

# Citizens Advice service in Scotland

## Local Authority Statistics 2019-20

Aberdeen City

### Local Authority

### Aberdeen City

contains the following member bureau(x)

Aberdeen CAB

*\*stats are for the whole service provided by the bureau(x); local authority residents may also be served by other bureaux outwith the local authority*

... dealt with in 2019-20

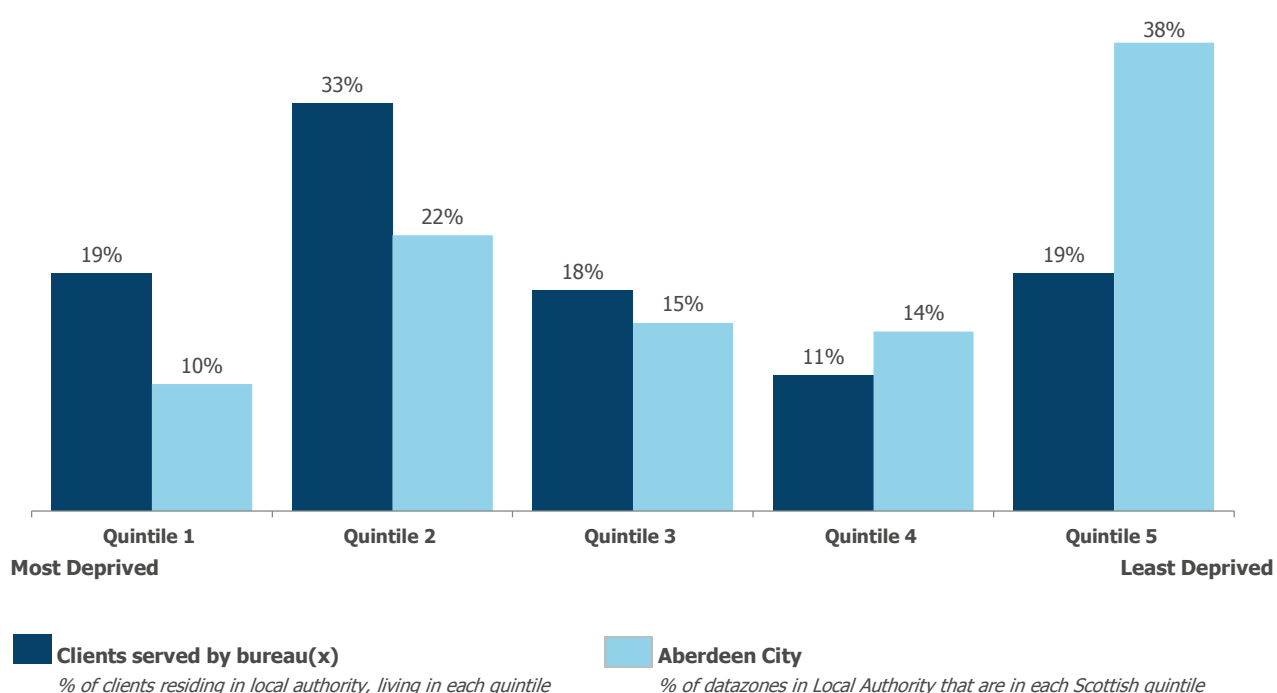
clients	6,843
helping clients gain	£7.1 million

### Areas of advice for Citizens Advice Bureau(x) within Local Authority

Benefits	9,329	Housing	738
Consumer	369	Immigration, Asylum and Nationality	692
Debt	2,758	Legal Proceedings	899
Discrimination	46	NHS Concern or Complaint	117
Education	64	Relationship	657
Employment	1,769	Tax	901
Finance and Charitable Support	1,209	Travel, Transport and Holidays	873
Health and Community Care	217	Utilities and Communications	285

**In total the bureau gave advice 20,923 times**

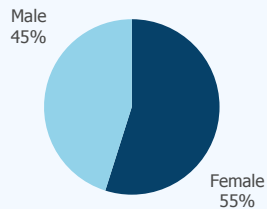
### Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



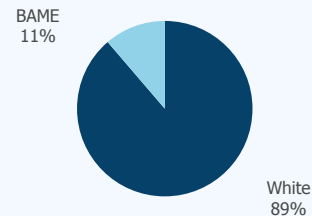
### Profile of clients served by Citizens Advice Bureau within Local Authority

*\*based on a sample from November 2019*

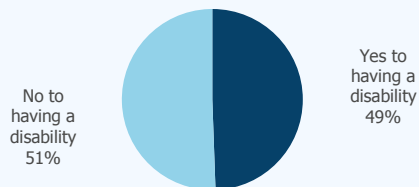
#### Gender



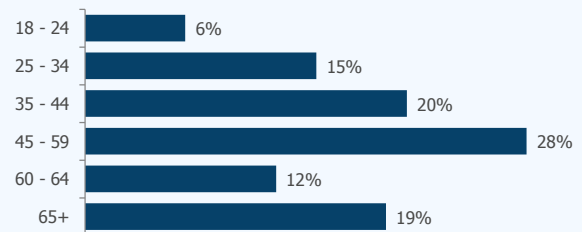
#### Ethnicity



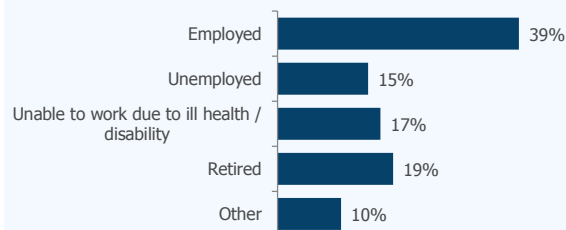
#### Disability



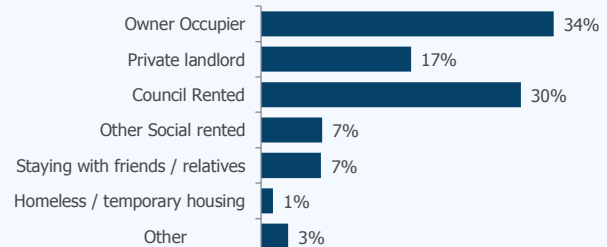
#### Age



#### Employment



#### Housing Status



### Citizens Advice service in Scotland includes....

Citizens Advice Scotland

59 member Citizen Advice Bureaux

Extra Help Unit

**...and together forms Scotland's largest independent advice service**

### Key National Service Facts

Clients advised	188,000
Pieces of advice given	675,000
Community Locations	290+
Number of paid staff and volunteers	3,350
Value of volunteer hours annually	£11 million