

Citizens Advice service in Scotland

Aberdeenshire

Local Authority Statistics 2019-20

Local Authority

contains the following member bureau(x)

Aberdeenshire

Banff & Buchan CAB, Kincardine & Mearns CAB, South West Aberdeenshire CAB and Turriff 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

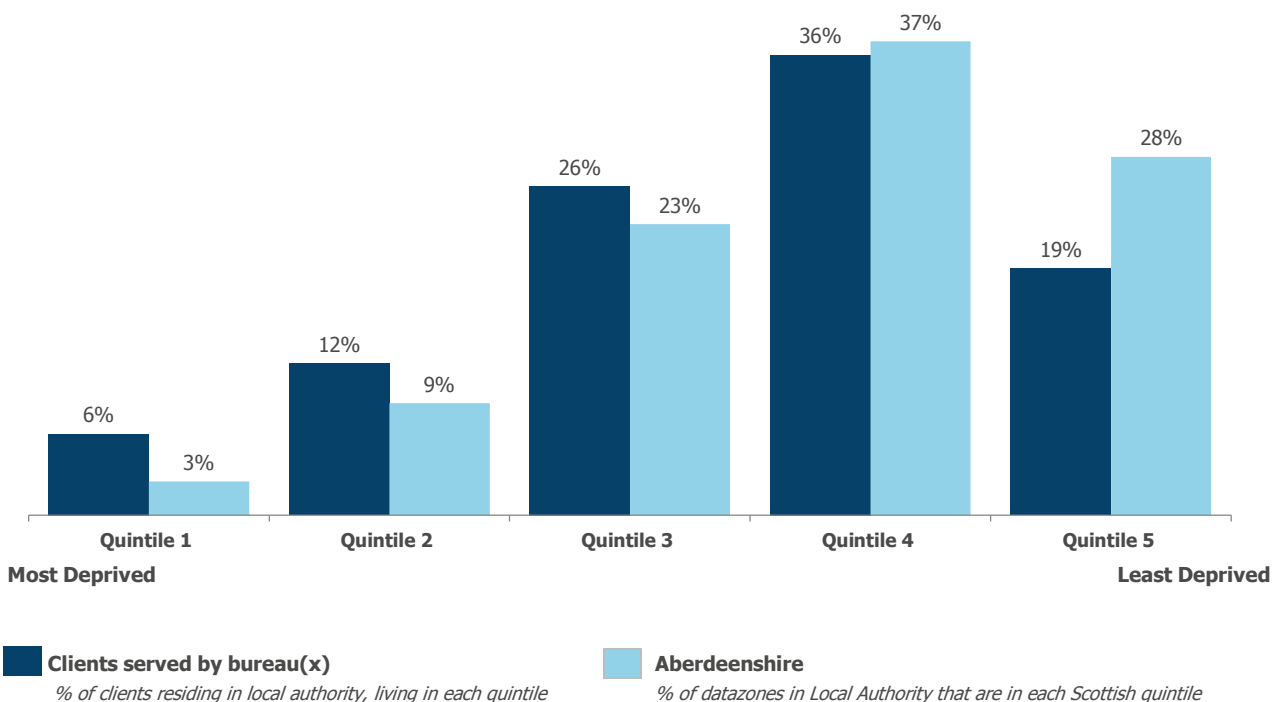
| | |
|----------------------|--------------|
| clients | 7,118 |
| helping clients gain | £6.9 million |

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

| | | | |
|--------------------------------|-------|-------------------------------------|-----|
| Benefits | 9,601 | Housing | 733 |
| Consumer | 361 | Immigration, Asylum and Nationality | 786 |
| Debt | 3,392 | Legal Proceedings | 942 |
| Discrimination | 27 | NHS Concern or Complaint | 241 |
| Education | 66 | Relationship | 670 |
| Employment | 1,099 | Tax | 893 |
| Finance and Charitable Support | 1,073 | Travel, Transport and Holidays | 352 |
| Health and Community Care | 255 | Utilities and Communications | 835 |

In total the bureau gave advice 21,326 times

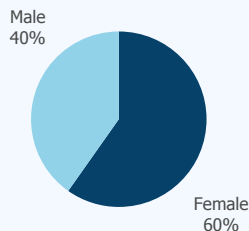
Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



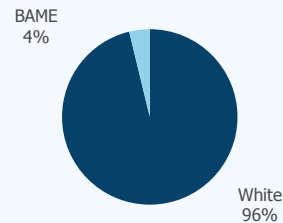
Profile of clients served by Citizens Advice Bureau within Local Authority

**based on a sample from November 2019*

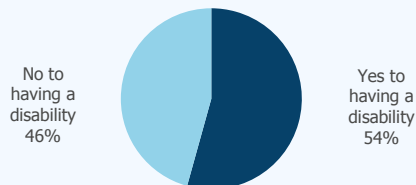
Gender



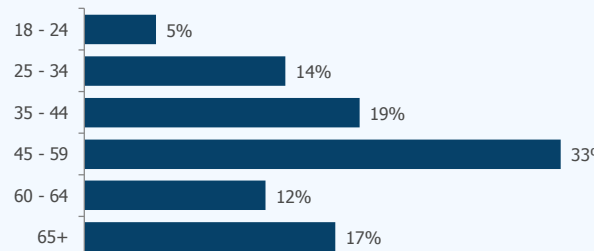
Ethnicity



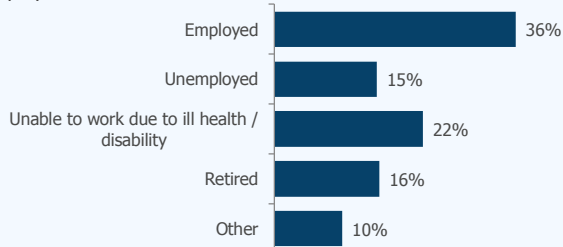
Disability



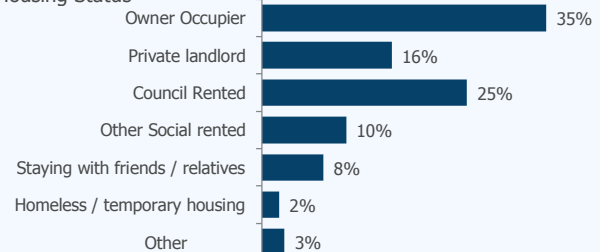
Age



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 |