

Citizens Advice Scotland (CAS), our 59-member Citizen Advice Bureaux (CAB) and the Extra Help Unit (EHU), form Scotland's largest independent advice network. Scotland's Citizens Advice Network is an essential community service that empowers people through our local bureaux and national services by providing free, confidential and independent advice.

We use people's real-life experiences to influence policy and drive positive change. We are on the side of people in Scotland who need help and we change lives for the better. During 2022-23, the Citizens Advice network provided advice and assistance to over 187,000 people. The network putting over £142 million back into people's pockets during this time, with every £1 invested in core advice funding returning £14 in gains for people.

This is the latest monthly summary of data from the Citizens Advice network in Scotland and covers July 2024. It shows data from the 59 Citizens Advice Bureaux in Scotland and our online advice site.

Month in Focus

In July 2024, CABs helped almost 23,000 people, giving over 94,000 pieces of advice. Meanwhile, online advice pages received over 419,000 views, a 20% increase from last year.

Across the CAB network, there has been considerable increases in demand around benefits due to people on legacy benefits being migrated to Universal Credit – there was a 55% increase in advice on migration to Universal Credit from July 2023 to July 2024.

Similarly, advice on the First Tier Tribunal process relating to the benefits administered by Scotland Social Security increased in demand by 47%.

Online, there has been high demand for employment advice. Since July 2023 views of the page providing advice on redundancy increased by 215%, while advice on dismissal increased by 74%. Page views for advice on resigning from a job have more than doubled, increasing 153%.

