

# Citizens Advice service in Scotland

## Local Authority Statistics 2019-20

Dumfries & Galloway

### 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 2019-20

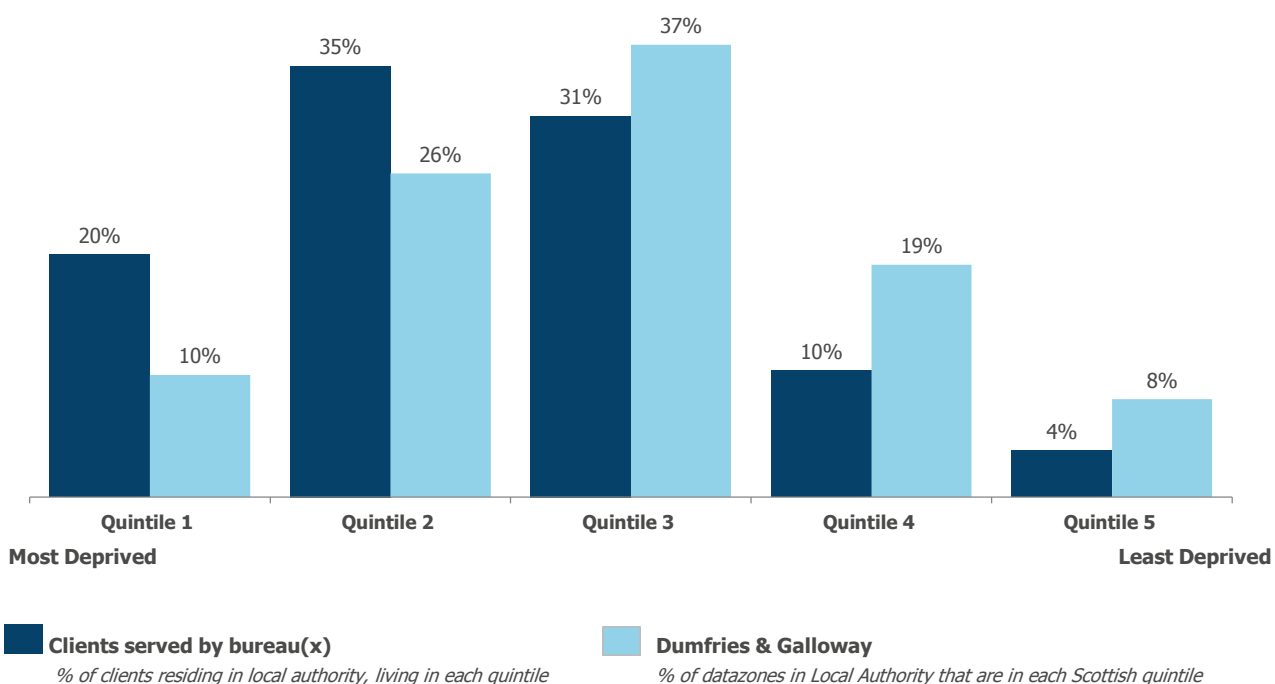
clients	8,748
helping clients gain	£11.5 million

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

Benefits	14,685	Housing	1,154
Consumer	267	Immigration, Asylum and Nationality	684
Debt	3,355	Legal Proceedings	1,980
Discrimination	25	NHS Concern or Complaint	2,747
Education	96	Relationship	442
Employment	1,165	Tax	813
Finance and Charitable Support	1,368	Travel, Transport and Holidays	460
Health and Community Care	320	Utilities and Communications	1,175

**In total the bureau gave advice 30,736 times**

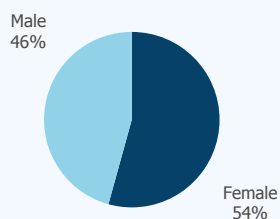
### Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



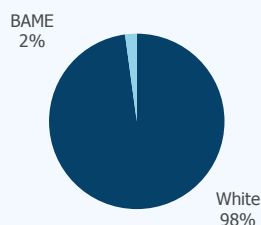
### Profile of clients served by Citizens Advice Bureau within Local Authority

*\*based on a sample from November 2019*

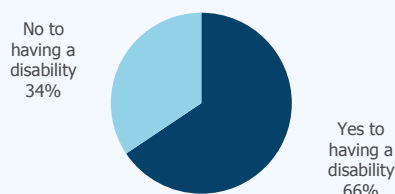
#### Gender



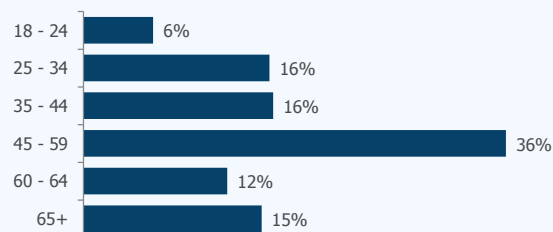
#### Ethnicity



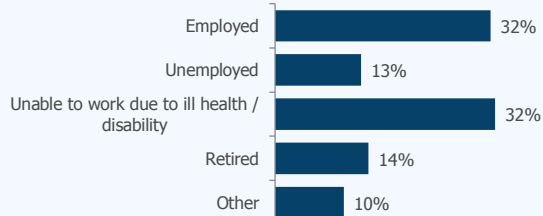
#### Disability



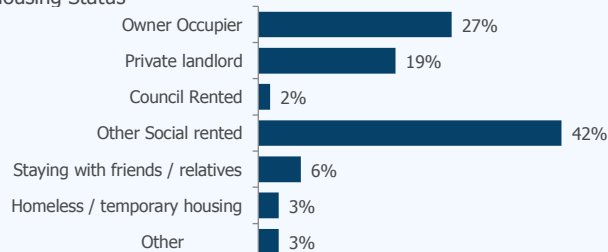
#### Age



#### 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