

Castlemilk Citizens Advice Bureau

citizens
advice
bureau

Ward Statistics Overview 2024/25

Linn Ward 1

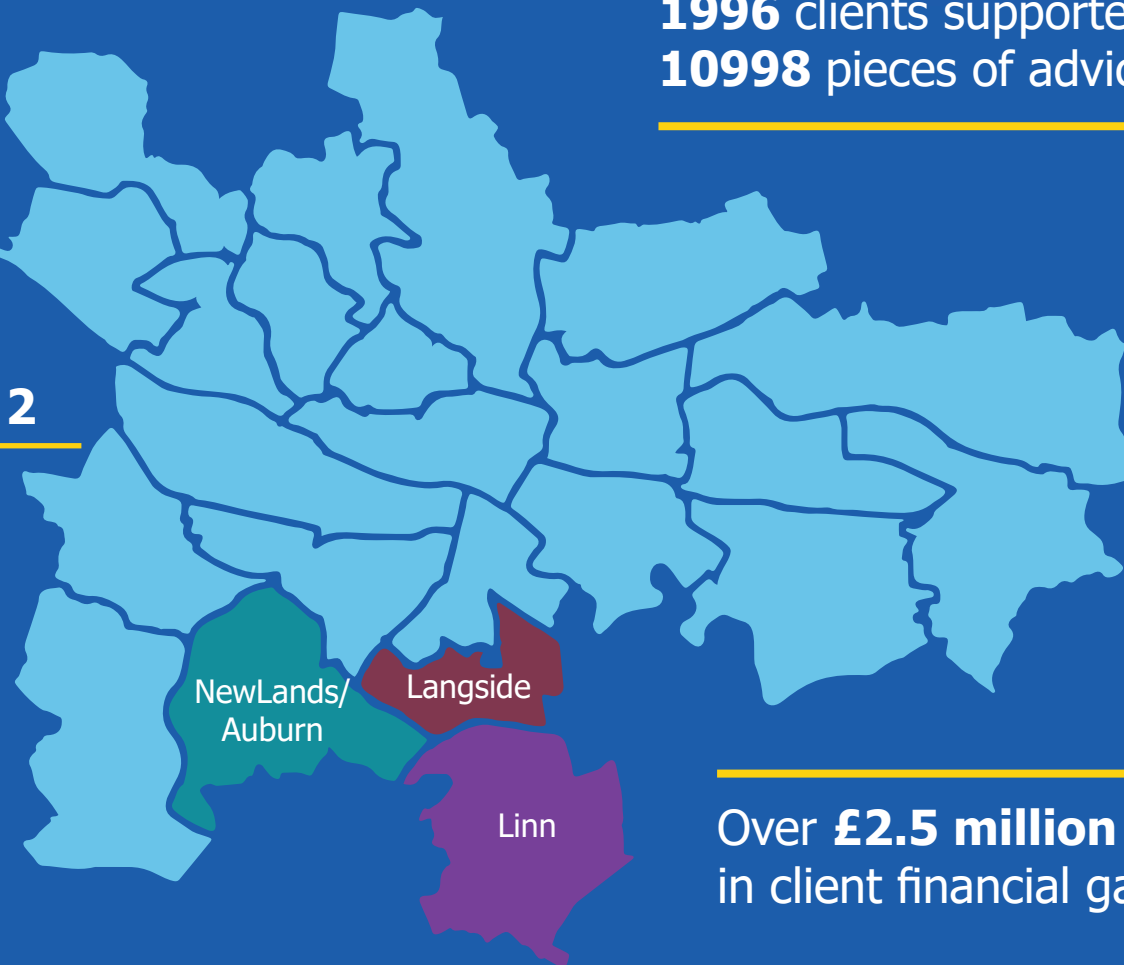
931 clients supported.
5277 pieces of advice provided.
Over **£1.2 million** in client financial gain.

Newlands/ Auburn Ward 2

85 clients supported.
469 pieces of advice provided.
£120,874 in client financial gain.

Langside Ward 7

345 clients supported.
1944 pieces of advice provided.
£467,723 in client financial gain.



1996 clients supported.
10998 pieces of advice provided.

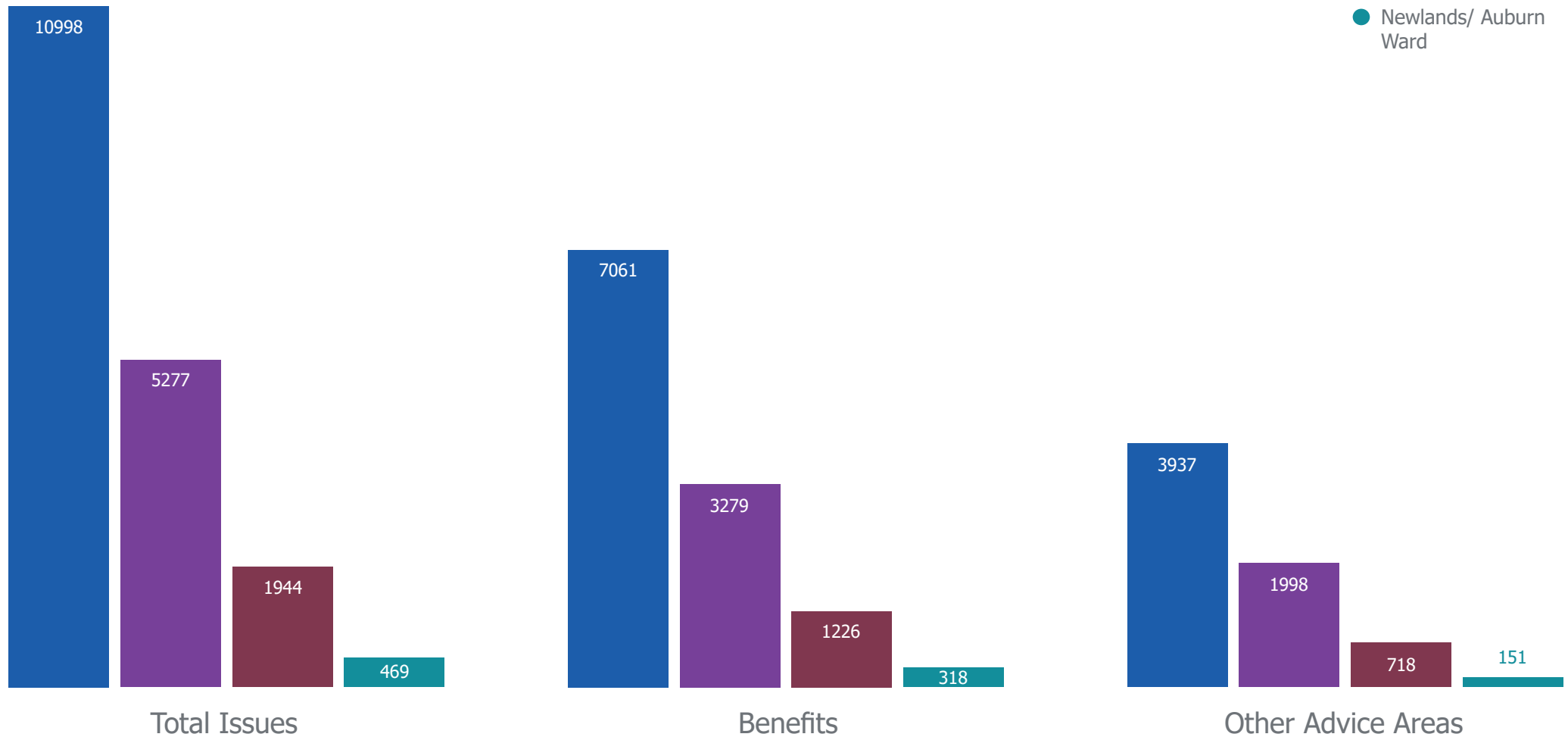
Over **£2.5 million**
in client financial gain.

