



**data and insight from
Citizens Advice Scotland**



**“The help I
received from
EHU was like
meeting a long
lost friend who
actually cares”**

**Extra
Help
Unit**



25th February 2025

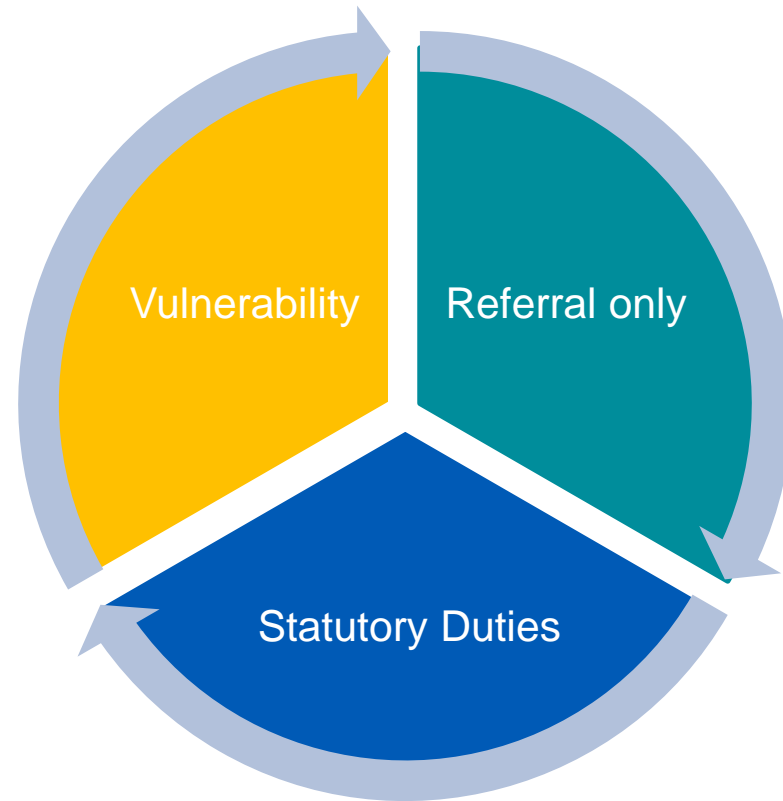
Natasha Gilmour



1.KM796819
2.BS ISO 22458

What is the Extra Help Unit (EHU)?

The EHU is statutory **and person centred service that** supports people and small-businesses in **vulnerable circumstances** with their energy and postal complaints across Great Britain.



“If it wasn’t for the Extra Help Unit to help people we would be lost, they are our voice”

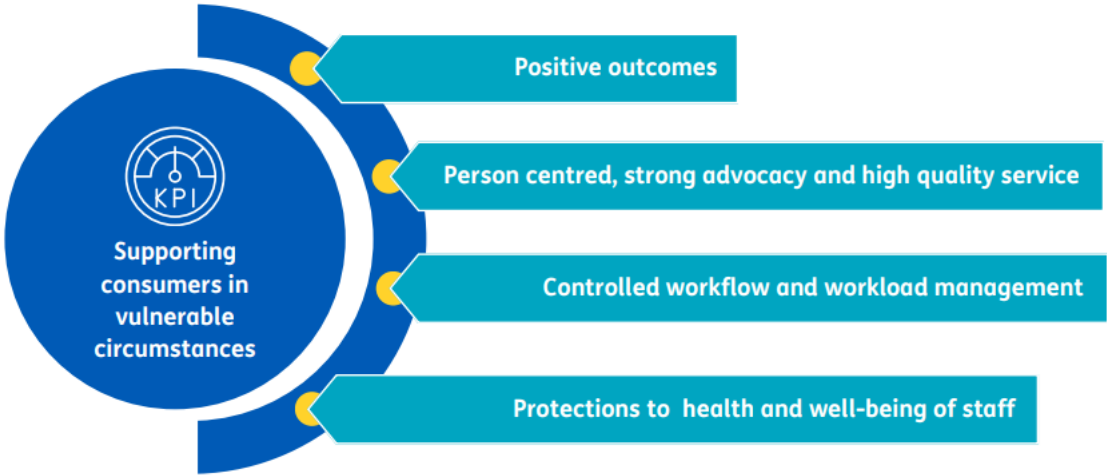
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How do we deliver services?

