



**data and insight from
Citizens Advice Scotland**

Citizens Advice in Scotland

David Hilferty

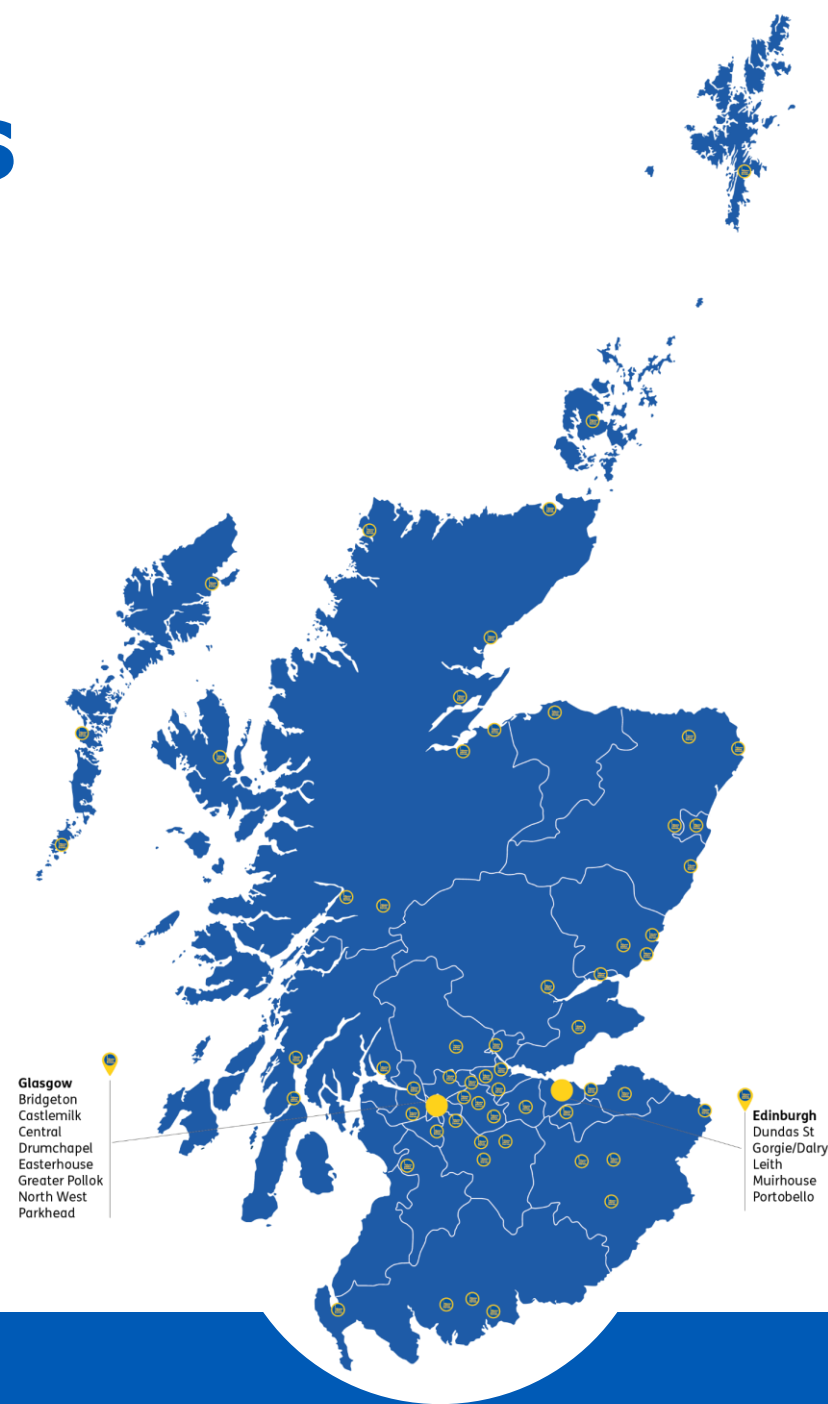
Director of Impact,
Citizens Advice Scotland



What is the Citizens Advice Network?

The Citizens Advice network in Scotland is made up of:

- > 59 local **Citizens Advice Bureaux**, each its own independent charity.
- > **The Extra Help Unit**, a group of specialist case workers dealing with energy advice.
- > **Citizens Advice Scotland** as the membership body itself.