Castlemilk Citizens Advice Bureau

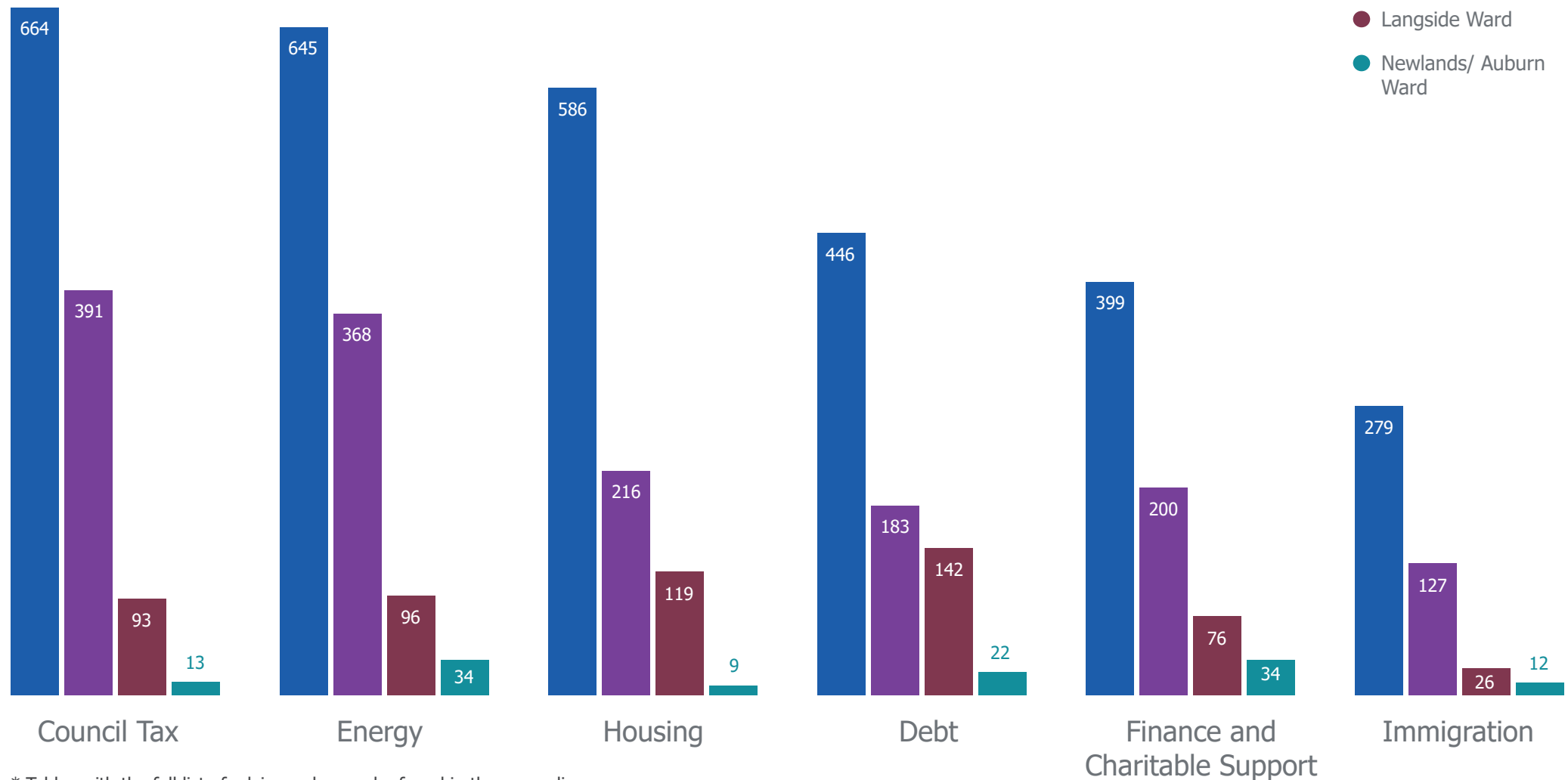


Total Advice Codes, Benefits and Other Advice Areas 2024/25

- Castlemilk CAB
- Linn Ward
- Langside Ward
- Newlands/ Auburn Ward



Other Top Advice Areas (Excluding Benefits) 2024/25

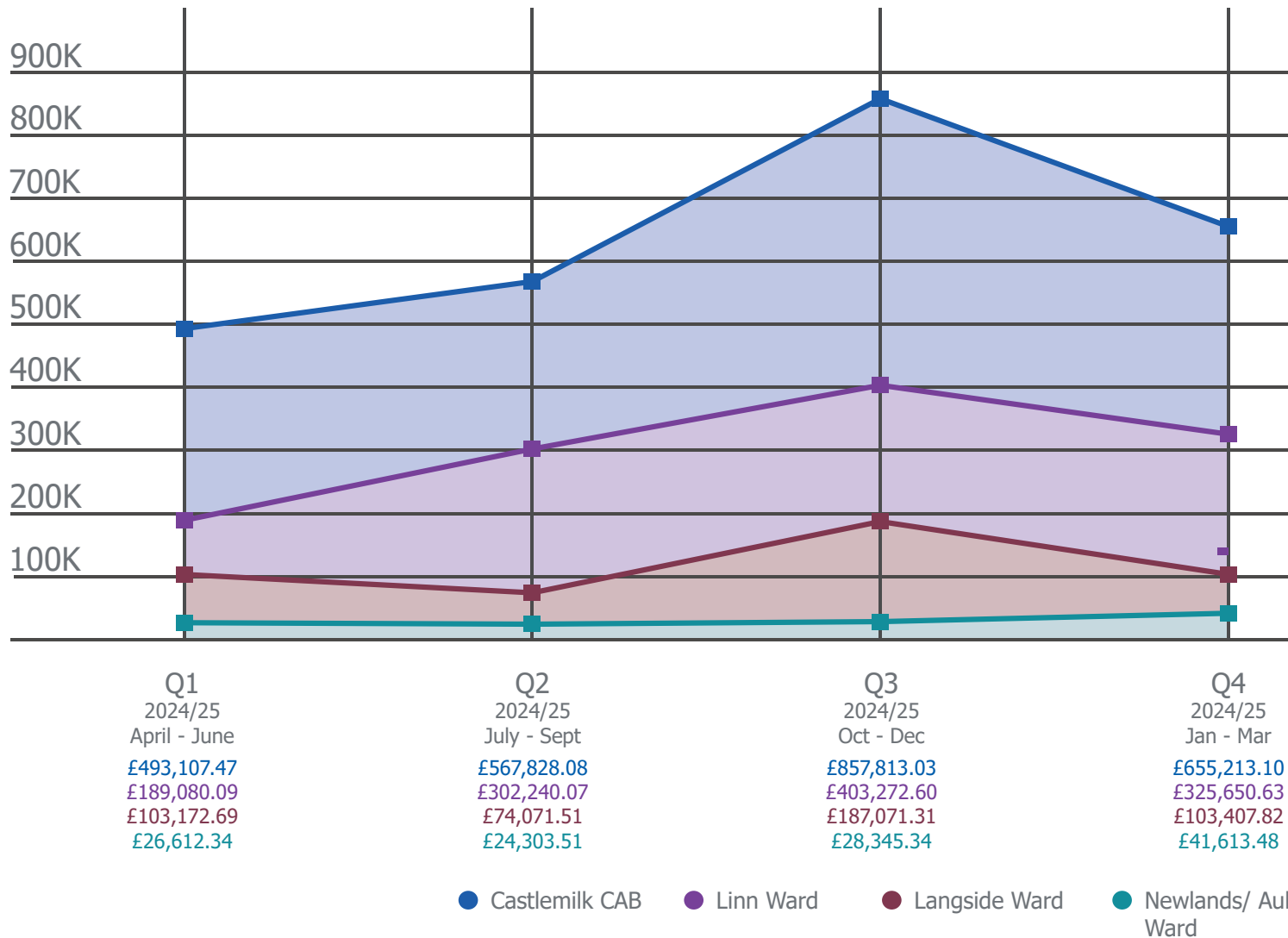


* Tables with the full list of advice codes can be found in the appendix.

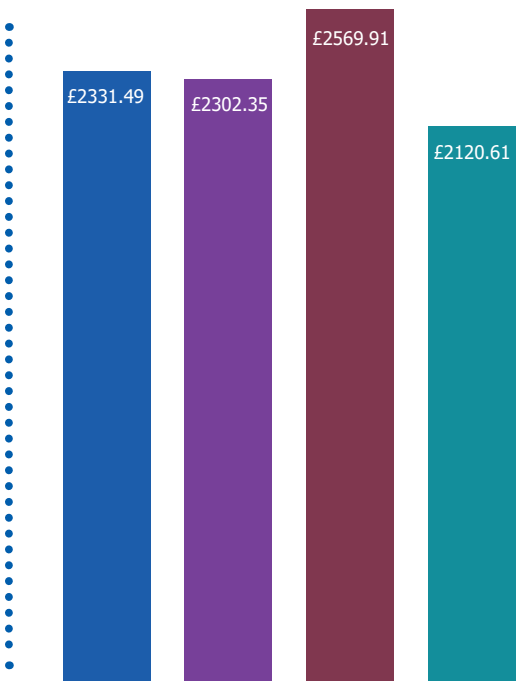
Castlemilk Citizens Advice Bureau



Client Financial Gain for full financial year 2024 - 25



Average Client Financial Gain per Client 2024 - 25

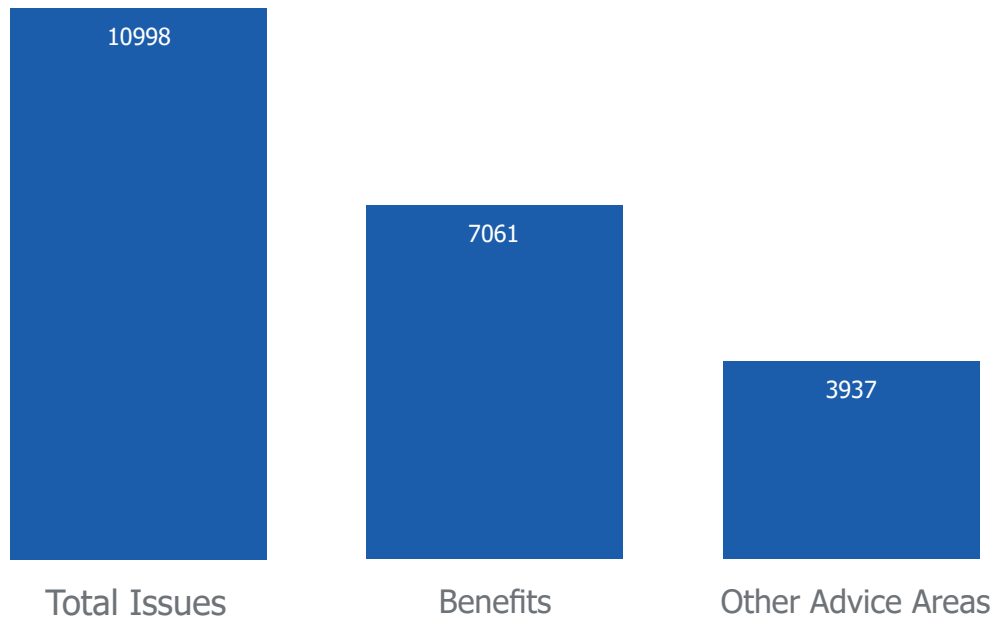


Full Financial Year
2024 - 2025
April - Mar

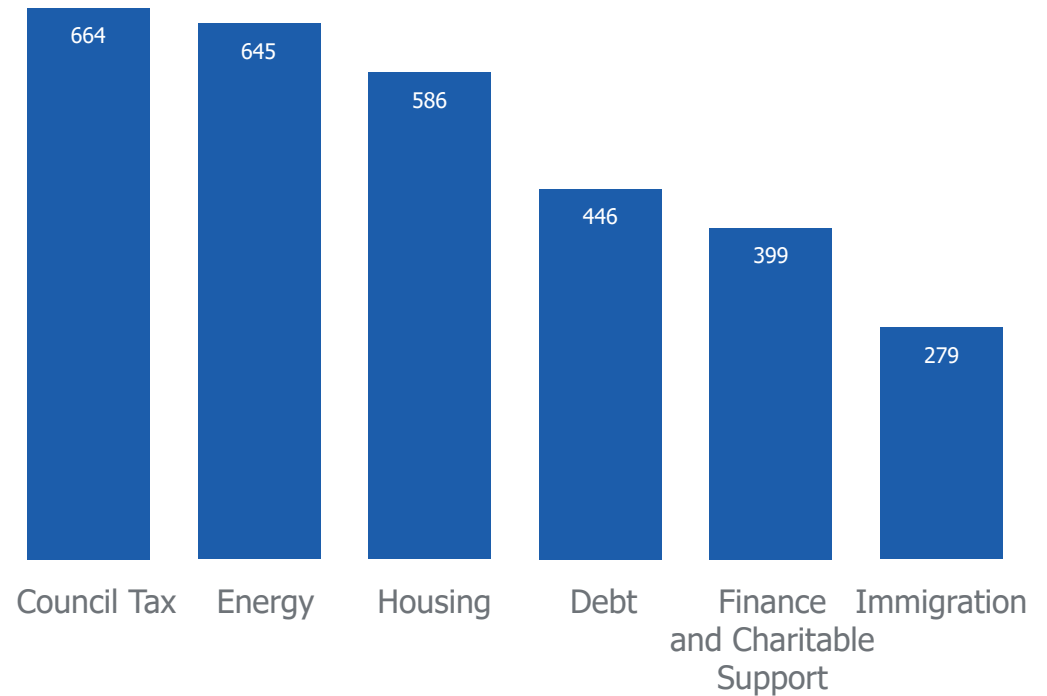
Castlemilk CAB Advice Code Statistics 2024/25