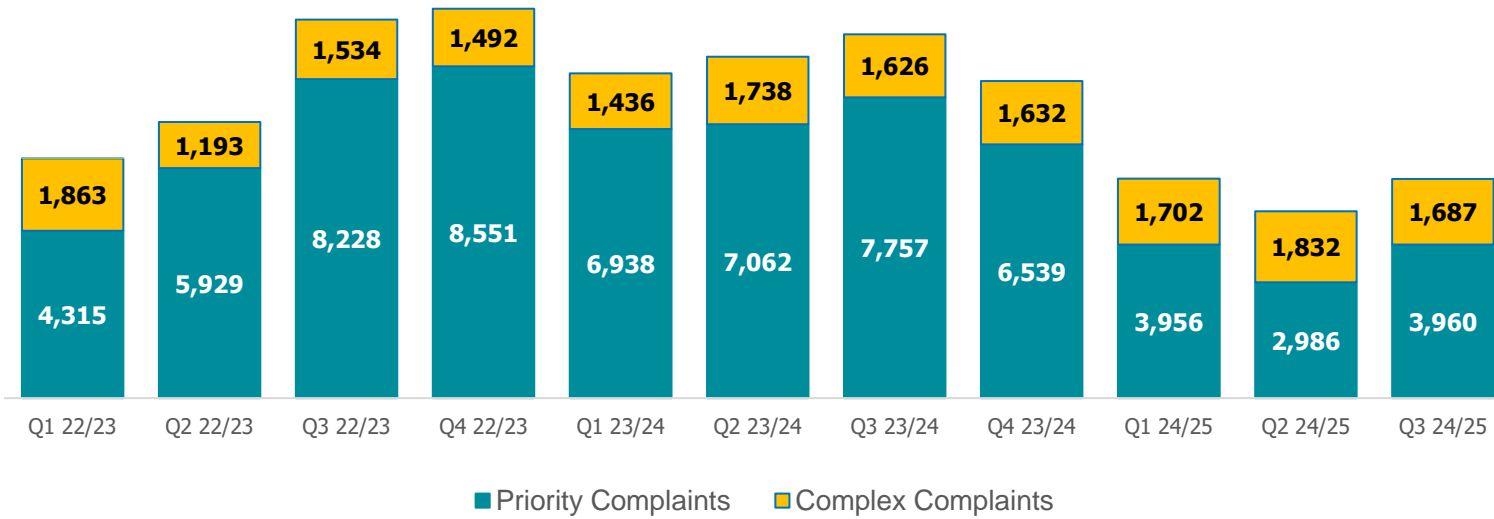


The KPIs for 24/25 are designed to prioritise and deliver:

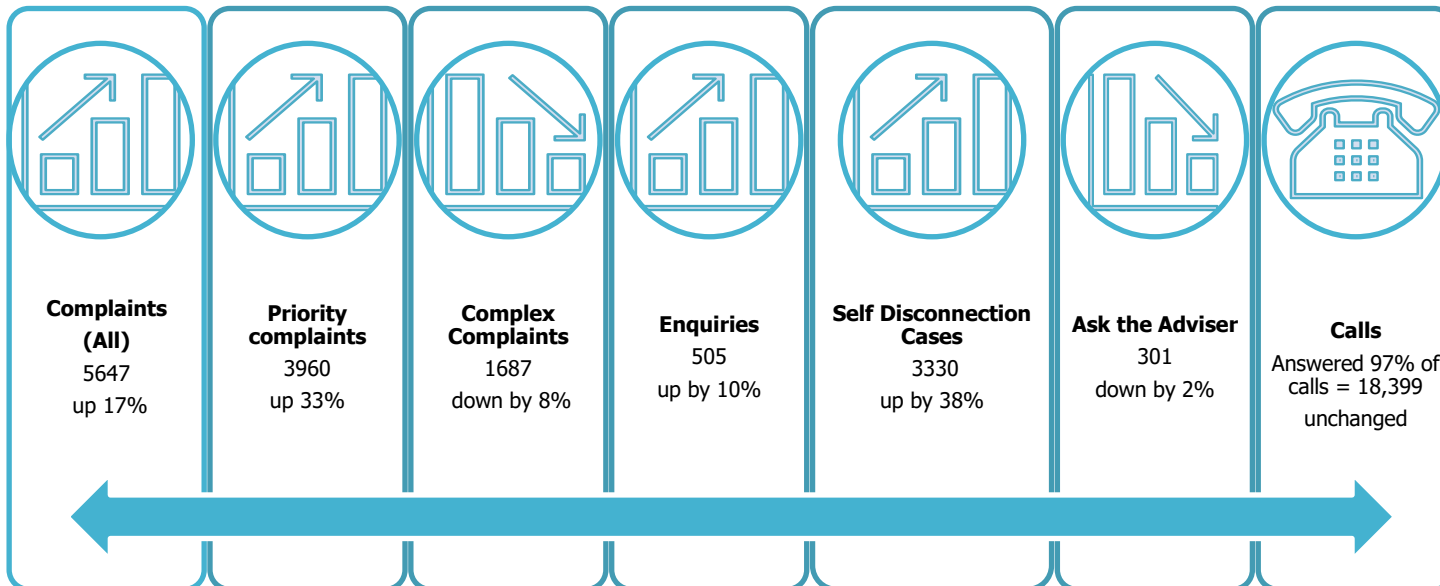
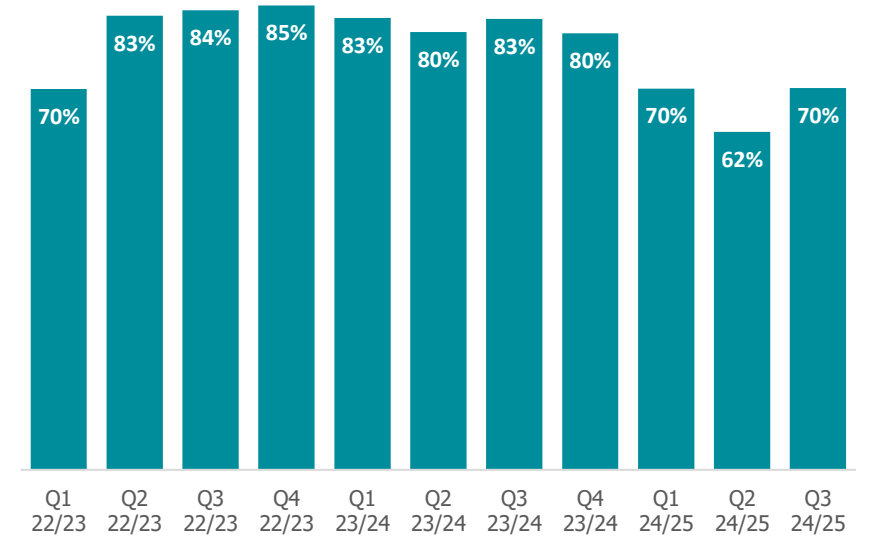


Casework Volumes Q3 24/25

EHU demand changes – complaints: 2022 to 2025



% of complaints classed as priority



95% of cases domestic

Achieving Positive Outcomes

94% of people surveyed happy with **quality** of overall service. Accent research 2024



95% felt happy with the referral process



92% felt happy with the length of time to resolve case



93% felt they were kept informed



81% felt EHU had increased their confidence in dealing with future issues



89% agreed they are not on their own as support is available



66% felt their mental health improved after EHU support



81% felt less stressed after EHU support



96% were happy with the way staff spoke to them

“The help I received was exceptional, it took a huge weight off my shoulders.”

