

# Citizens Advice service in Scotland

Dumfries & Galloway

## Local Authority Statistics 2018-19

### Local Authority

### Dumfries & Galloway

contains the following member bureau(x)

Dumfries & Galloway Citizens Advice Service

*\*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	7,570
helping clients gain	£8.2 million

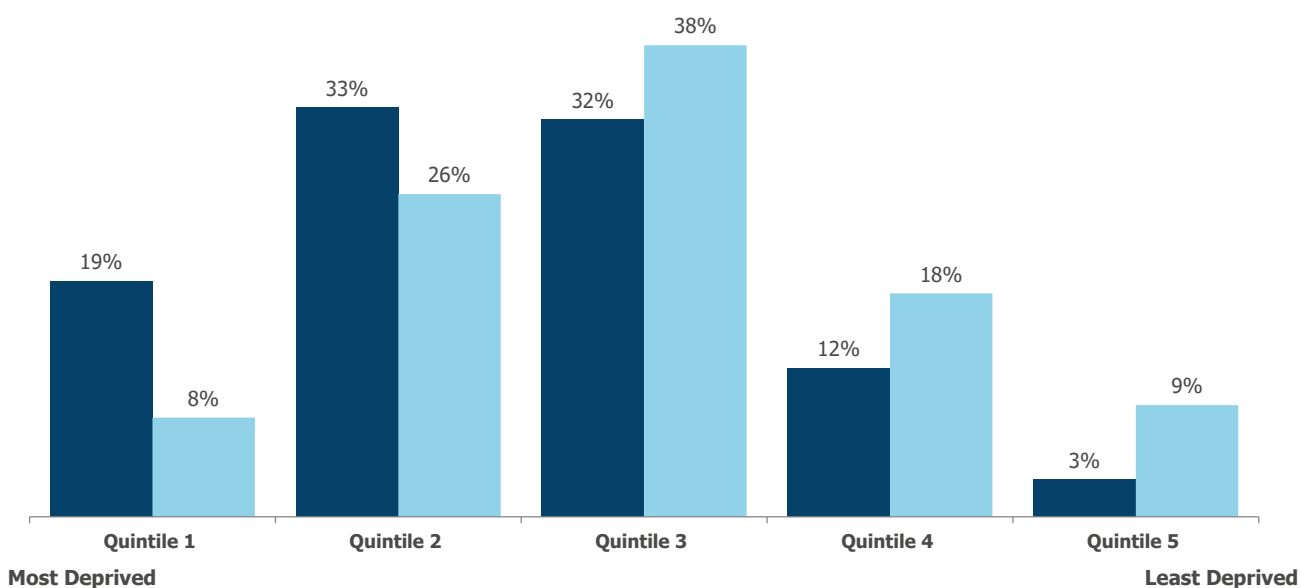
### Areas of advice for Citizens Advice Bureau(x) within Local Authority

Benefits	12,315	Housing	1,265
Consumer	371	Immigration, Asylum and Nationality	82
Debt	3,956	Legal Proceedings	2,071
Discrimination	27	NHS Concern or Complaint	1,118
Education	111	Relationship	448
Employment	1,071	Tax	671
Finance and Charitable Support	1,524	Travel, Transport and Holidays	431
Health and Community Care	268	Utilities and Communications	1,240

**In total the bureau gave advice**

**26,969 times**

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



**Clients served by bureau(x)**

*% of clients residing in local authority, living in each quintile*

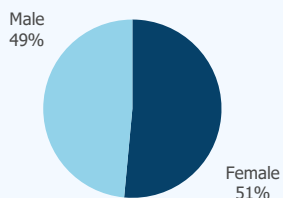
**Dumfries & Galloway**

*% of datazones in Local Authority that are in each Scottish quintile*

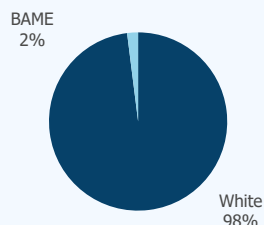
### Profile of clients served by Citizens Advice Bureau within Local Authority

*\*based on a sample from November 2018*

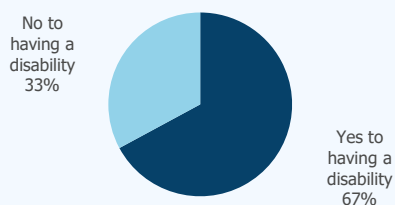
#### Gender



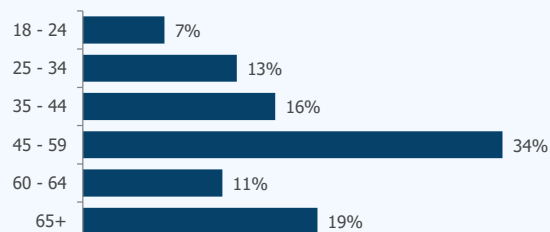
#### Ethnicity



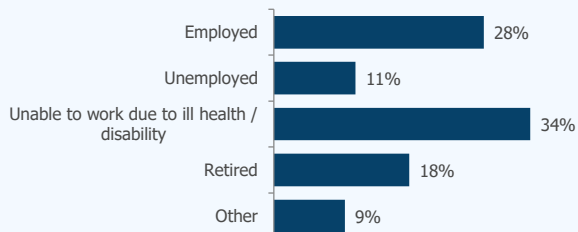
#### Disability



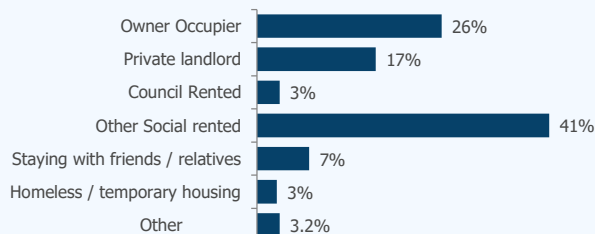
#### Age



#### 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