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Citizens Advice Scotland

The Citizens Advice network is Scotland's largest independent advice provider.

We empower people to realise their rights by providing free, confidential and person-centred advice across **59 local Citizens Advice Bureaux (CAB)** in every corner of Scotland, as well as through our Extra Help Unit (EHU) which supports people across Great Britain with the most complex and urgent energy issues.

Alongside our network of local, volunteer-based CAB, **Citizens Advice Scotland (CAS)**, the national membership body, looks at the problems people bring to the network and advocates for positive change where it is needed most.



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Our holistic advice and support changes lives



Every year, more than **2 million** people visit our online advice pages



while CAB provide tailored support to nearly **200,000** people across Scotland



On around **40%** of occasions the network provides advice **on more than one issue**, reflecting the often clustered nature of issues people experience as well as the person-centred and holistic nature of our service.



In 2023/24, our support put over **£158m** in financial terms alone back into people's pockets and local communities.

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Support available at bureaux

Benefits



Debt and money



Work



Housing



Family



Law and courts



Consumer



Health



Immigration



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Transition to eVisa service

- > 1 September 2024 to 31 August 2025
- > Receive support from Bureau to:
 - > **Create** eVisa
 - > **Access or amend** eVisa or UKVI account:
 - > Accessing and viewing eVisa and generating sharecodes
 - > Updating ID document or photo
 - > Amending contact details, address, name or nationality
 - > Reporting errors



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 A banner for the Citizens Advice Bureau. It features a large blue circle with the text "citizens advice bureau" in yellow. To the left of the circle is a white area containing contact information. The background shows a blurred office interior with a person.

www.cas.org.uk

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