

Citizens Advice service in Scotland

Local Authority Statistics 2019-20

Clackmannanshire

Local Authority

Clackmannanshire

contains the following member bureau(x)

Clackmannanshire 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

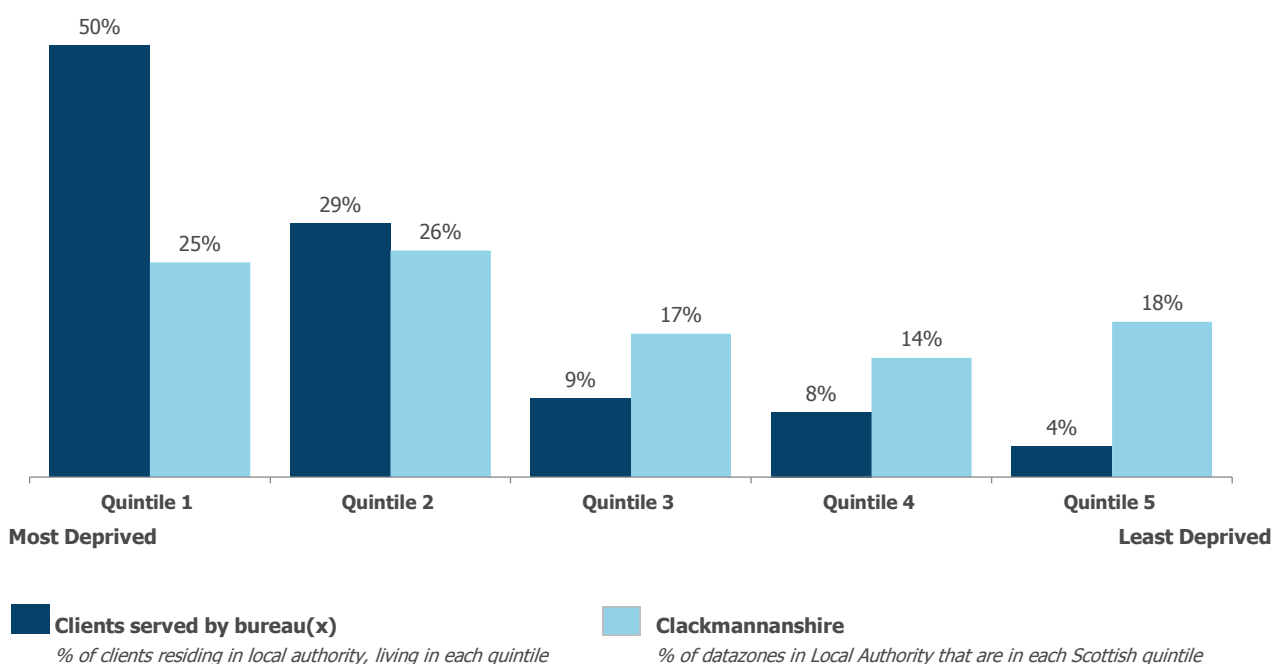
clients	3,495
helping clients gain	£2.8 million

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

Benefits	6,597	Housing	471
Consumer	212	Immigration, Asylum and Nationality	404
Debt	1,824	Legal Proceedings	594
Discrimination	3	NHS Concern or Complaint	333
Education	42	Relationship	184
Employment	445	Tax	352
Finance and Charitable Support	1,135	Travel, Transport and Holidays	139
Health and Community Care	115	Utilities and Communications	940

In total the bureau gave advice 13,790 times

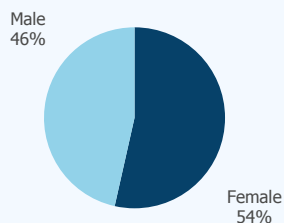
Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



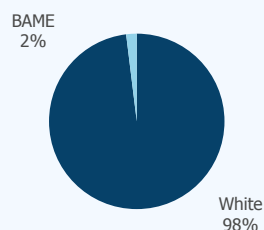
Profile of clients served by Citizens Advice Bureau within Local Authority

**based on a sample from November 2019*

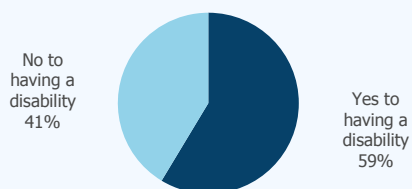
Gender



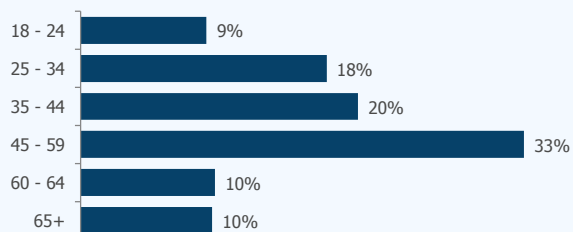
Ethnicity



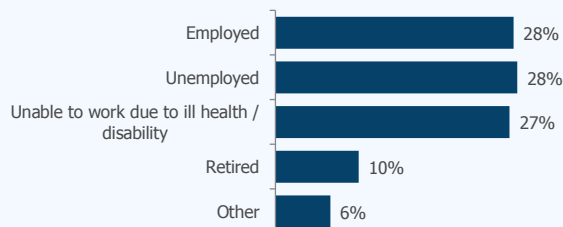
Disability



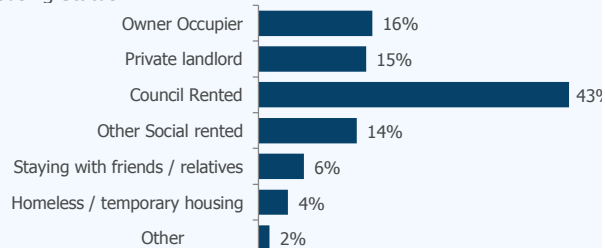
Age



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