Number of Clients	Number of Client Contacts	Number of Client Issues	Client Financial Gain
1996	4214	10998	£2.5m

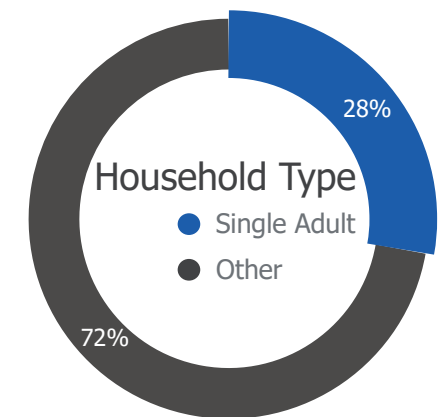
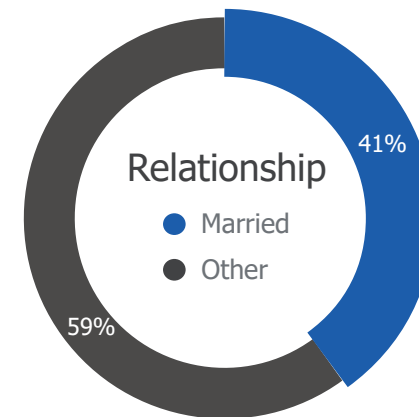
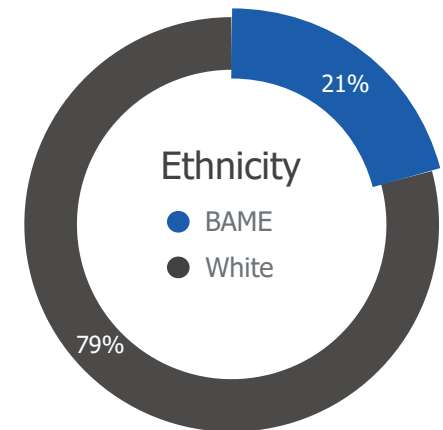
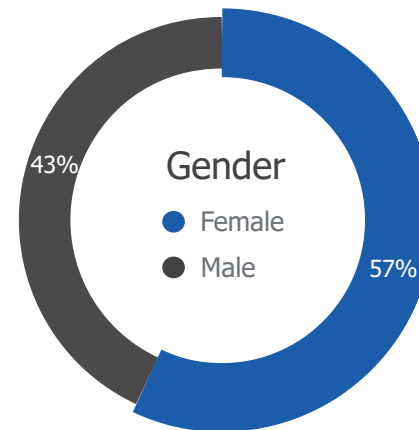
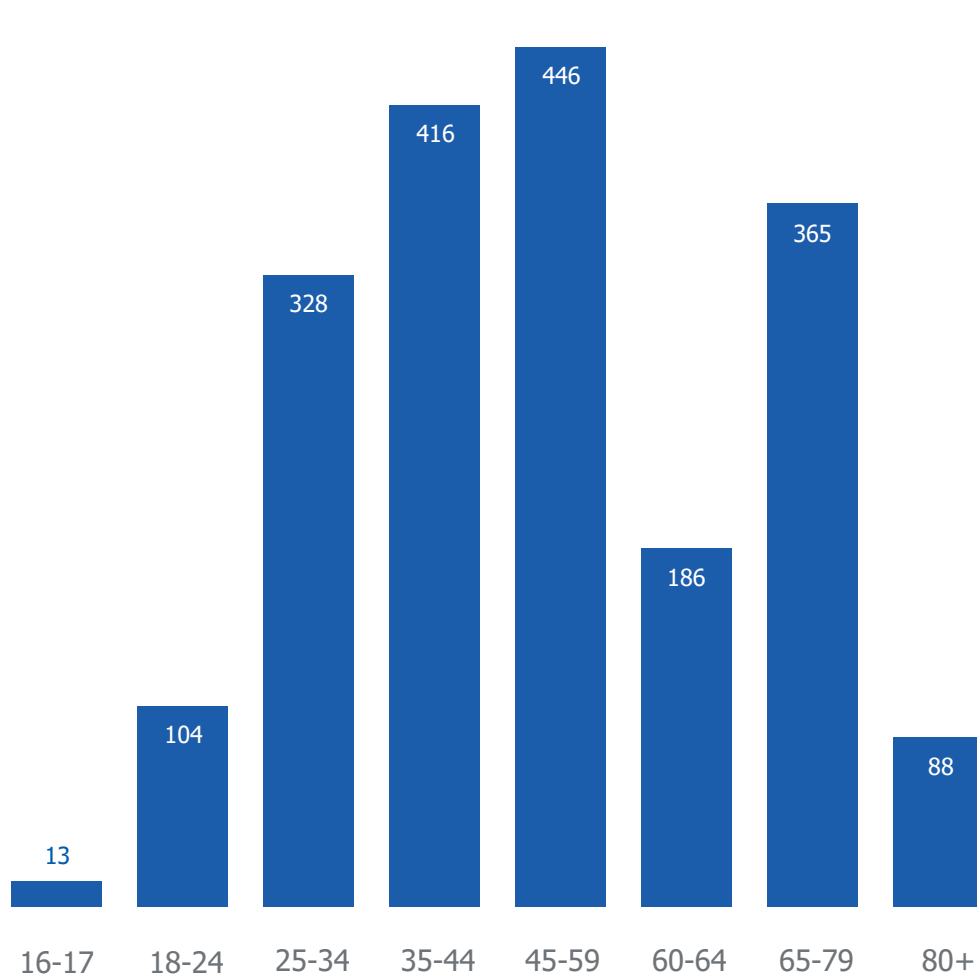
Total Advice Codes, Benefits and Other Advice Areas 2024/25



Other Top Advice Areas 2024/25 (Excluding Benefits)



Castlemilk CAB Demographic Statistics 2024/25

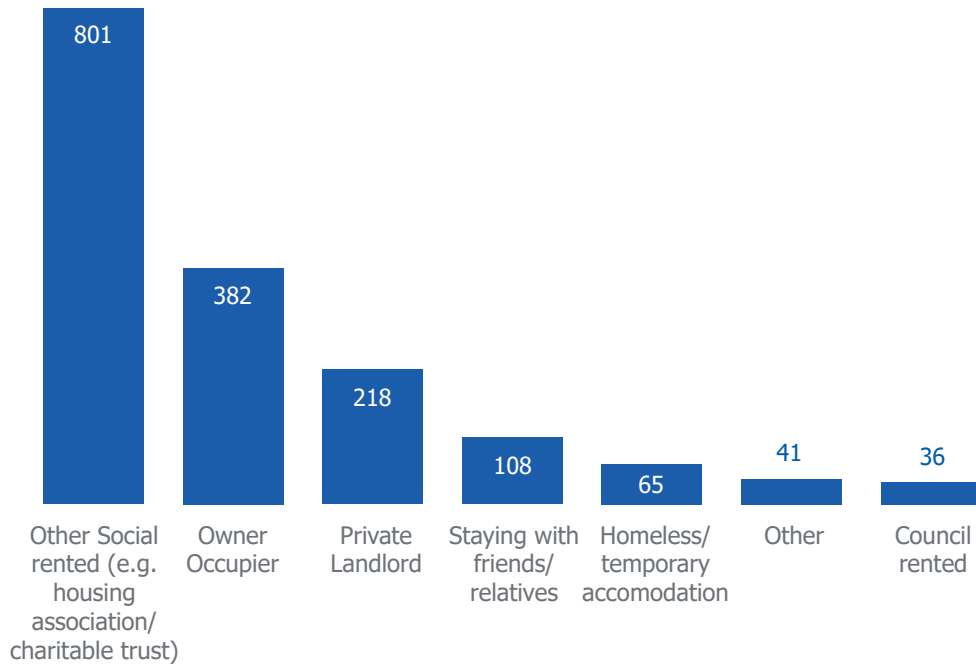


*Please note that the statistics are based on responses from clients who have completed the client profile questions. Some clients have either not filled out the profile or have chosen not to answer certain questions.

