

Citizens Advice service in Scotland

Local Authority Statistics 2019-20

City of Edinburgh

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 2019-20

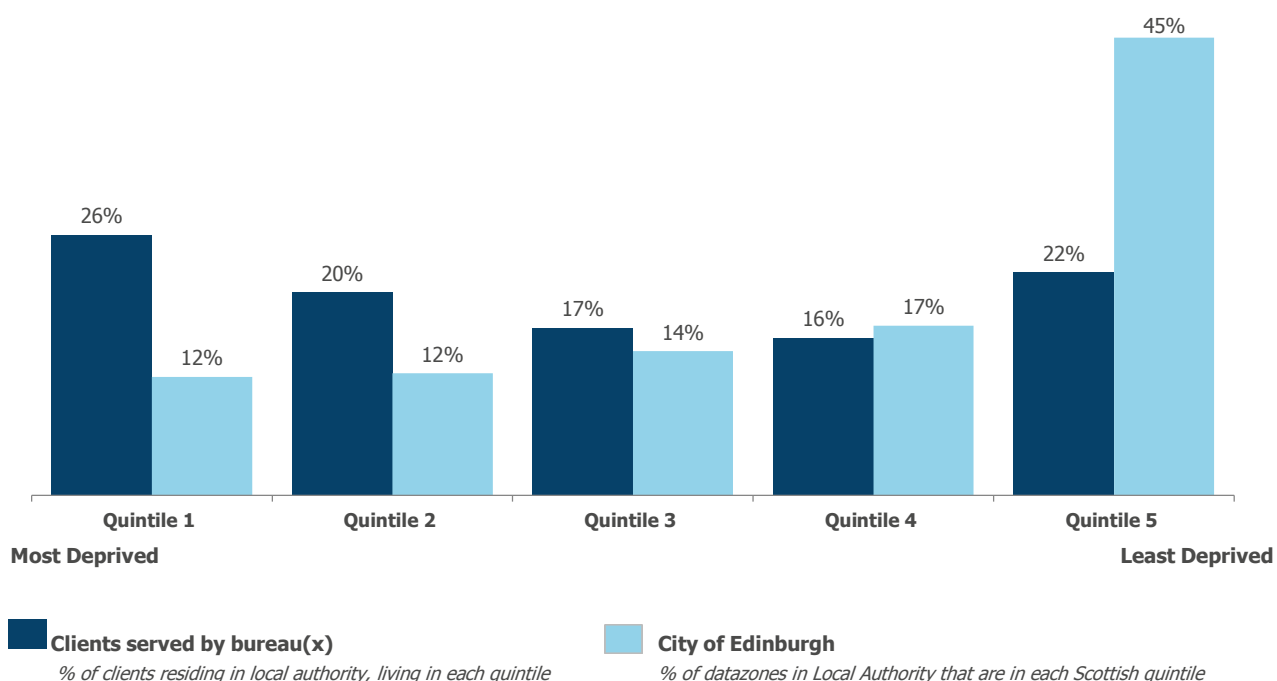
clients	12,285
helping clients gain	£6.0 million

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

Benefits	13,125	Housing	2,012
Consumer	611	Immigration, Asylum and Nationality	4,067
Debt	4,077	Legal Proceedings	1,560
Discrimination	117	NHS Concern or Complaint	1,248
Education	171	Relationship	919
Employment	2,574	Tax	1,385
Finance and Charitable Support	624	Travel, Transport and Holidays	385
Health and Community Care	353	Utilities and Communications	1,068

In total the bureau gave advice 34,296 times

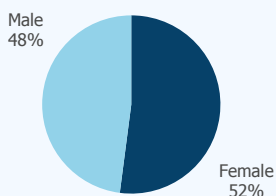
Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



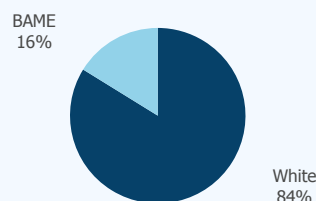
Profile of clients served by Citizens Advice Bureau within Local Authority

**based on a sample from November 2019*

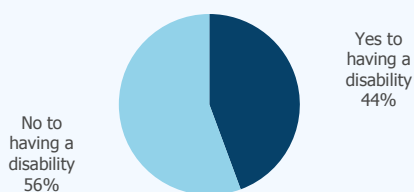
Gender



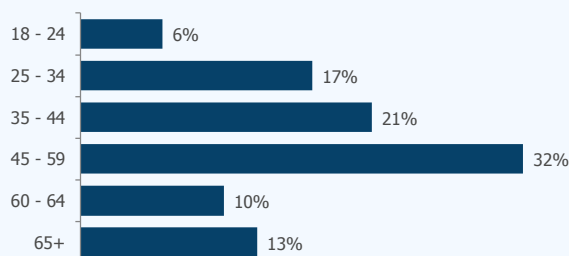
Ethnicity



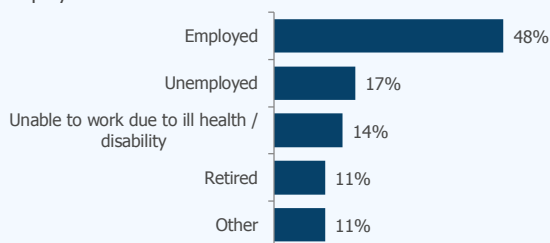
Disability



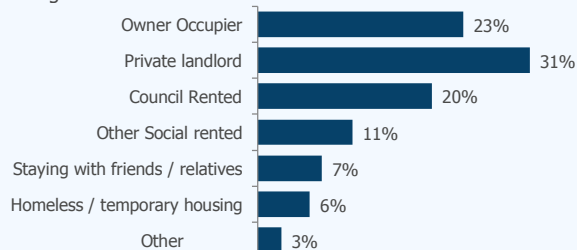
Age



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