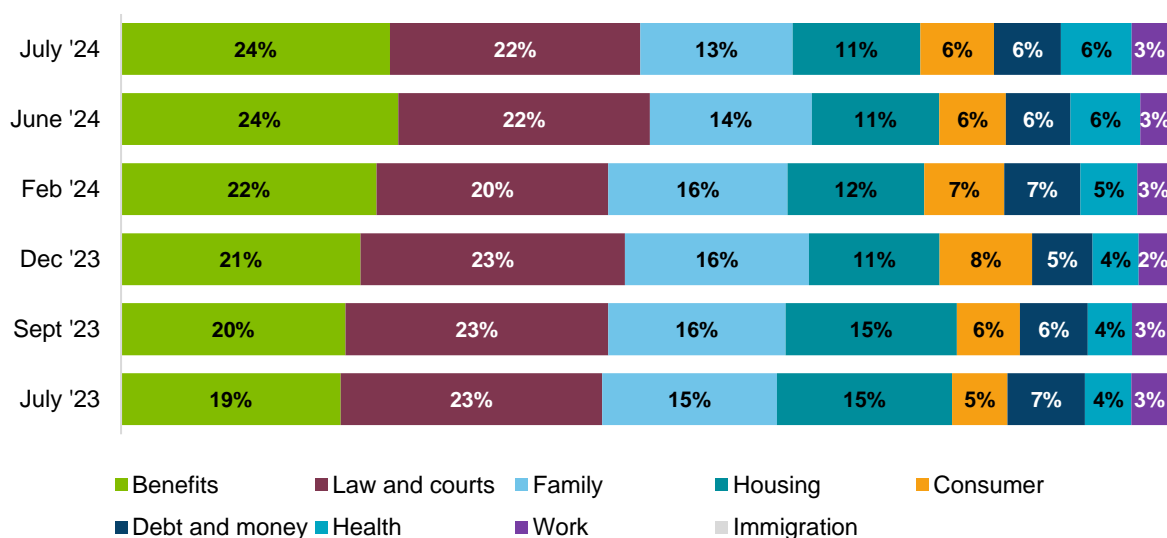


Webpages

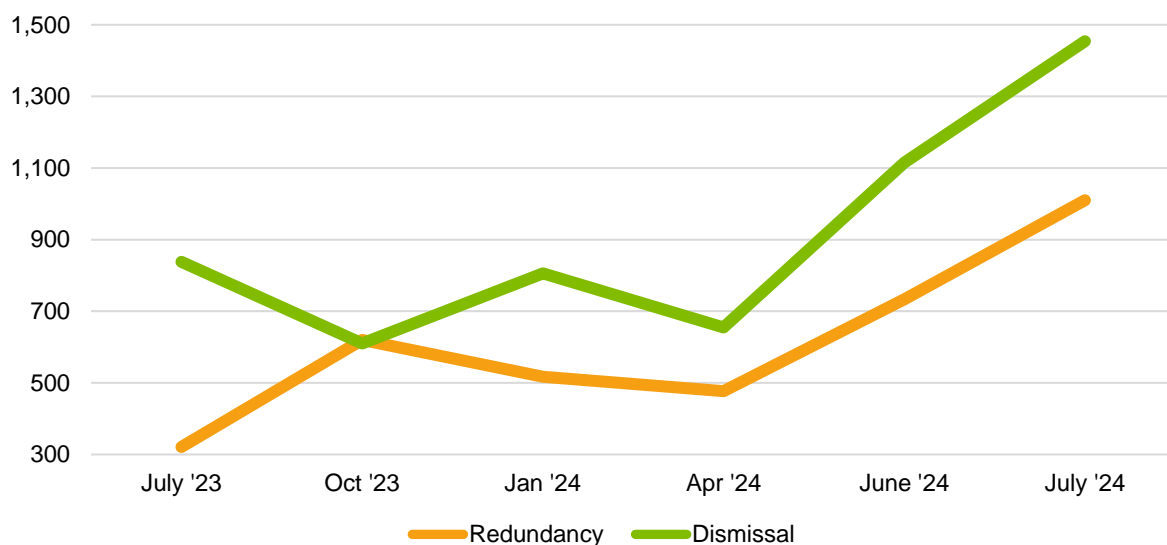
419,640 views (20% increase from July 2023)

From June to July 2024 page views across all advice areas showed few notable changes. An increase of 22% in views of work-related pages could be seen, as well as a 15% increase in views of immigration-related pages. In the longer-term view a 52% increase was evident in relation to advice on health issues while views of consumer-related pages increased by 33%. Views of pages related to benefits issues also increased by 22% from July 2023 to July 2024.

Advice sought on the 'Advice for Scotland' website, as a proportion of all advice



Views relating to particular types of employment-related advice have been increasing in recent months. Since July 2023 views of the page providing advice on redundancy has more than quadrupled (up 215%), while that relating to dismissal has increased by 74%.

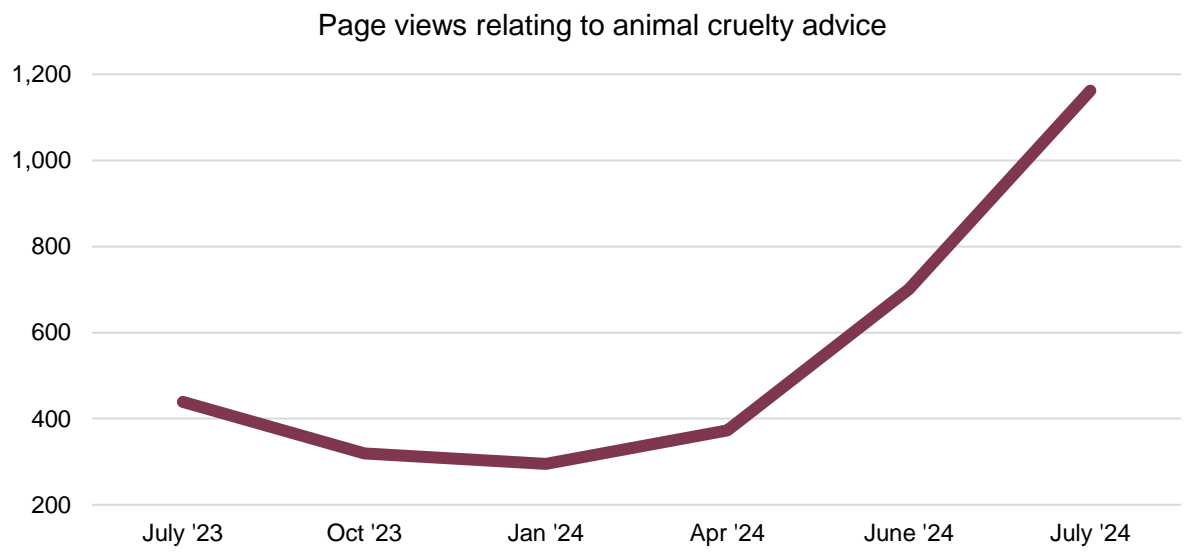




In a similar vein, views of the page offering advice on resignation from a job have also increased considerably since July 2023, with the figure more than doubling during this time (up 153%).