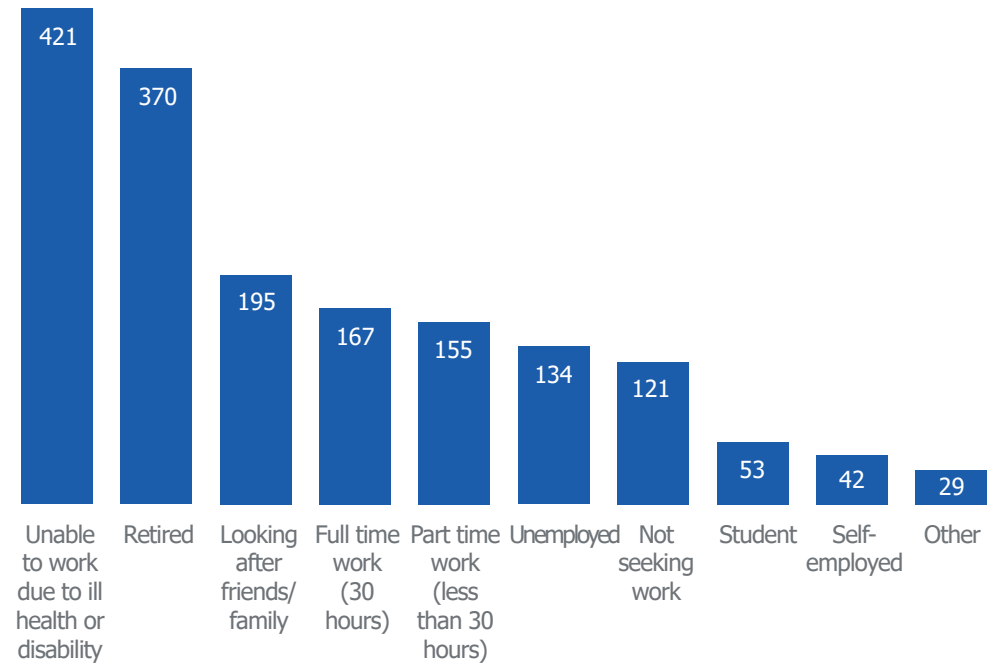
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Castlemilk CAB Demographic Statistics 2024/25

Housing Status



Employment Status



Health condition or disability



● Yes ● No

If yes, does this make it difficult for day to day activities

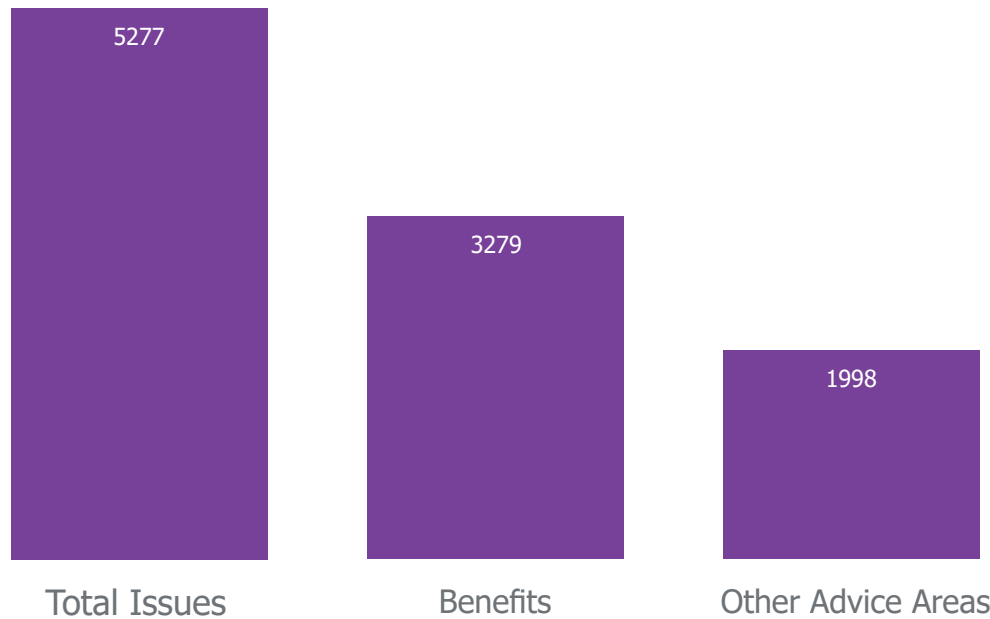


● Yes ● No

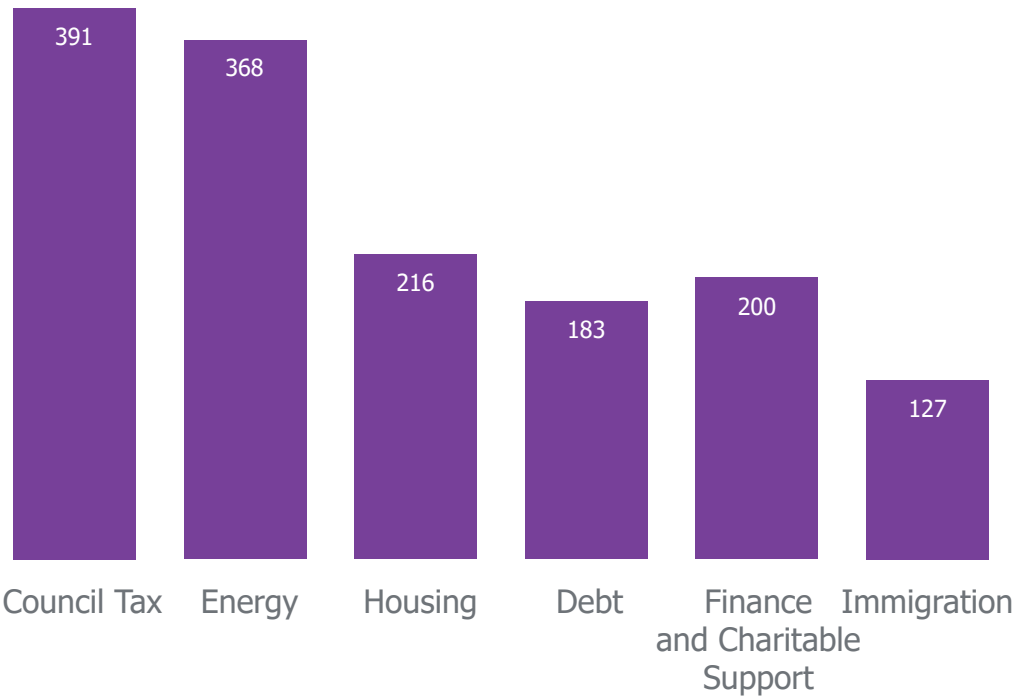
Linn Ward Advice Code Statistics 2024/25

Number of Clients	Number of Client Contacts	Number of Client Issues	Client Financial Gain
931	2149	5277	£1.2m

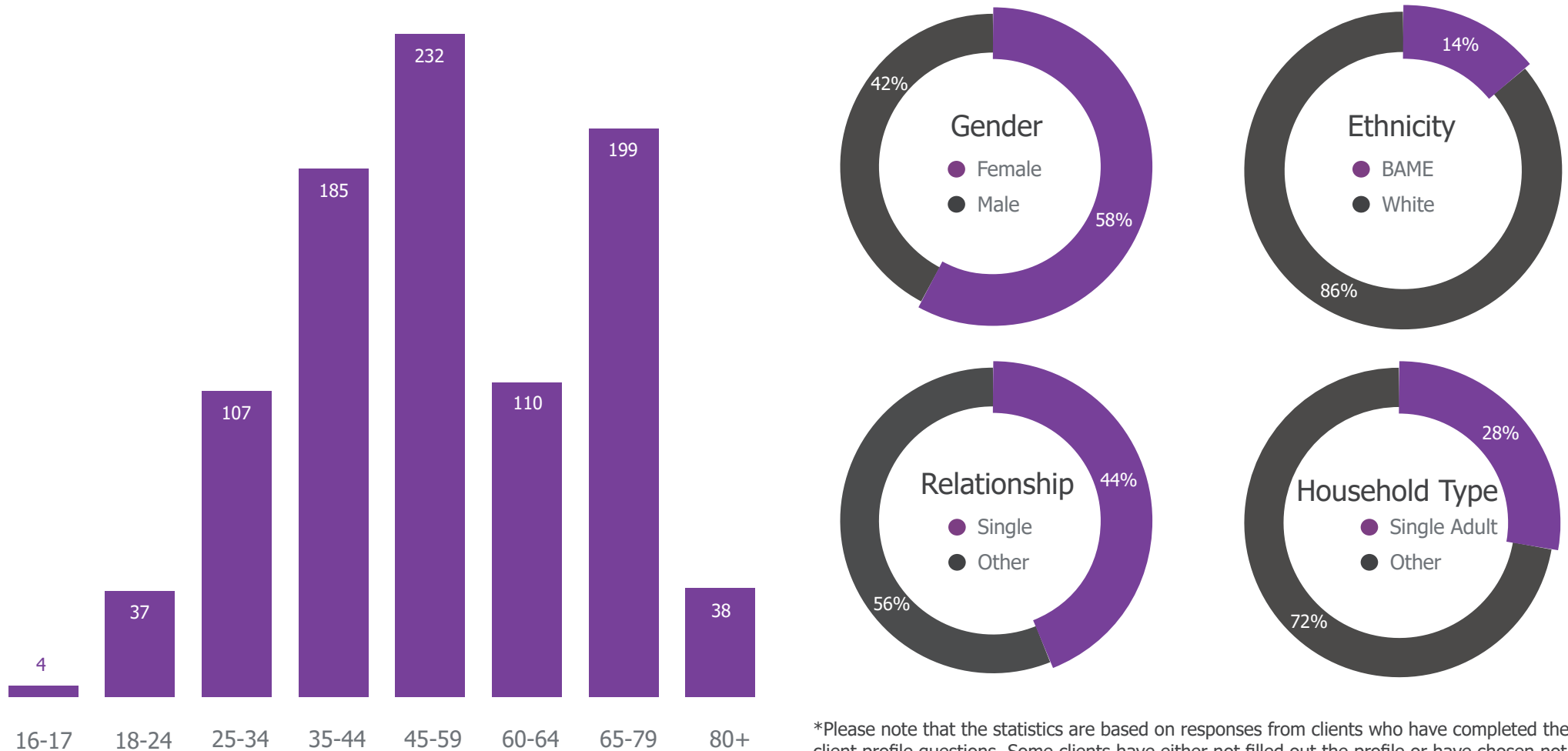
Total Advice Codes, Benefits and Other Advice Areas 2024/25



Other Top Advice Areas 2024/25 (Excluding Benefits)