Financial Redress Q3

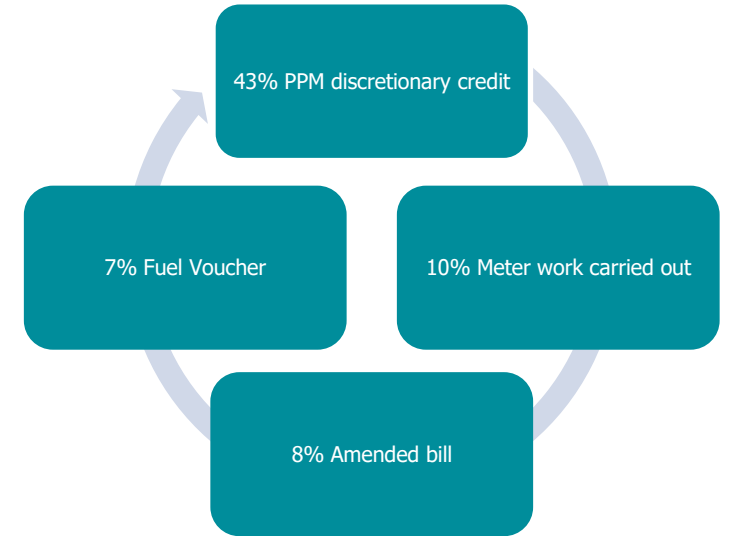


£2,196,096

£280
average per closed domestic case

£2002
average per closed business case

Main outcomes Q3 24/25



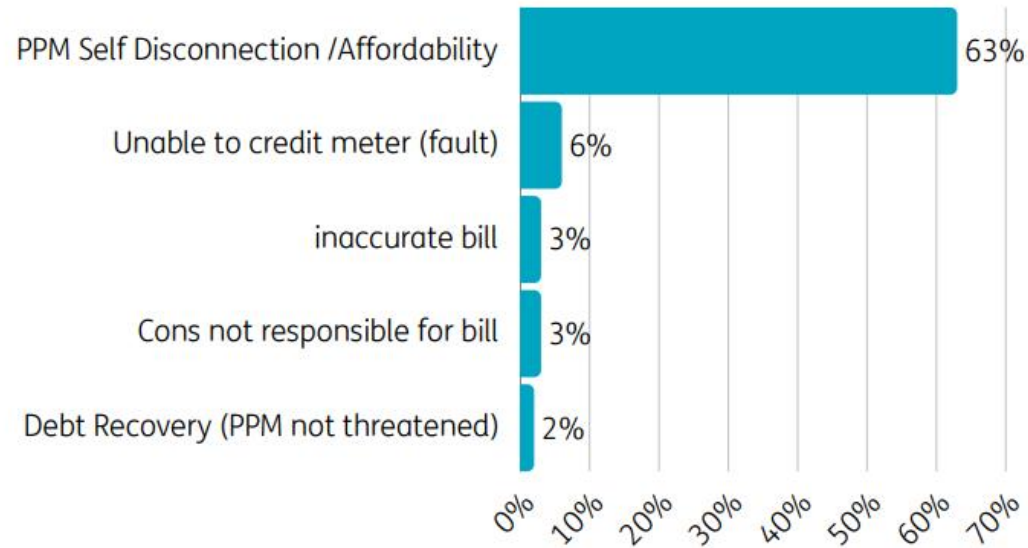
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Q3 24/25 Insights

