

# Citizens Advice service in Scotland

City of Edinburgh

## Local Authority Statistics 2018-19

### Local Authority

### City of Edinburgh

contains the following member bureau(x)

Citizens Advice Edinburgh

*\*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 2018-19

clients	12,126
helping clients gain	£3.2 million

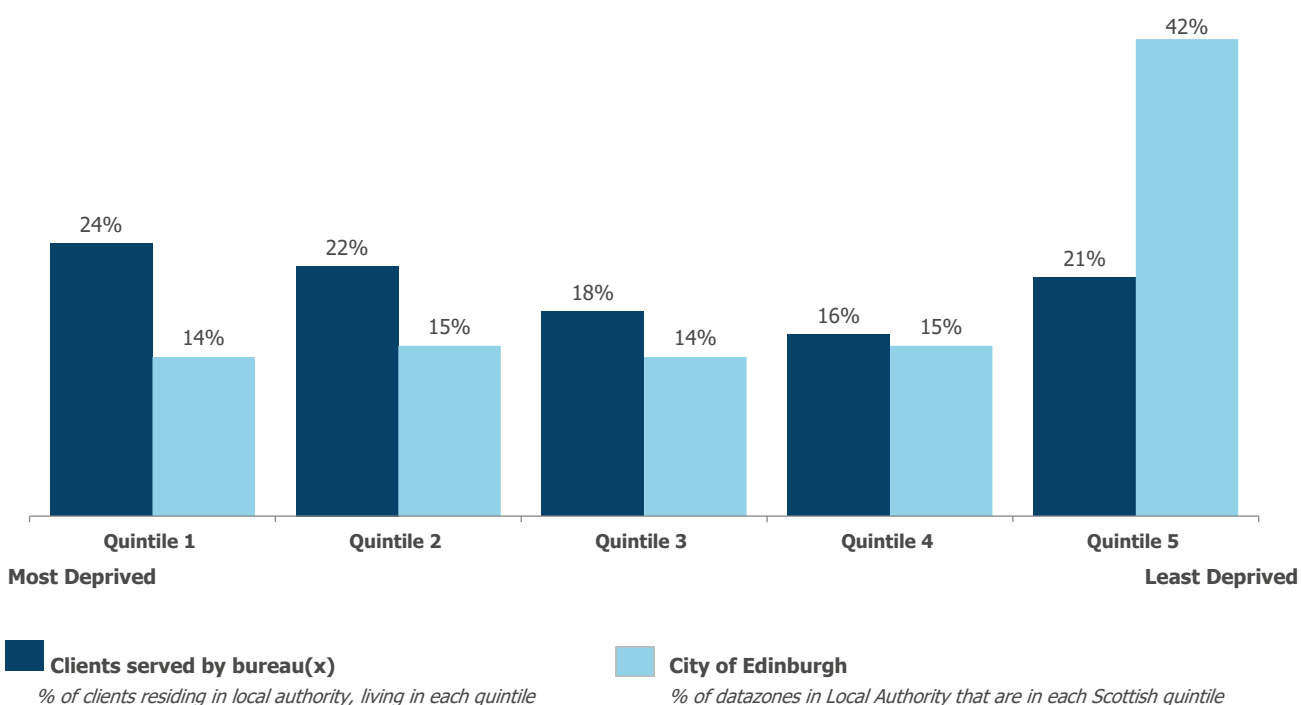
### Areas of advice for Citizens Advice Bureau(x) within Local Authority

Benefits	11,094	Housing	2,285
Consumer	709	Immigration, Asylum and Nationality	1,369
Debt	5,319	Legal Proceedings	1,791
Discrimination	186	NHS Concern or Complaint	1,101
Education	149	Relationship	1,229
Employment	3,047	Tax	1,134
Finance and Charitable Support	646	Travel, Transport and Holidays	302
Health and Community Care	409	Utilities and Communications	731

***In total the bureau gave advice***

***31,501 times***

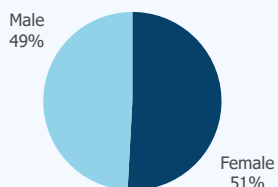
### Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



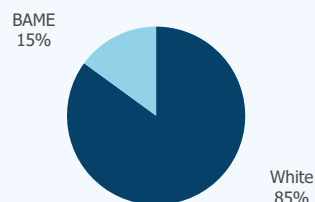
### Profile of clients served by Citizens Advice Bureau within Local Authority

*\*based on a sample from November 2018*

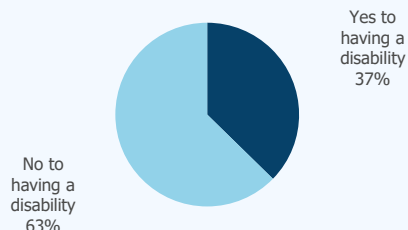
#### Gender



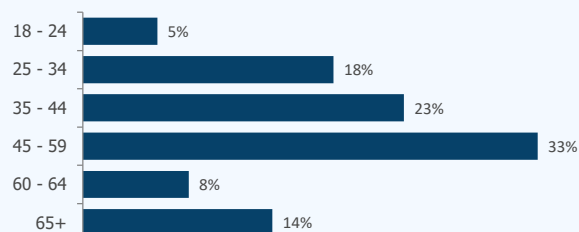
#### Ethnicity



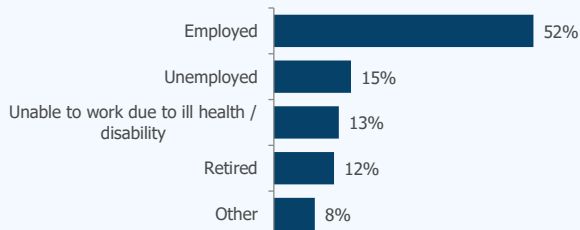
#### Disability



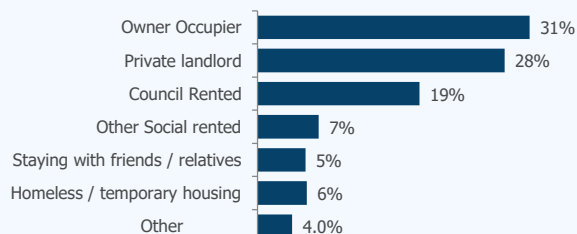
#### Age



#### 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	272,500
Pieces of advice given	744,000
Community Locations	280+
Number of paid staff and volunteers	3,340
Value of volunteer hours annually	£10.9 million