Linn Ward Demographic Statistics 2024/25

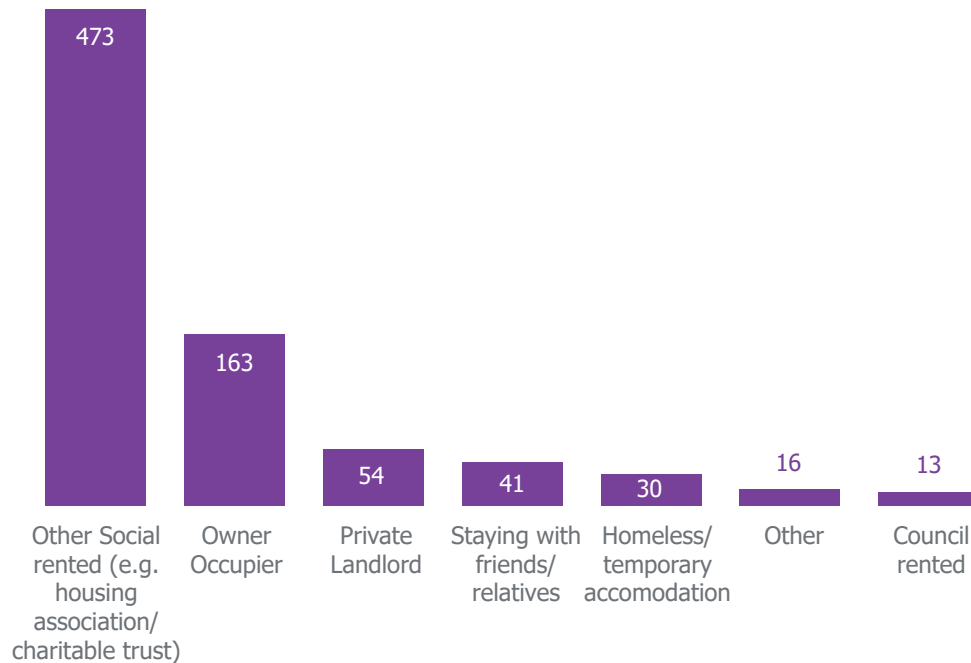


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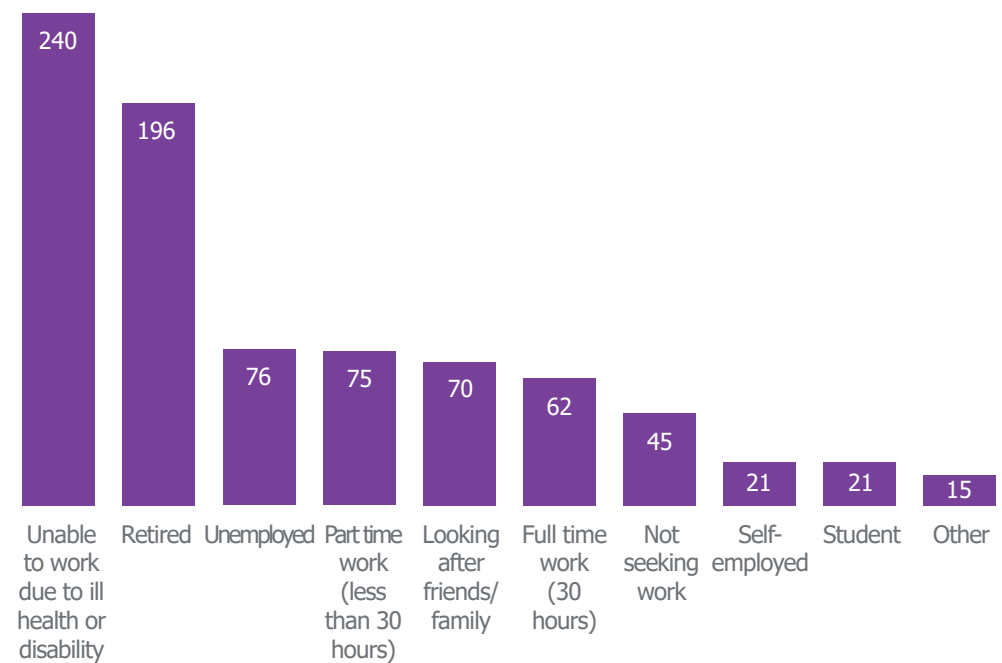
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Linn Ward Demographic Statistics 2024/25

Housing Status



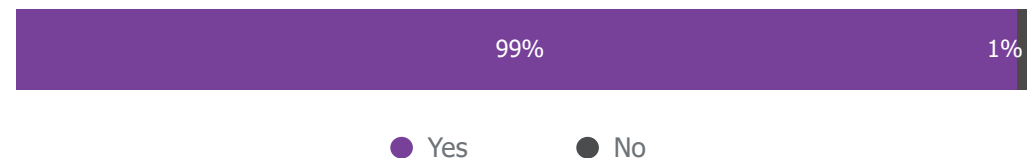
Employment Status



Health condition or disability



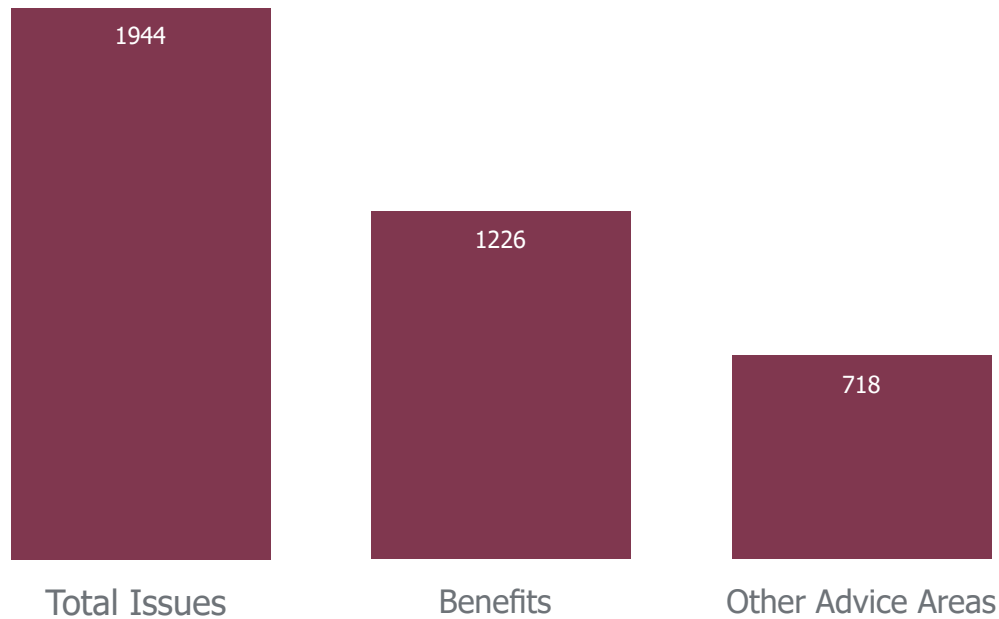
If yes, does this make it difficult for day to day activities



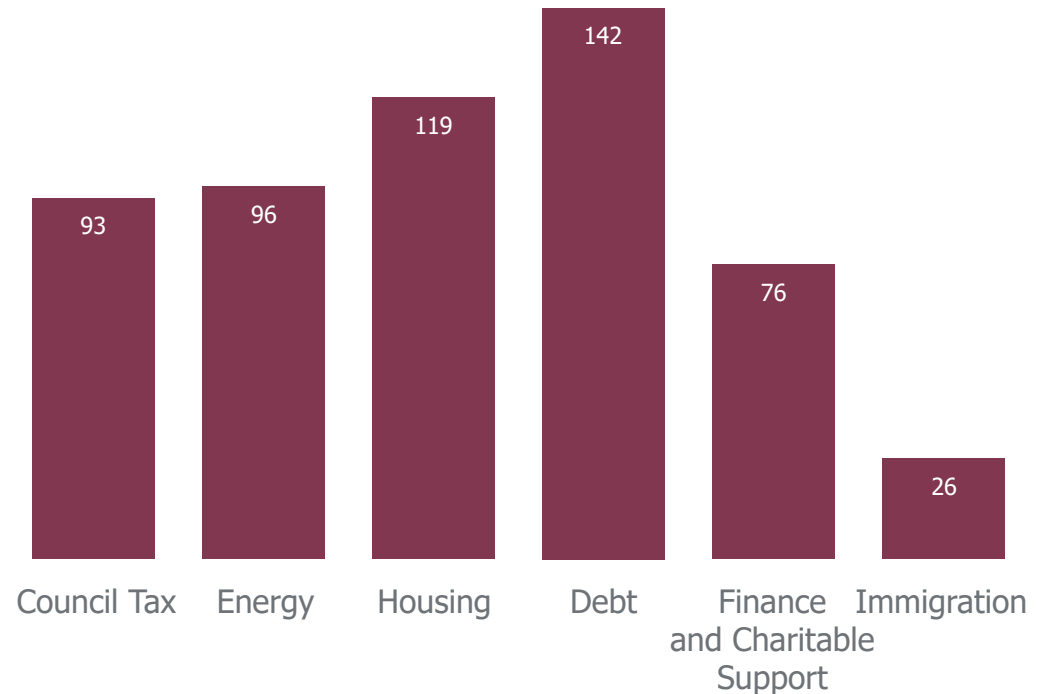
Langside Ward Advice Code Statistics 2024/25

Number of Clients	Number of Client Contacts	Number of Client Issues	Client Financial Gain
345	671	1944	£467,723

