

Citizens Advice service in Scotland

Dundee City

Local Authority Statistics 2018-19

Local Authority

Dundee City

contains the following member bureau(x)

Dundee 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 2018-19

clients	3,673
helping clients gain	£1.7 million

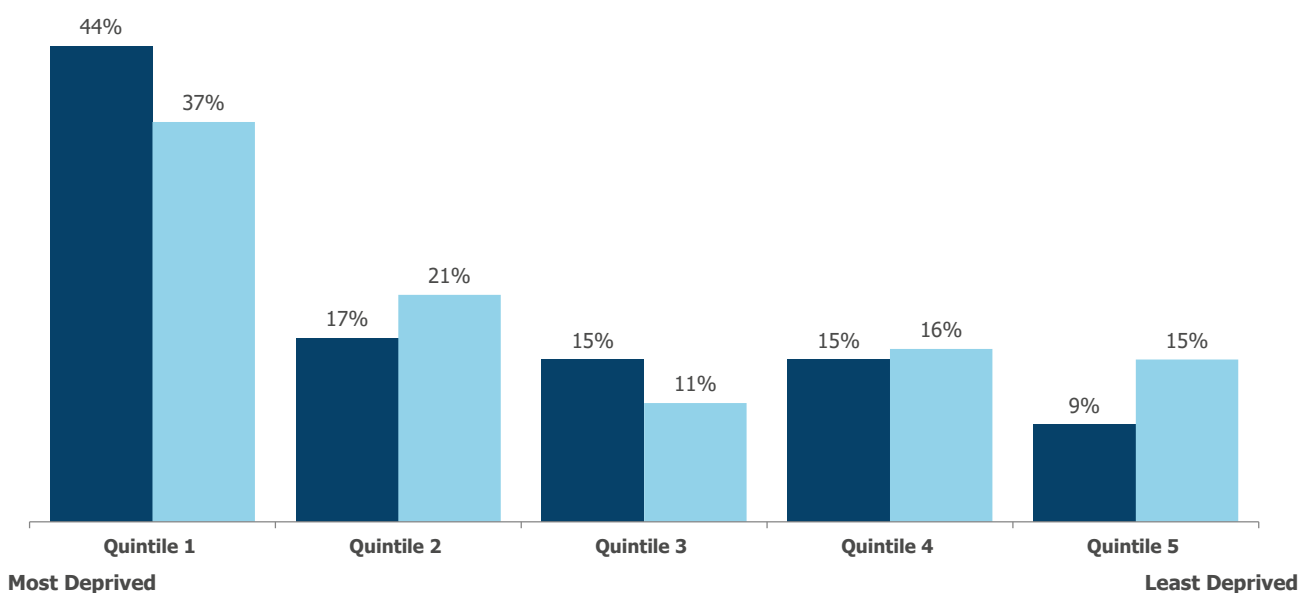
Areas of advice for Citizens Advice Bureau(x) within Local Authority

Benefits	3,780	Housing	530
Consumer	264	Immigration, Asylum and Nationality	254
Debt	1,459	Legal Proceedings	1,591
Discrimination	31	NHS Concern or Complaint	173
Education	60	Relationship	308
Employment	772	Tax	243
Finance and Charitable Support	607	Travel, Transport and Holidays	157
Health and Community Care	121	Utilities and Communications	370

In total the bureau gave advice

10,720 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

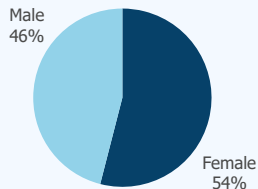
Dundee City

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

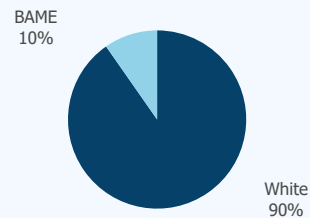
Profile of clients served by Citizens Advice Bureau within Local Authority

**based on a sample from November 2018*

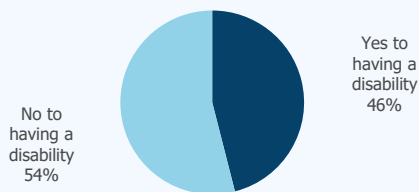
Gender



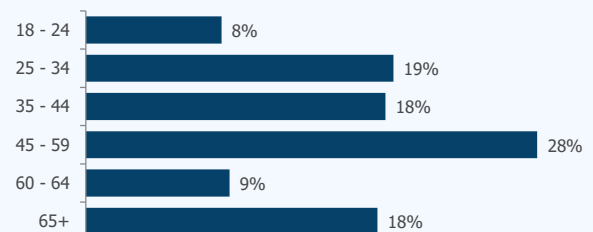
Ethnicity



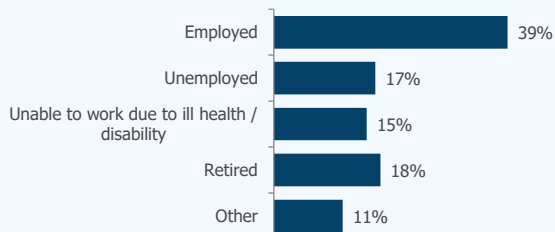
Disability



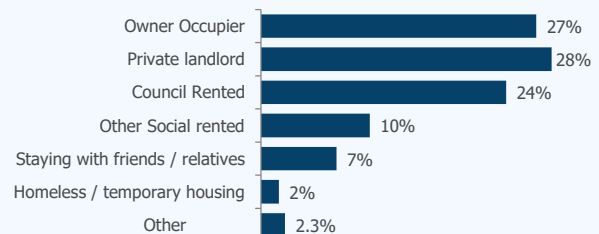
Age



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