Complaint Trends

Top Domestic Complaint Codes



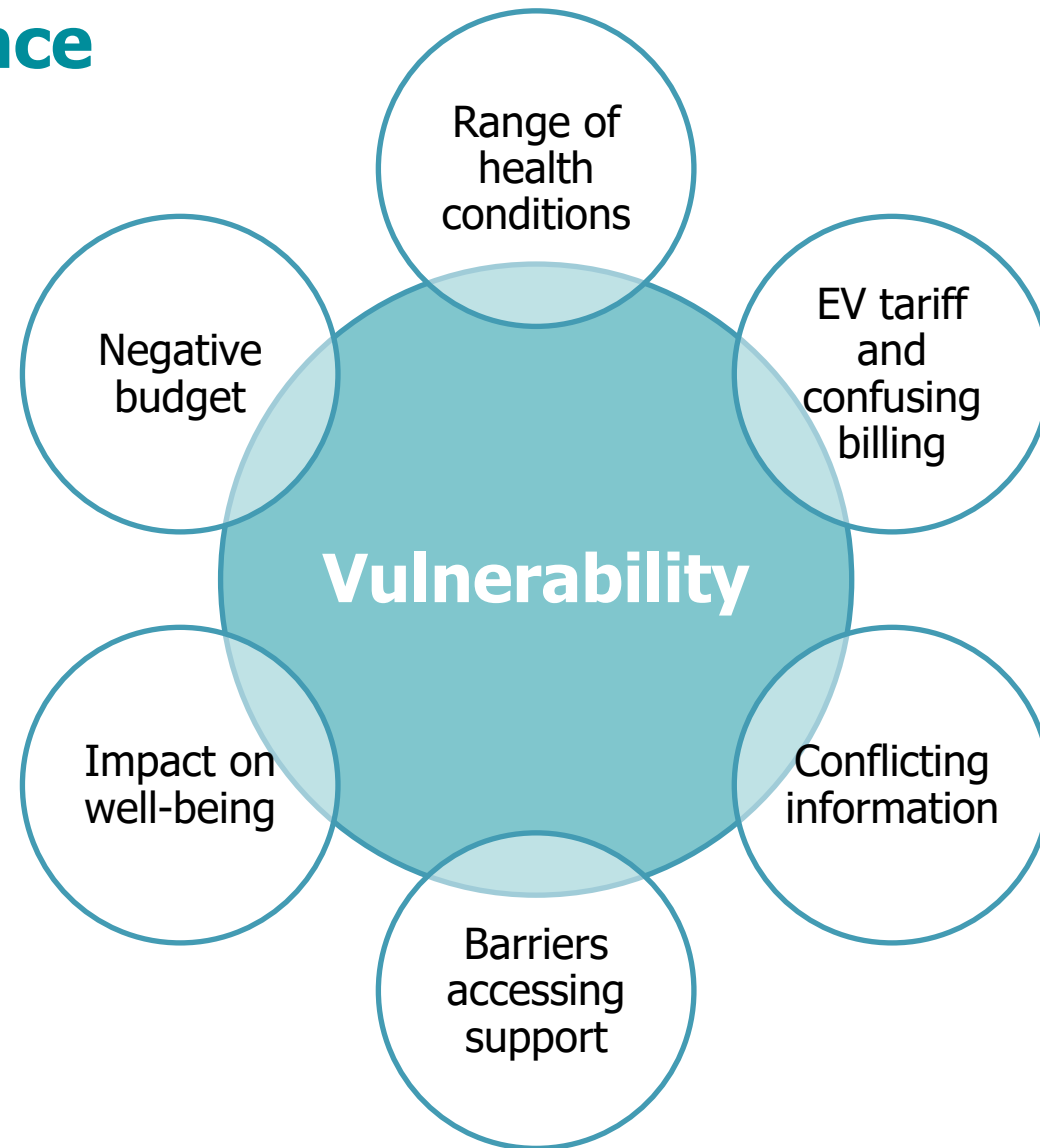
Self Disconnection was the top category across nations:

- 63% of cases in England
- 59% in Scotland
- 53% in Wales.