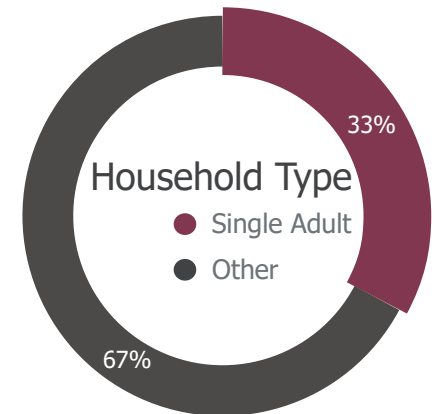
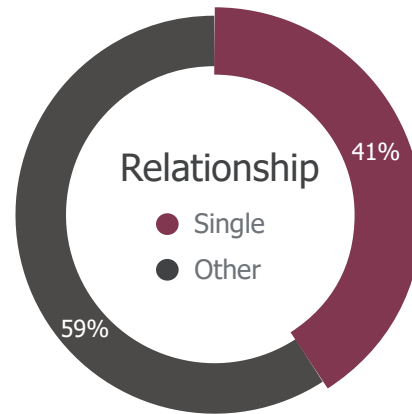
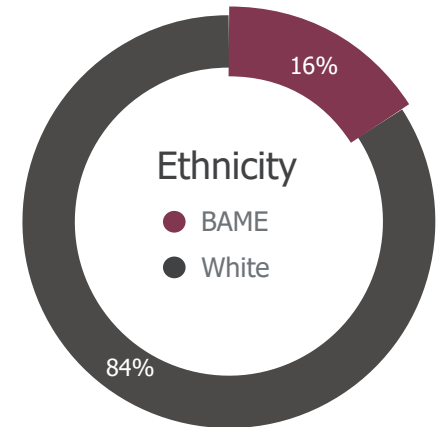
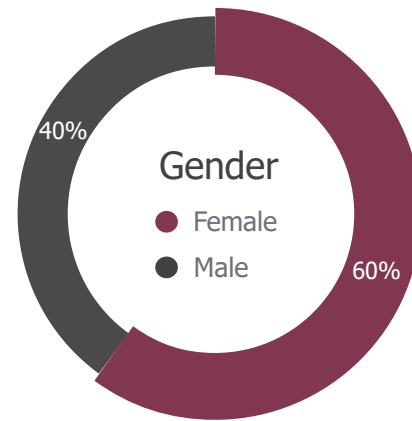
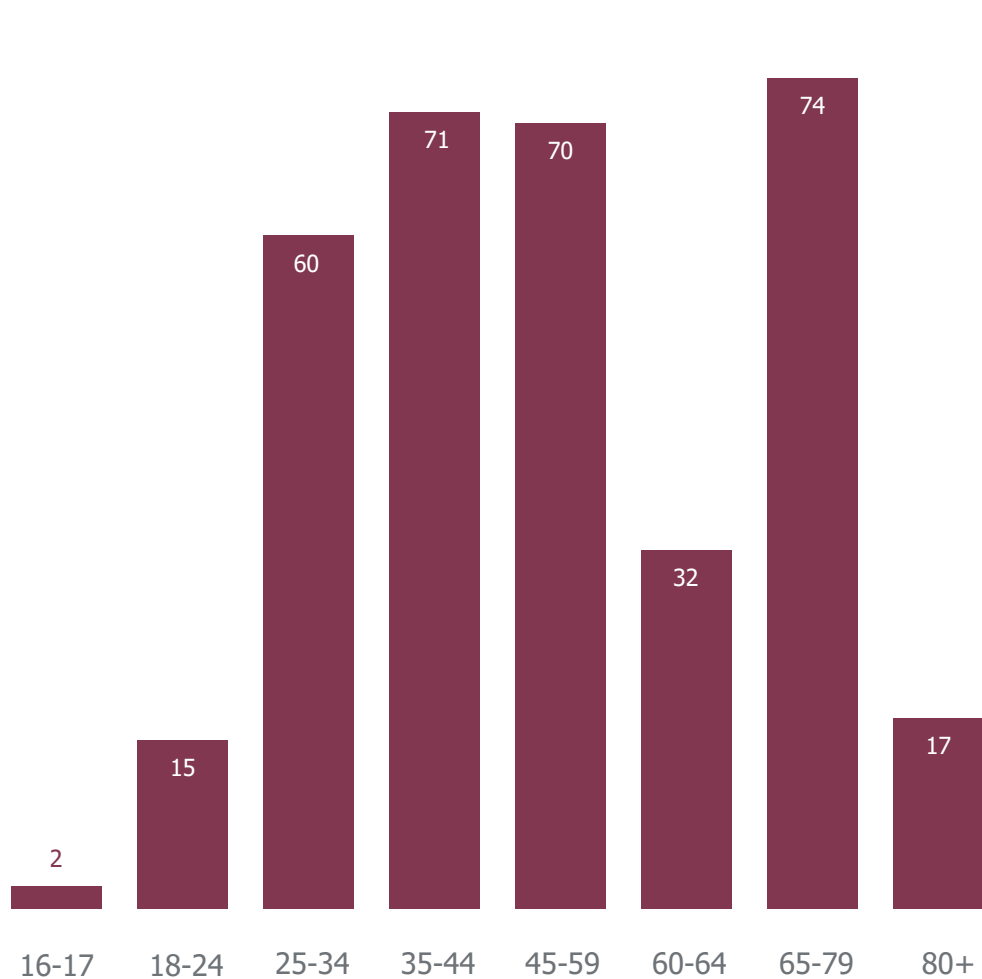
Total Advice Codes, Benefits and Other Advice Areas 2024/25



Other Top Advice Areas 2024/25 (Excluding Benefits)



Langside Ward Demographic Statistics 2024/25

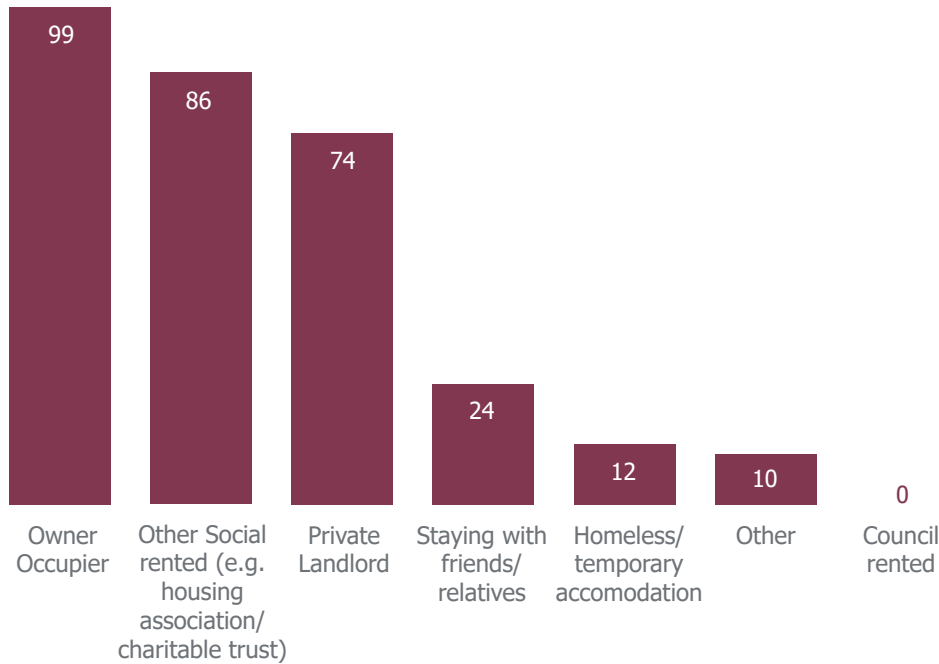


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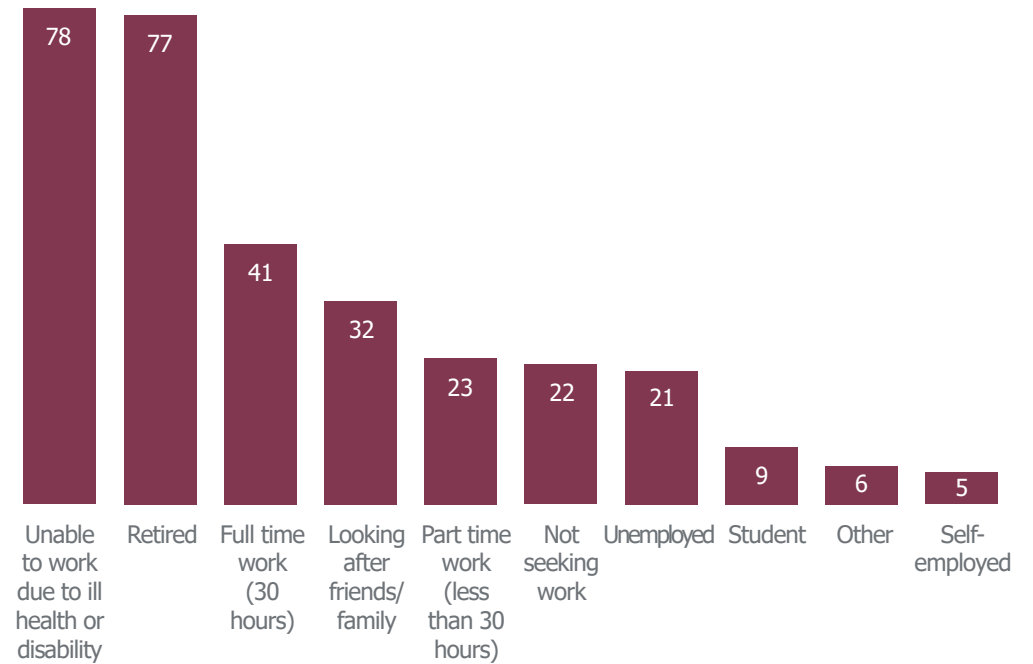
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Langside Ward Demographic Statistics 2024/25

