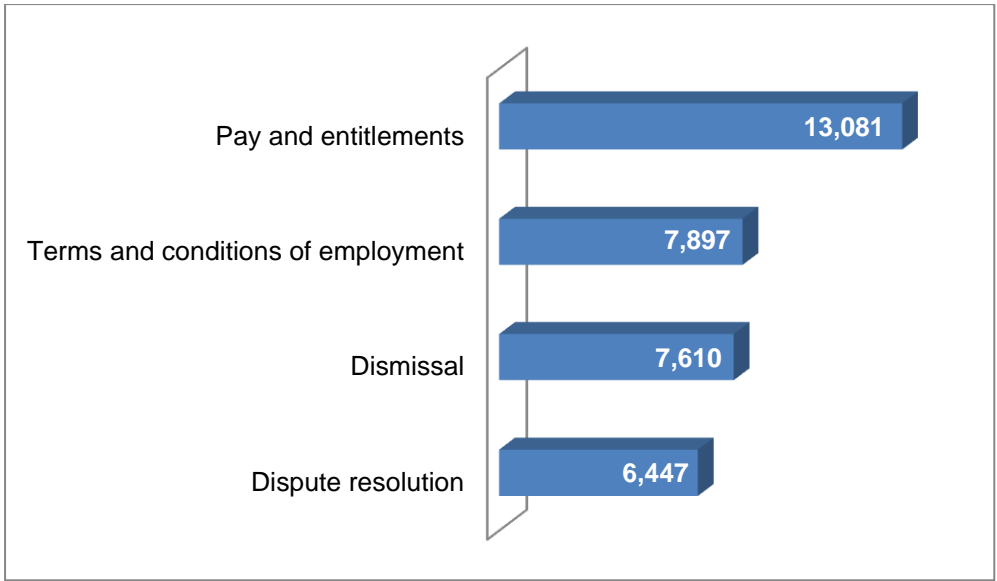
The types of advice sought by clients is recorded as relating to one of 15 categories, these being referred to internally as 'Level 1 Advice Codes'. One of these is 'Employment', the third most common Level 1 code after 'Benefits, Tax Credits and National Insurance' and 'Debt'.

Each of these categories contains a number of 'Level 2' sub-categories that further refine the Level 1 designation. For example, the 'Employment' category has separate codes for such issues as dismissal, dispute resolution and redundancy.

In turn, each Level 2 sub-category contains a range of even more detailed 'Level 3' categories that allow CAB to record very specifically the advice being sought. The reason for this complexity is because there are Level 3 codes which are relevant to more than one Level 2 sub-category and, therefore, separate designations are required to ensure accurate recording.

### New Employment issues at Level 2

<b>Employment (total)</b>	<b>50,625</b>	<b>8.7%</b>	<b>4,085</b>	<b>8.8%</b>
<b>Advice Code</b>	<b>No. issues</b>	<b>% of total</b>	<b>Change from 13/14</b>	
Pay and entitlements	13,081	25.8%	2,065	18.7%
Terms and conditions of employment	7,897	15.6%	690	9.6%
Dismissal	7,610	15.0%	482	6.8%
Dispute resolution	6,447	12.7%	691	12.0%
Redundancy	3,078	6.1%	-293	-8.7%
Other	2,298	4.5%	100	4.5%
Self employment / business	2,031	4.0%	234	13.0%
Employment tribunals and appeals	1,928	3.8%	-378	-16.4%
Parental and carers rights	1,817	3.6%	-45	-2.4%
Discrimination / Human Rights	1,556	3.1%	198	14.6%
Health and Safety	1,473	2.9%	180	13.9%
Applying for jobs	1,187	2.3%	158	15.4%
Schemes for the unemployed	222	0.4%	3	1.4%





### Top 30 new Employment issues at Level 3

		No	Change from 13/14	
Advice Code		issues		
1	Contract / terms + conditions	4,635	-12	-0.3%
2	Wages + deductions + payslips	4,141	620	17.6%
3	Grievance procedures	3,810	483	14.5%
4	Sick pay (SSP+CSP)	3,555	725	25.6%
5	Holidays / holiday pay	3,471	601	20.9%
6	Dismissal procedure	3,210	250	8.4%
7	Unfair dismissal	2,847	31	1.1%
8	Disciplinary procedures	2,280	83	3.8%
9	Illegal deductions	1,636	333	25.6%
10	Notice + pay in lieu of notice	1,608	206	14.7%
11	Redundancy pay	1,511	-230	-13.2%
12	Wrongful Dismissal	1,406	222	18.8%
13	Maternity leave + pay	1,373	150	12.3%
14	Sick Leave	994	195	24.4%
15	Working hours + breaks	943	-97	-9.3%
16	Arbitration / mediation	939	415	79.2%
17	Employment Tribunal Procedure	839	-154	-15.5%
18	Employment Tribunal Time limits	801	-144	-15.2%
19	Business start-up	779	41	5.6%
20	Redundancy Notice	741	-95	-11.4%
21	Selection for redundancy	734	-20	-2.7%
22	Resignation	731	140	23.7%
23	Constructive Dismissal	683	35	5.4%
24	Accidents and Injuries	625	73	13.2%
25	Employment Tribunal Fees	587	-11	-1.8%
26	Employment Tribunal Eligibility	583	-187	-24.3%
27	Issues while running ongoing business	545	113	26.2%
28	Dismissal - Time limits	537	11	2.1%
29	National Minimum wage	514	49	10.5%
30	Harassment + bullying	495	48	10.7%



[www.facebook.com/citizenadvicescotland](https://www.facebook.com/citizenadvicescotland)

[www.twitter.com/CitAdviceScot](https://www.twitter.com/CitAdviceScot)

Want advice online?

[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

Problems with goods or services?

Call 03454 040506 for the Citizens Advice Consumer Service

**Citizens Advice Scotland**

**Spectrum House, 2 Powderhall Road, Edinburgh EH7 4GB**

**Telephone: 0131 550 1000 Fax: 0131 550 1001**

**Website: [www.cas.org.uk](http://www.cas.org.uk)**