- › Cross sector analysis
- › Smart metering

- › Billing
- › Debt

Paul's experience



“I really was feeling desperate and helpless and that feeling has been relieved”

Extra
Help
Unit



Citizens Advice in Scotland

David Hilferty

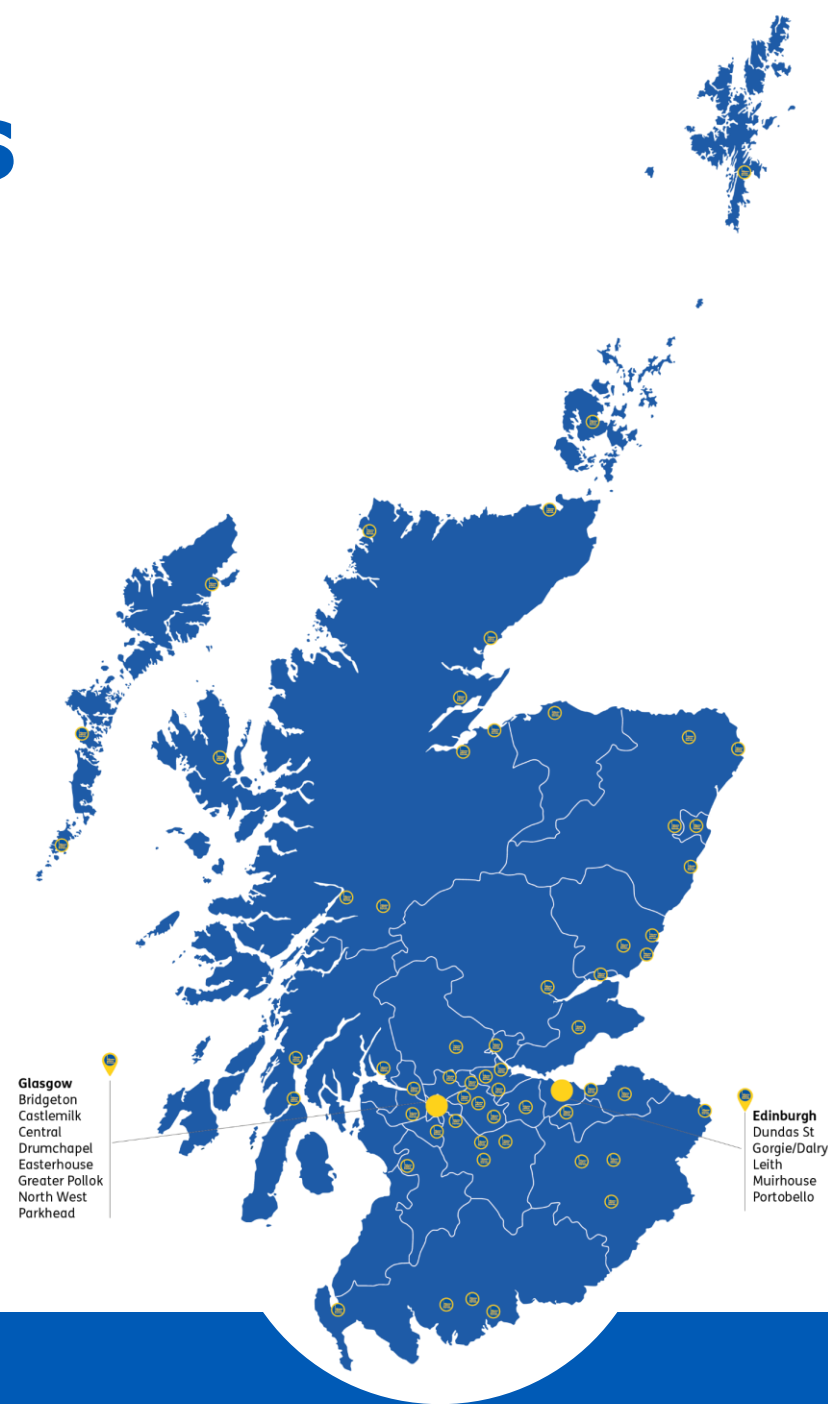
Director of Impact,
Citizens Advice Scotland



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.