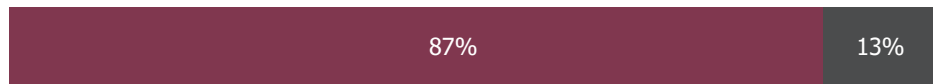
Housing Status



Employment Status



Health condition or disability



● Yes ● No

If yes, does this make it difficult for day to day activities

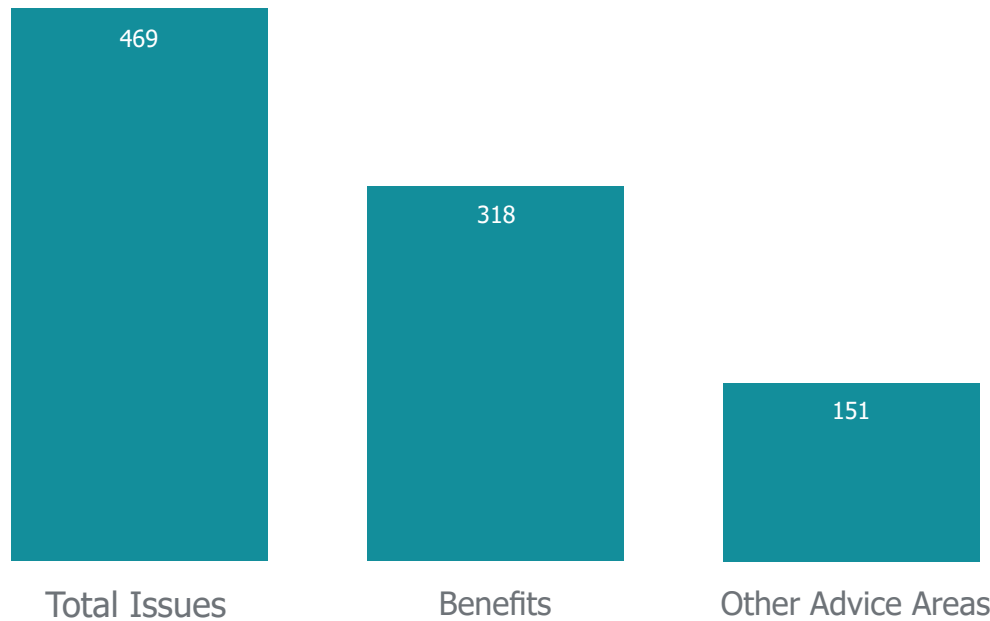


● Yes ● No

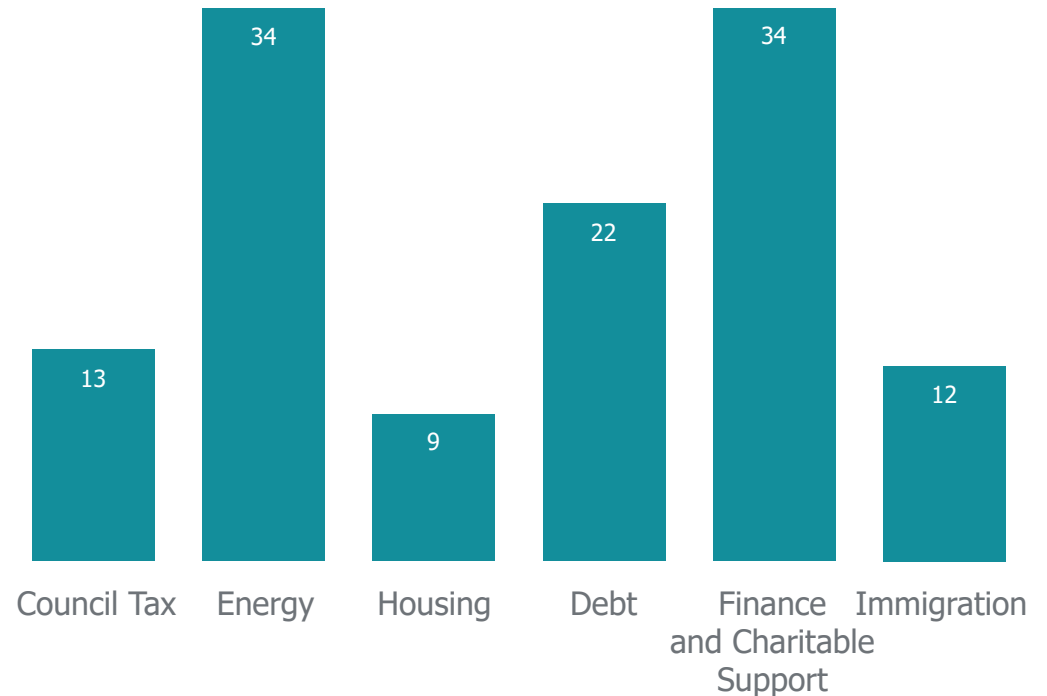
Newlands/ Auburn Ward Advice Code Statistics 2024/25

Number of Clients	Number of Client Contacts	Number of Client Issues	Client Financial Gain
85	178	469	£120,874

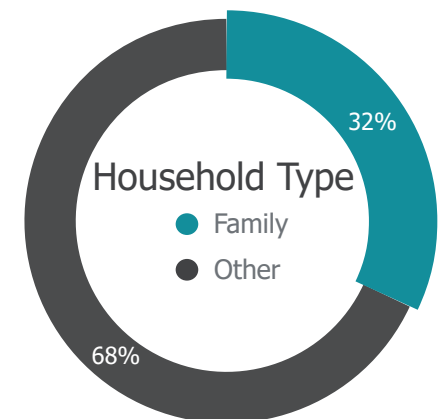
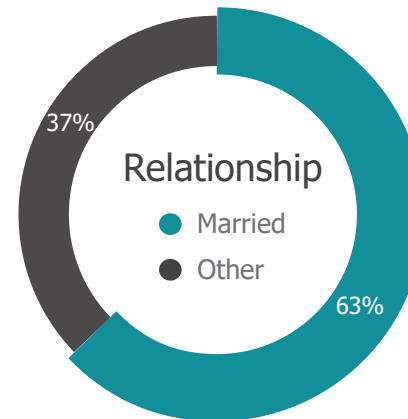
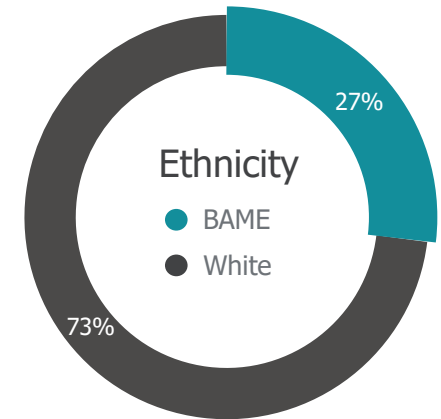
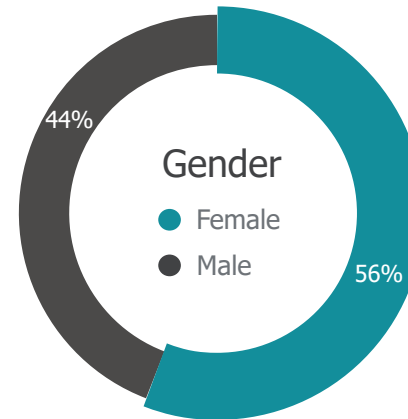
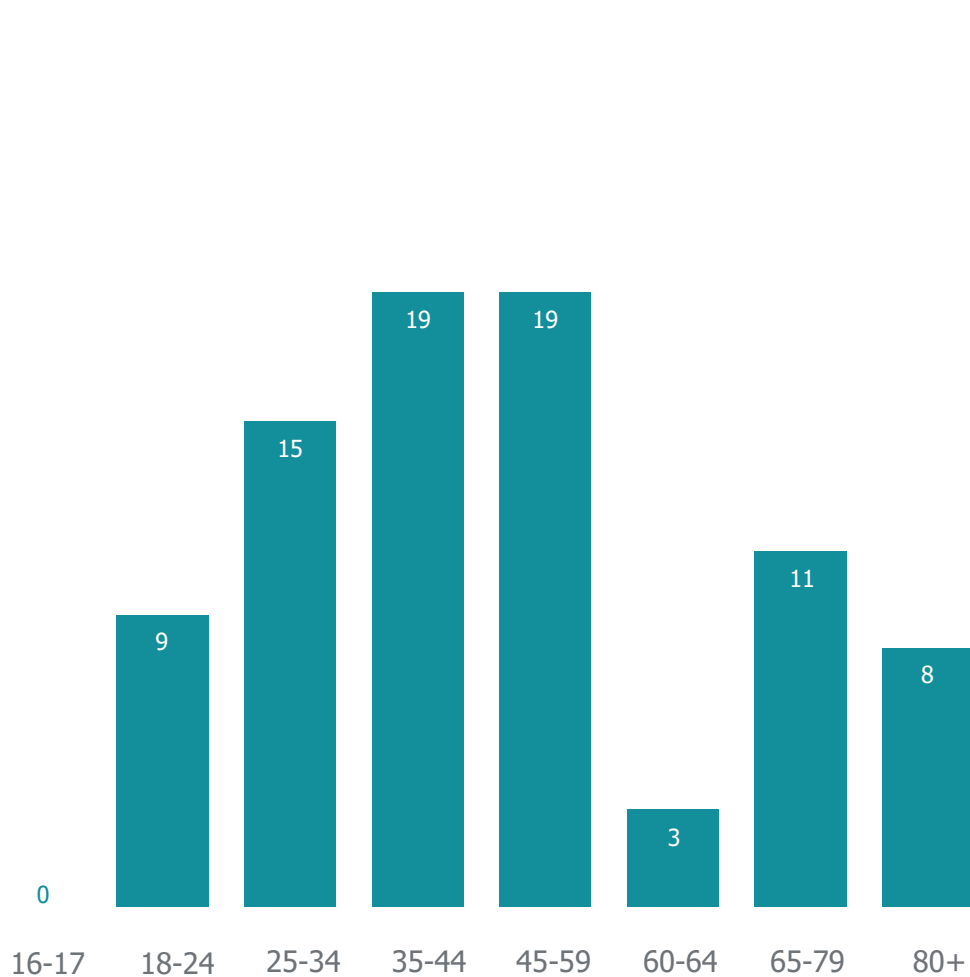
Total Advice Codes, Benefits and Other Advice Areas 2024/25



Other Top Advice Areas 2024/25 (Excluding Benefits)