Views of the page offering advice in relation to animal cruelty saw a sharp increase of 66% from June to July 2024. The longer-term view shows an increase from July 2023 of 165%.





CAB network statistics

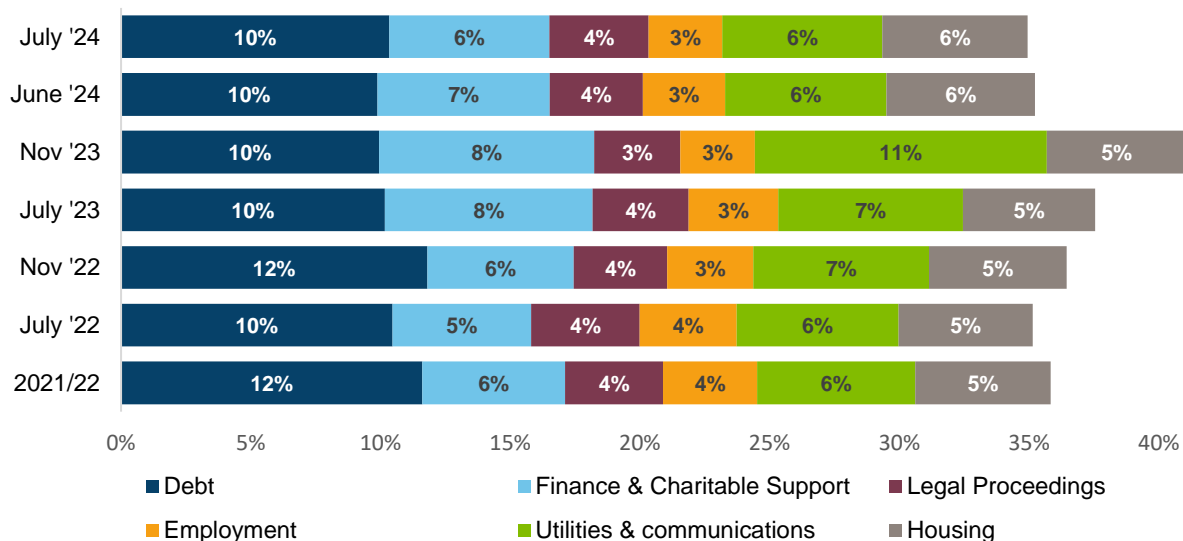
94,632 pieces of advice (up 16% from July 2023)

23,329 clients (up 10% from July 2023)

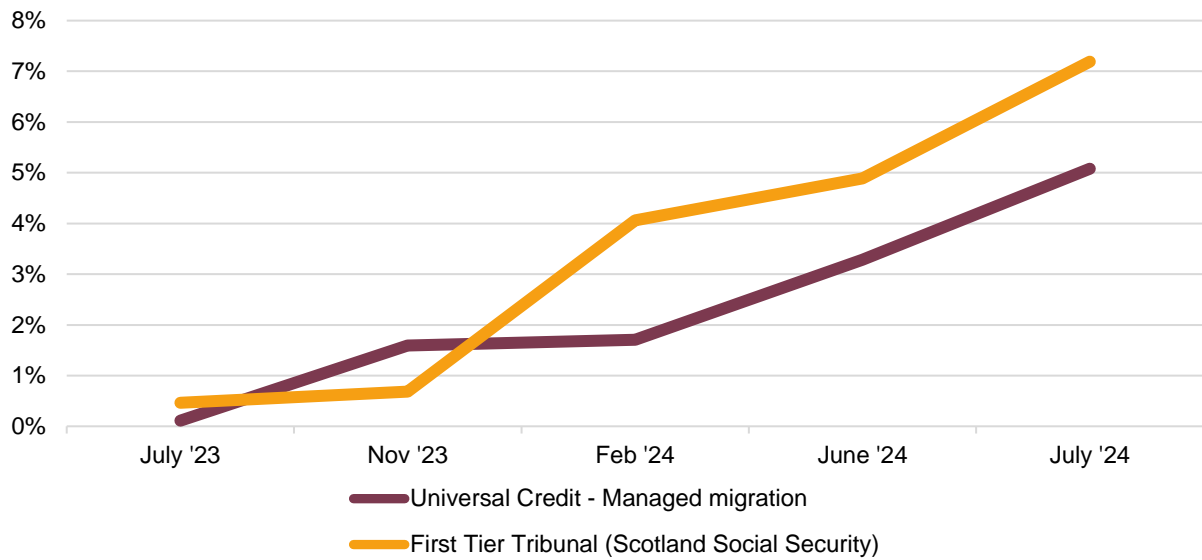
Only one small change from June to July 2024 in the top advice areas was evident, with a 10% decrease in employment advice; a 18% decrease from July 2023 could also be seen. In the longer-term view a 10% increase in housing advice from July 2023 to July 2024 was found, along with a 23% decrease in advice relating to finance and charitable support.