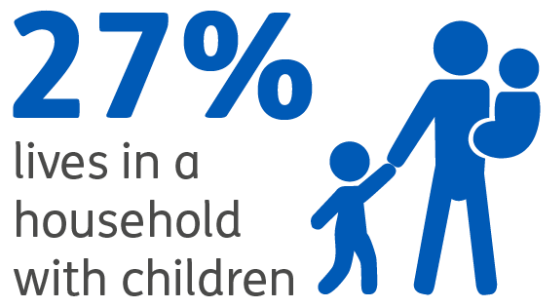
Who we see – demographics



has a long-term health condition/disability



lives in a single, working-age household



lives in a household with children

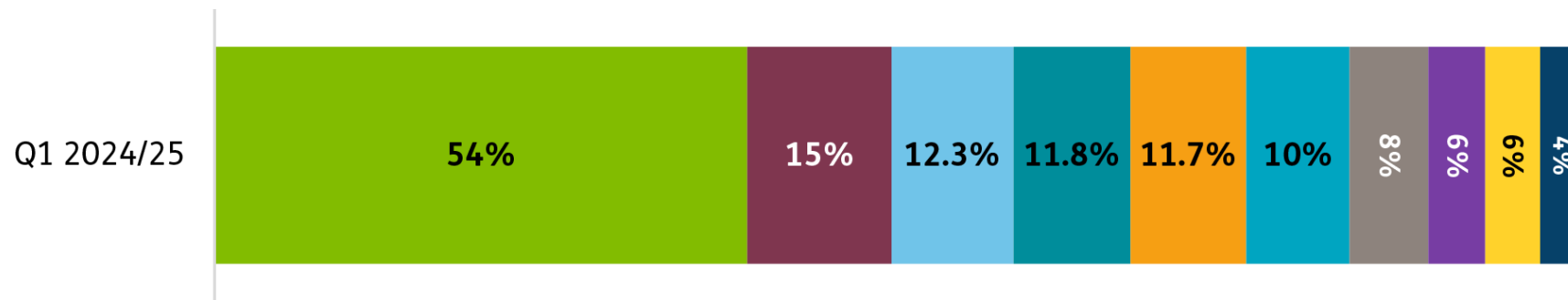
Nearly a third
31%
lived in the most deprived areas by SIMD quintile



Top 10 advice areas

by proportion of all clients receiving that advice

During Quarter 1 of 2024/25 bureaux supported more than 55,000 clients with almost 270,000 pieces of advice, with these figures showing a small increase from Quarter 1 of 2023/24.



- Benefits
- Housing
- Utilities/Communications
- Legal Proceedings
- Travel, transport and holidays
- Finance/Charitable Support
- Debt
- Tax
- Employment
- Relationship



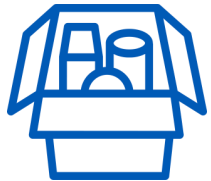
Cost of living analysis



17% rise in advice on energy



27% rise in priority debt advice



7% rise in food insecurity

Energy

Outside of social security, advice on energy is the issue clients most required.



Demand for gas and electricity advice remains high. We provided over just under **17,000** pieces of advice on regulated fuels in Q1 24-25.



Advice on trust fund applications/fuel vouchers is up **14%** compared to Q1 23-24.