Newlands/ Auburn Ward Advice Code Statistics 2024/25

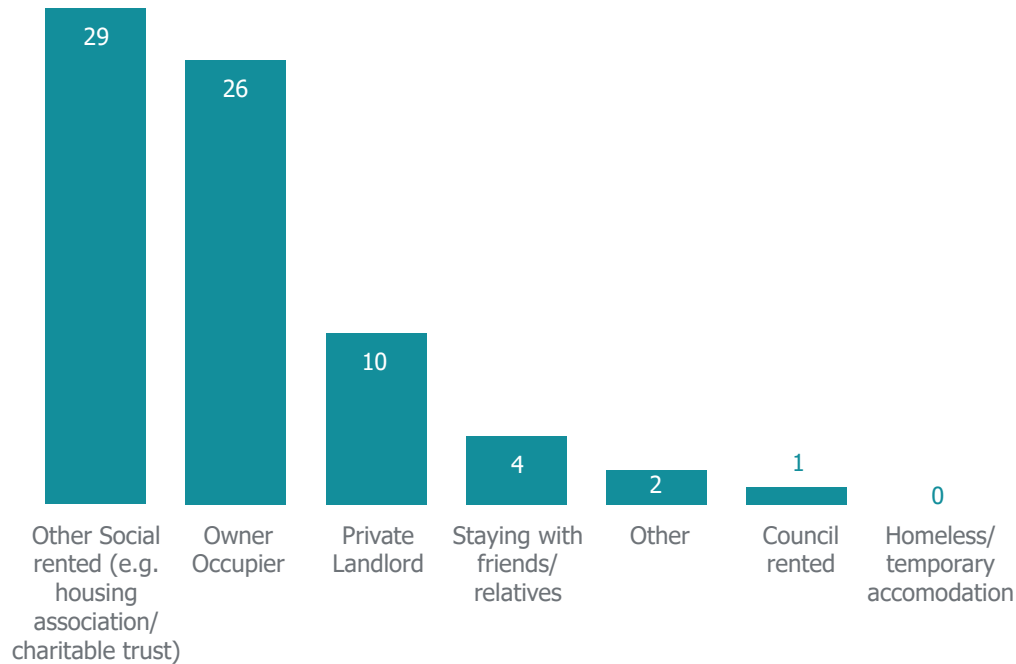


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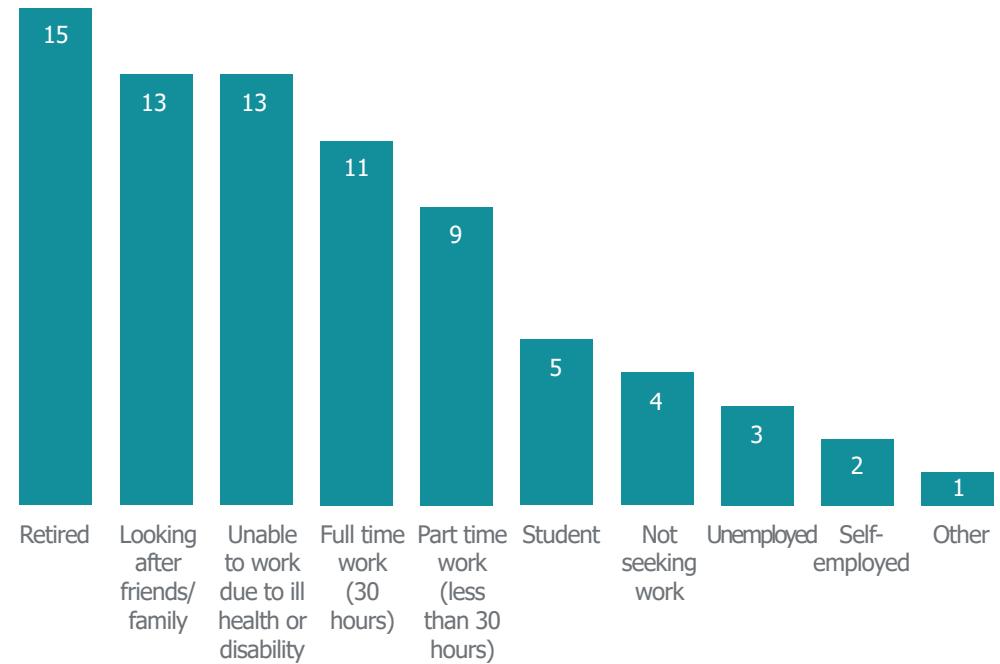
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Newlands/ Auburn Ward Demographic Statistics 2024/25

Housing Status



Employment Status



Health condition or disability



● Yes ● No

If yes, does this make it difficult for day to day activities



● Yes ● No

Castlemilk Citizens Advice Bureau



Appendix

Advice Codes

Issue	Castlemilk CAB		Linn		Langside		Newlands/Auburn	
	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
Benefits	7061	64.2%	3279	62.1%	1226	63.1%	318	67.8%
Tax	664	6.0%	391	7.4%	93	4.8%	13	2.8%
Energy, utilities and communication	645	5.9%	368	7.0%	96	4.9%	34	7.2%
Housing	586	5.3%	216	4.1%	119	6.1%	9	1.9%
Debt	446	4.1%	183	3.5%	142	7.3%	22	4.7%
Finance and Charitable Support	399	3.6%	200	3.8%	76	3.9%	34	7.2%
Immigration, Asylum and Nationality	279	2.5%	127	2.4%	26	1.3%	12	2.6%
Travel, transport and holidays	271	2.5%	170	3.2%	39	2.0%	9	1.9%
Legal Proceedings	145	1.3%	78	1.5%	34	1.7%	3	0.6%
Employment	138	1.3%	56	1.1%	50	2.6%	5	1.1%
Relationship	119	1.1%	69	1.3%	14	0.7%	6	1.3%
Education	99	0.9%	49	0.9%	12	0.6%	3	0.6%
Health and community care	76	0.7%	53	1.0%	9	0.5%	1	0.2%
Consumer	67	0.6%	41	0.8%	5	0.3%	0	0.0%
NHS Concern or Complaint	10	0.1%	4	0.1%	3	0.2%	0	0.0%
Total	10998		5277		1944		469	

Appendix

Client Financial Gain

Quarter	Castlemilk CAB			Linn		
	Client Financial Gain	Number of Clients	Average CFG per Client	Client Financial Gain	Number of Clients	Average CFG per Client
Quarter 1	£493,107.47	262	£1,882.09	£189,080.09	108	£1,750.74
Quarter 2	£567,828.08	238	£2,385.83	£302,240.07	113	£2,674.69
Quarter 3	£857,813.03	351	£2,443.91	£403,272.60	167	£2,414.81
Quarter 4	£655,213.10	253	£2,589.78	£325,650.63	142	£2,293.31
Total	£2,573,961.68	1104	£2,331.49	£1,220,243.39	530	£2,302.35

Quarter	Langside			Newlands/ Auburn		
	Client Financial Gain	Number of Clients	Average CFG per Client	Client Financial Gain	Number of Clients	Average CFG per Client
Quarter 1	£103,172.69	45	£2,292.73	£26,612.34	26	£1,023.55
Quarter 2	£74,071.51	33	£2,244.59	£24,303.51	9	£2,700.39
Quarter 3	£187,071.31	63	£2,969.39	£28,345.34	11	£2,576.85
Quarter 4	£103,407.82	41	£2,522.14	£41,613.48	11	£3,783.04
Total	£467,723.33	182	£2,569.91	£120,874.67	57	£2,120.61

Appendix

Client Profile Stats

Client Profile	Castlemilk CAB		Linn		Langside		Newlands/Auburn	
	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
Gender								
Male	775	42.7%	365	42.2%	130	40.1%	37	44.0%
Female	1039	57.3%	500	57.8%	194	59.9%	47	56.0%
Ethnicity								
White	693	79.4%	389	85.9%	145	83.8%	22	73.3%
BAME	180	20.6%	64	14.1%	28	16.2%	8	26.7%
Age Range								
15 and under								
16-17	13	0.7%	4	0.4%	2	0.6%	0	0.0%
18-24	104	5.3%	37	4.1%	15	4.4%	9	10.7%
25-34	328	16.9%	107	11.7%	60	17.6%	15	17.9%
35-44	416	21.4%	185	20.3%	71	20.8%	19	22.6%
45-59	446	22.9%	232	25.4%	70	20.5%	19	22.6%
60-64	186	9.6%	110	12.1%	32	9.4%	3	3.6%
65-79	365	18.8%	199	21.8%	74	21.7%	11	13.1%
80+	88	4.5%	38	4.2%	17	5.0%	8	9.5%
Relationship								
Divorced / dissolved partnership	91	5.6%	43	5.6%	20	6.9%	1	1.3%
Married / cohabiting / in a civil partnership	671	41.3%	283	36.9%	111	38.4%	49	62.8%
Separated in a legal partnership	68	4.2%	30	3.9%	16	5.5%	1	1.3%
Single / never been married	652	40.2%	339	44.2%	117	40.5%	21	26.9%
Widowed	121	7.5%	62	8.1%	19	6.6%	4	5.1%
Other	20	1.2%	10	1.3%	6	2.1%	2	2.6%

Appendix

Client Profile Stats

Client Profile	Castlemilk CAB		Linn		Langside		Newlands/Auburn	
	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
Housing Status								
Council rented	36	2.2%	13	1.6%	0	0.0%	1	1.4%
Homeless / temporary accommodation	65	3.9%	30	3.8%	12	3.9%	0	0.0%
Other social rented (e.g. housing association / charitable trust)	801	48.5%	473	59.9%	86	28.2%	29	40.3%
Owner occupier	382	23.1%	163	20.6%	99	32.5%	26	36.1%
Private landlord	218	13.2%	54	6.8%	74	24.3%	10	13.9%
Staying with friends / relatives	108	6.5%	41	5.2%	24	7.9%	4	5.6%
Other	41	2.5%	16	2.0%	10	3.3%	2	2.8%
Household Type								
Adult family (non-pensioner; no dependant children)	198	11.6%	112	13.7%	30	9.5%	11	14.7%
Family (2 or more adults; 1 or 2 dependent children)	258	15.2%	87	10.7%	44	13.9%	20	26.7%
Family (2 or more adults; 3 or more dependent children)	95	5.6%	31	3.8%	12	3.8%	4	5.3%
Older adult family (at least 1 adult pensioner)	168	9.9%	82	10.1%	39	12.3%	11	14.7%
Single adult (non pensioner)	470	27.6%	230	28.2%	105	33.2%	10	13.3%
Single parent family (1 adult; dependent children)	205	12.1%	105	12.9%	30	9.5%	12	16.0%
Single pensioner	186	10.9%	100	12.3%	34	10.8%	4	5.3%
Other	120	7.1%	68	8.3%	22	7.0%	3	4.0%

Appendix

Client Profile Stats

Client Profile	Castlemilk CAB		Linn		Langside		Newlands/Auburn	
	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
Employment Status								
Full time work (30+ hours)	167	9.9%	62	7.6%	41	13.1%	11	14.5%
Looking after home / family	195	11.6%	70	8.5%	32	10.2%	13	17.1%
Not seeking work	121	7.2%	45	5.5%	22	7.0%	4	5.3%
Part time work (less than 30 hours)	155	9.2%	75	9.1%	23	7.3%	9	11.8%
Retired	370	21.9%	196	23.9%	77	24.5%	15	19.7%
Self-employed	42	2.5%	21	2.6%	5	1.6%	2	2.6%
Student	53	3.1%	21	2.6%	9	2.9%	5	6.6%
Unable to work due to ill health / disability	421	25.0%	240	29.2%	78	24.8%	13	17.1%
Unemployed	134	7.9%	76	9.3%	21	6.7%	3	3.9%
Other	29	1.7%	15	1.8%	6	1.9%	1	1.3%
Disability or Health Condition								
No	201	22.7%	102	22.4%	23	13.1%	10	32.3%
Yes	683	78.2%	353	77.6%	152	86.9%	21	67.7%
If yes, does this make it difficult for day to day activities								
No	7	1.2%	3	0.9%	1	0.8%	0	0.0%
Yes	587	98.8%	321	99.1%	130	99.2%	20	100.0%