Outside of the top advice areas the most notable changes were evident in the long-term view, with an increase of 26% in relation to advice on NHS concerns/complaints and a 14% increase in advice relating to travel, transport and holidays. A 35% decrease in advice on health and community care was also evident from July 2023 to July 2024.

Top advice areas, as a proportion of all advice (excluding benefits)

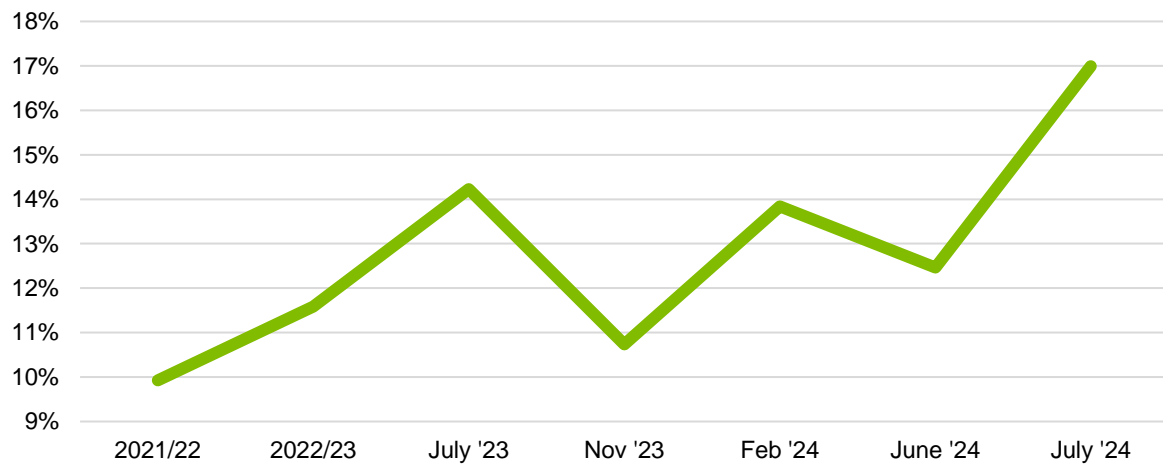


Two of the newer advice areas have shown considerable increases in the past 12 months. With the process of all clients on legacy benefits being 'migrated' to Universal Credit now underway, a 55% increase in advice on this issue is evident from July 2023 to July 2024. Similarly, advice on the First Tier Tribunal process relating to the benefits administered by Scotland Social Security has also seen an increase of 47% during the same period.



Although the pattern here is more erratic, an increase in advice relating to used vehicles can be seen; those rose by 36% from June to July 2024. This advice area is also at its highest ever level, having increased as a proportion of all consumer advice by 71% since 2021/22.

Consumer advice: Used vehicles



www.cas.org.uk

The Scottish Association of Citizens Advice Bureaux - Citizens Advice Scotland. Scottish charity (SC016637) and company limited by guarantee (89892)