

# Citizens Advice service in Scotland

Scotland

National Statistics 2018-19

## Citizens Advice Bureaux in Scotland

... dealt with in 2018-19

clients	245,100
helping clients gain	£130.7 million

...and also

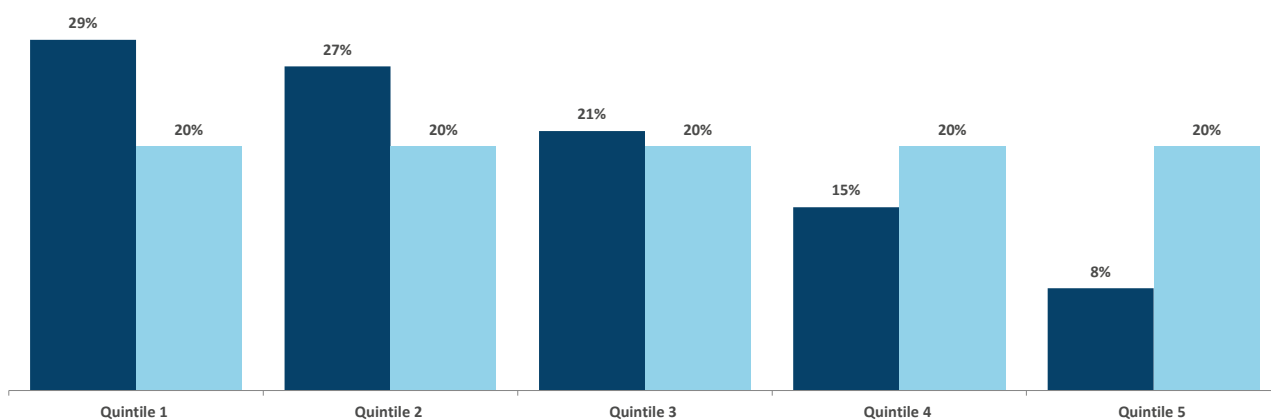
helped clients complete benefits and other forms	49,600
concluded tribunal and court appeals	4,700

## Areas of advice for Citizens Advice Bureaux

Benefits	311,714	Housing	41,553
Consumer	14,783	Immigration, Asylum and Nationality	6,378
Debt	110,439	Legal Proceedings	37,684
Discrimination	1,476	NHS Concern or Complaint	12,580
Education	2,701	Relationship	20,058
Employment	43,641	Tax	21,281
Finance and Charitable Support	36,646	Travel, Transport and Holidays	11,587
Health and Community Care	9,861	Utilities and Communications	21,303

***In total bureaux gave advice 703,685 times***

## Scottish Index of Multiple Deprivation - bureaux clients and Scottish population comparison



Most Deprived

Least Deprived

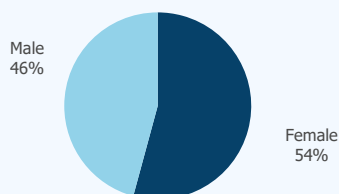
**Clients served by bureaux in Scotland**  
% of clients residing in Scotland living in each quintile

**Scotland**  
% of datazones in Scotland that are in each quintile

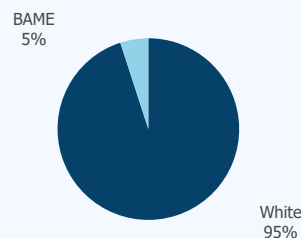
### National profile of clients served by Citizens Advice Bureaux

\*based on a sample from November 2018

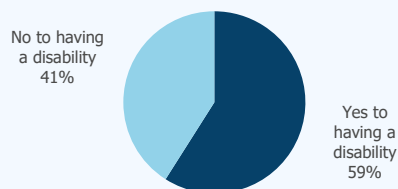
#### Gender



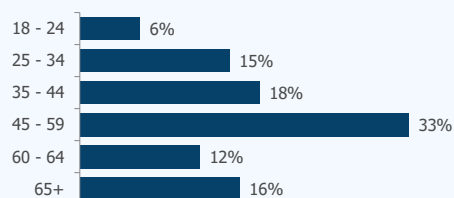
#### Ethnicity



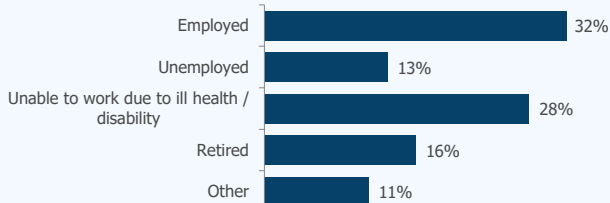
#### Disability



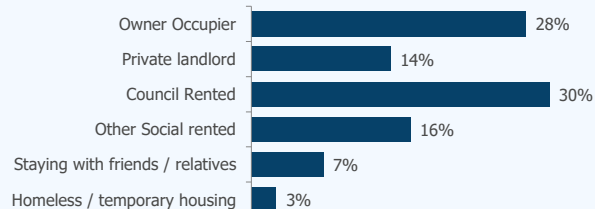
#### Age



#### 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