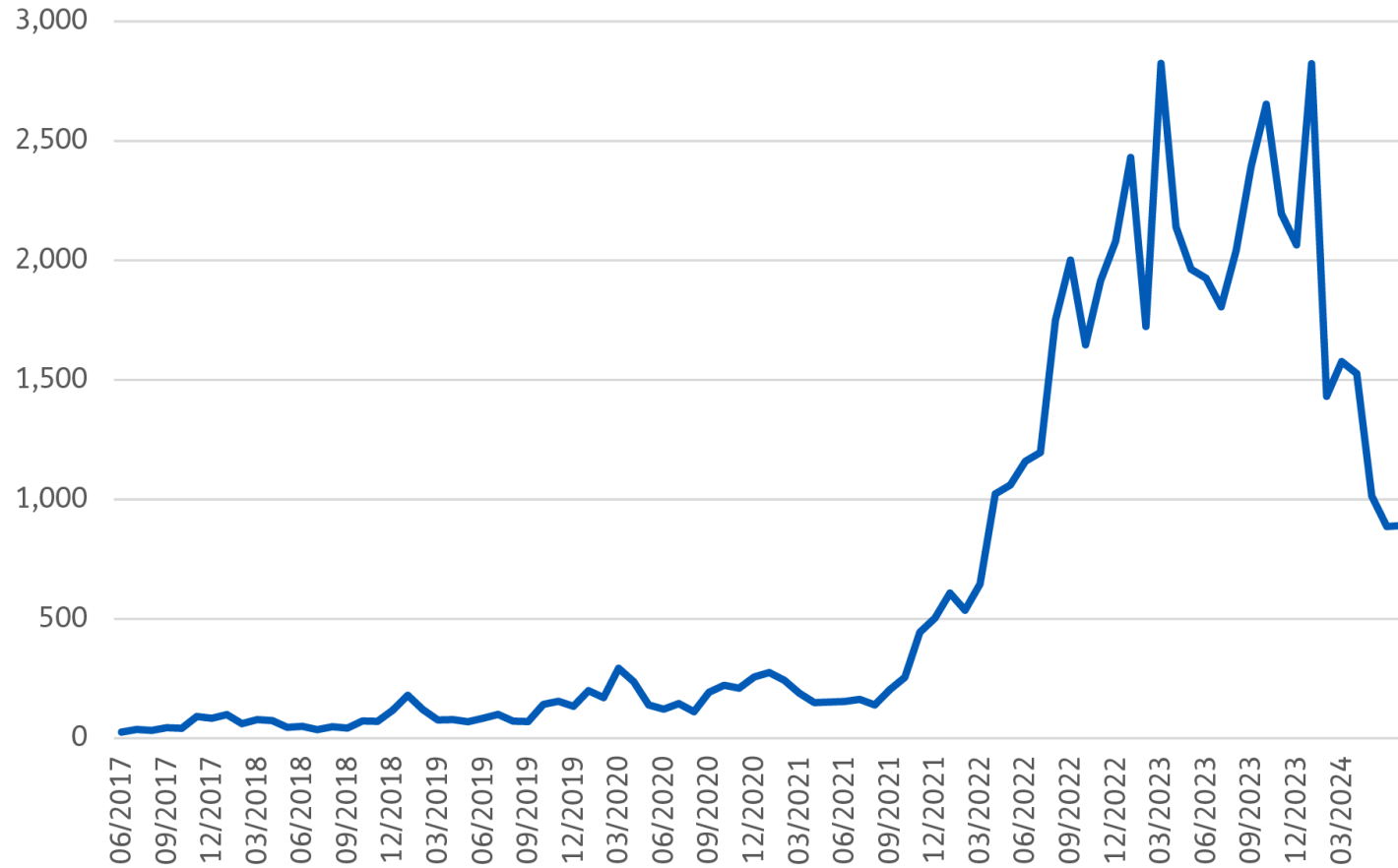
Advice given on discretionary credit for PPMs has doubled (**99%** increase) on Q1 23-24.



The debt figure has risen from approx. **£2,300** to **£2,600**.

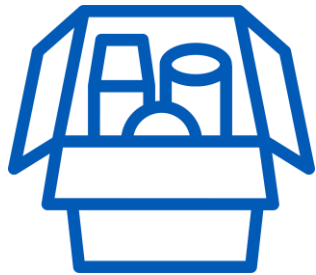
Extra Help Unit

self-disconnection and priority complaints



Advice crossovers

energy and food insecurity



1 in 5 people who sought advice on energy also required advice on foodbanks.

Spotlight on. . .

Emma Jackson

Social Justice Strategic Lead,
Citizens Advice Scotland



Liveable incomes



In the last quarter, our website shows a **25%** rise in views on all aspects of social security.



Website shows a **27%** rise in people seeking advice on living on low income.



55% increase in advice on migration to Universal Credit from July 2023 to July 2024.



Declan, a father of 3 who accessed advice from a Central Scotland CAB

Housing



In May 2024, demand for advice on local authority rent arrears increased by **51%** compared to last year, while advice on registered social landlord rent arrears increased by **56%**.



Demand for advice on threatened homelessness has been increasing - with a **+19%** rise between Q1 23-24 and Q1 24-25.



20% rise in advice on social housing compared to this time last year.



1/3 sought advice on council tax arrears.



Julie and Thomas who are renting privately sought advice from an East of Scotland CAB.



Iain has spent the past two years in temporary accommodation in a B&B, without an offer of permanent housing.





Solutions

Disability



2/3 of everyone we support are disabled or have a long-term health condition. That's two thirds of everyone we support.



Of those who seek advice on disability payments, like the Adult Disability Payment – nearly **2/3** live in the most deprived areas of Scotland.



For those who receive Universal Credit advice from us, **7/10** indicated that they have a health condition.



Nearly **1/3** of all clients who seek advice on universal credit are unable to work due to their health.



Meanwhile, nearly **half** of the people that we supported with Adult Disability Payment received Universal Credit advice.



Caitlin and Brian were advised by their local CAB that they are eligible for ADP



**Food Insecurity
Pilot and long-term
health conditions**

Guest speakers

Morag Hannah

CEO, Skye and Lochalsh CAB

Alana Forsyth

CEO, Glasgow North West CAB



www.cas.org.uk

- Questions? Email foreCAST@cas.org.uk
- [Recording is here](#)

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