

Citizens Advice service in Scotland

Local Authority Statistics 2019-20

Dundee City

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 2019-20

clients	4,500
helping clients gain	£4.0 million

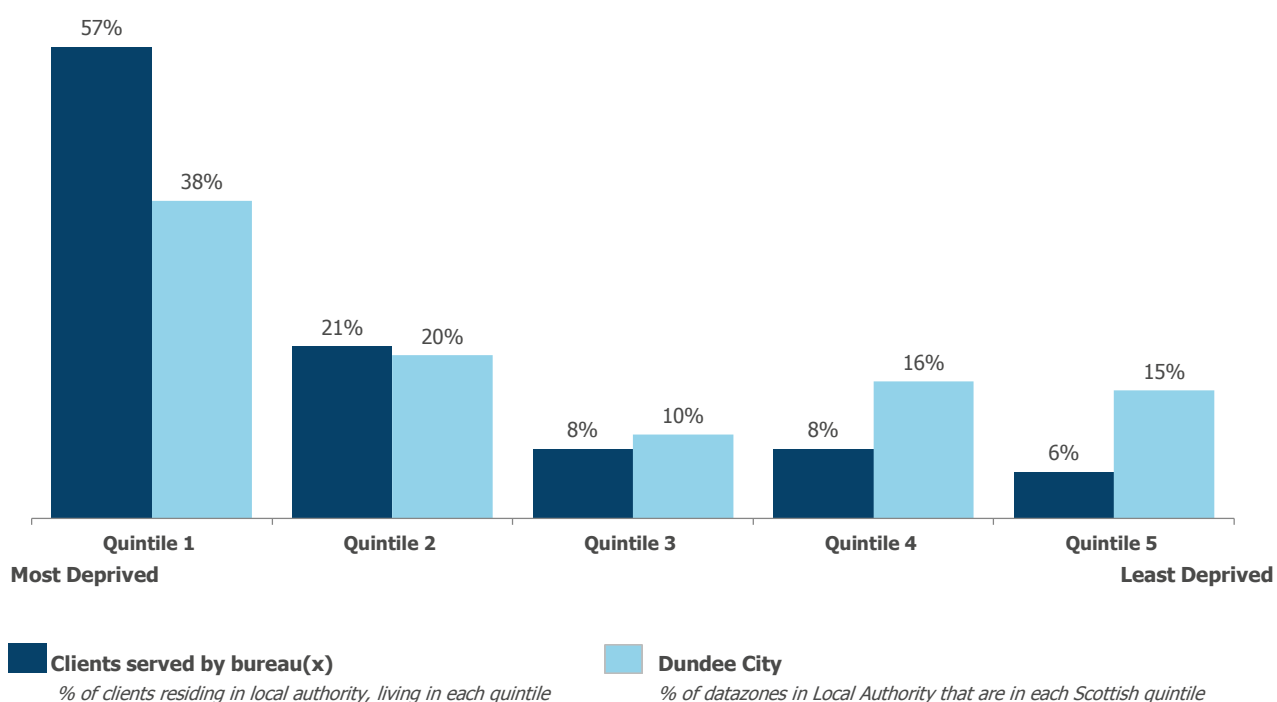
Areas of advice for Citizens Advice Bureau(x) within Local Authority

Benefits	5,396	Housing	551
Consumer	244	Immigration, Asylum and Nationality	426
Debt	1,126	Legal Proceedings	1,323
Discrimination	27	NHS Concern or Complaint	24
Education	58	Relationship	390
Employment	803	Tax	345
Finance and Charitable Support	605	Travel, Transport and Holidays	169
Health and Community Care	157	Utilities and Communications	354

In total the bureau gave advice

11,998 times

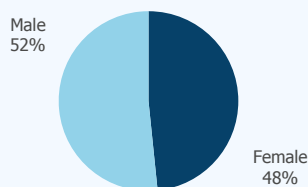
Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



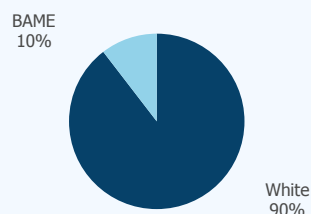
Profile of clients served by Citizens Advice Bureau within Local Authority

**based on a sample from November 2019*

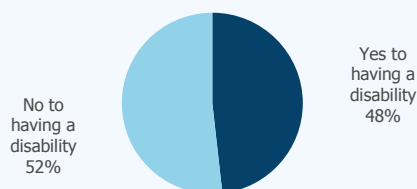
Gender



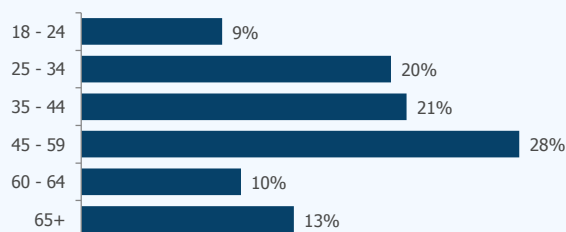
Ethnicity



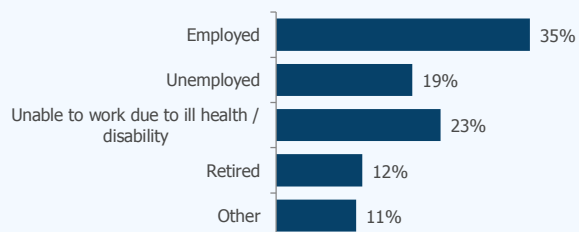
Disability



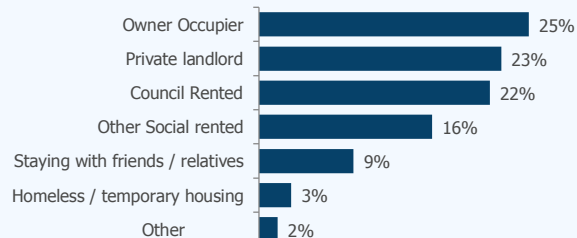
Age



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