Demand for energy advice



Energy is our second highest advice area



Almost **one in five people** supported by our network needed energy advice



55% of people we supported on energy also needed advice on social security

Breakdown of energy issues

Since 2022 there has been:



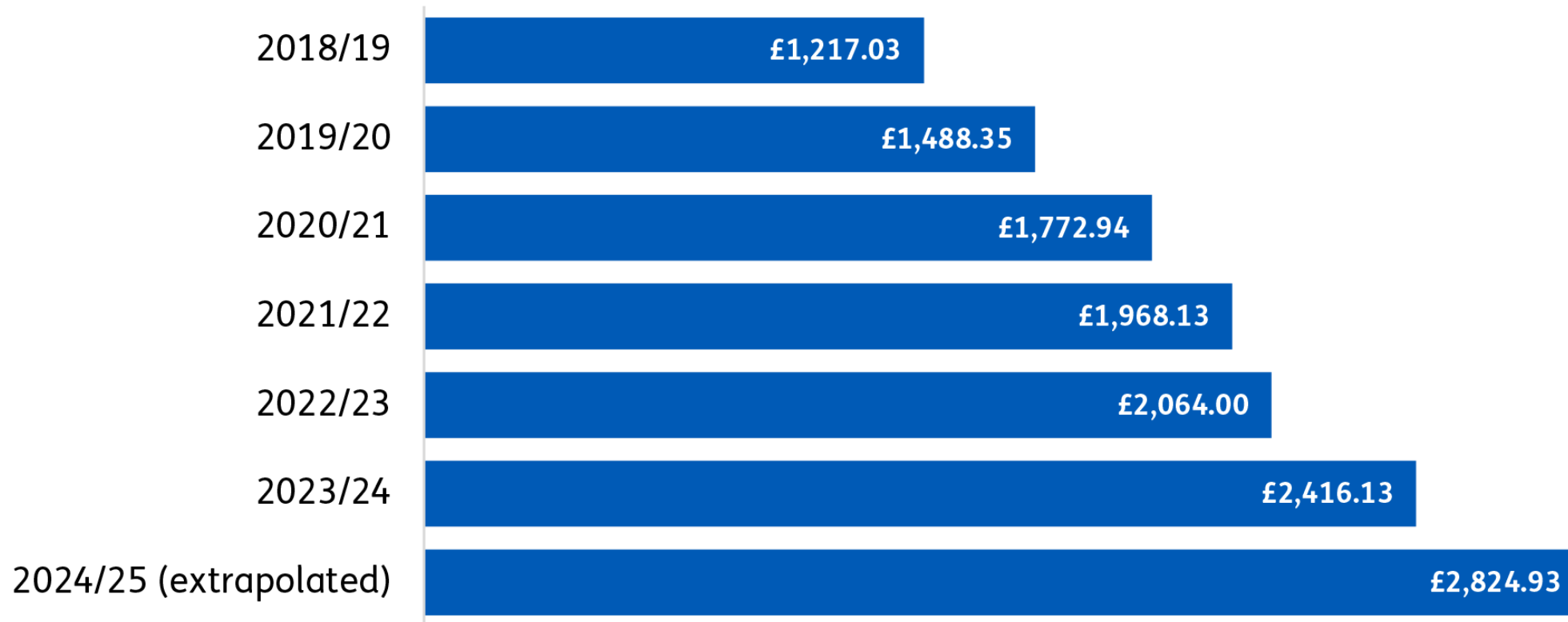
56% increase in those seeking trust fund applications



34% increase in those seeking prepayment meter advice

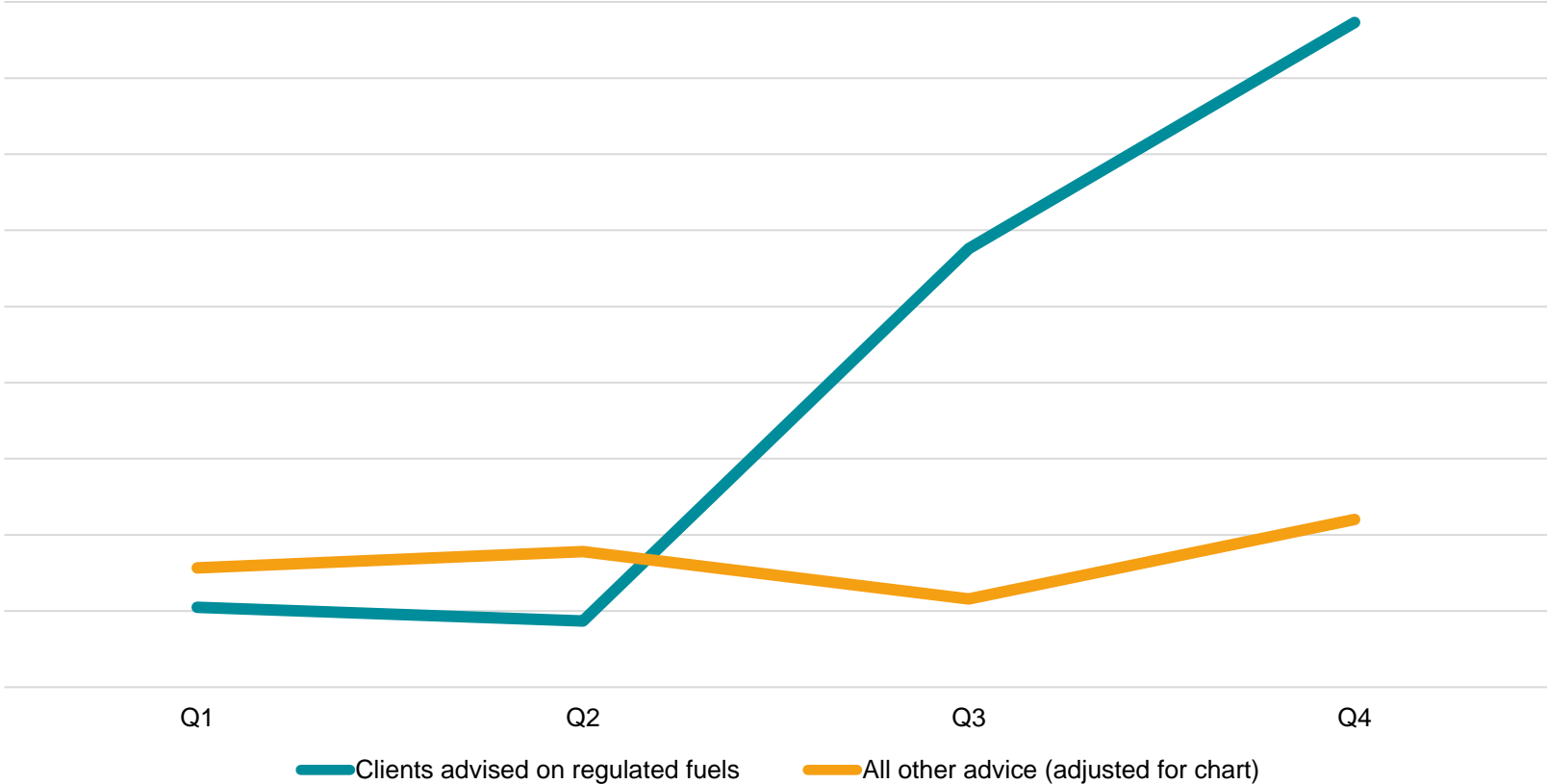
Energy debt

Average energy debt presented to bureaux in Q3 of each year



Seasonality of energy advice

Pattern of advice provision across the fiscal year, by number of clients





Guest speakers

Fraser Stewart

Just Transition and Communities Lead, Regen

Jen Broadhurst

CEO, Argyll & Bute Citizens Advice Bureau



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