

# Citizens Advice service in Scotland

## Holyrood Constituency statistics 2018-19

Dundee City West

### Holyrood Constituency

### Dundee City West

contains the following member bureau(x)

Dundee CAB

*\*stats are for the whole service provided by the bureau(x); constituency residents may also be served by other bureaux outwith the constituency*

... dealt with in 2018-19

clients	3,673
helping clients gain	£1.7 million

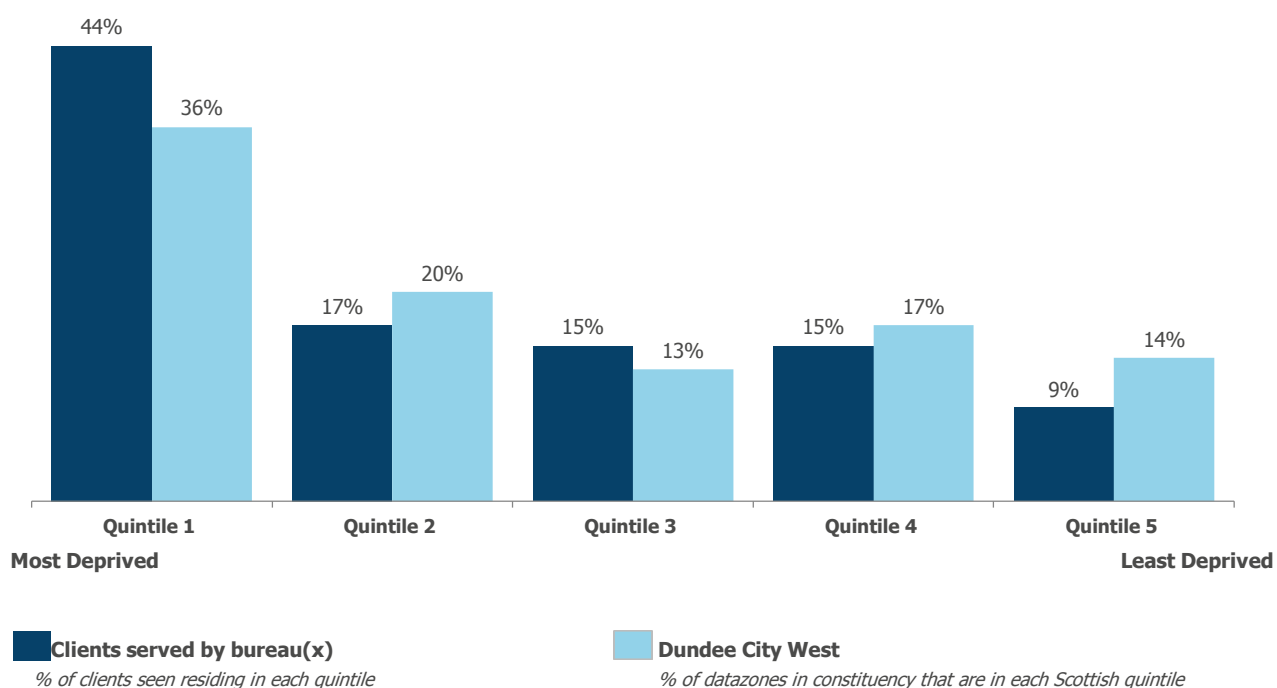
### Areas of advice for Citizens Advice Bureau(x) within constituency

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***

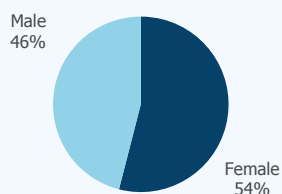
### Scottish Index of Multiple Deprivation - bureaux clients and population residing in constituency



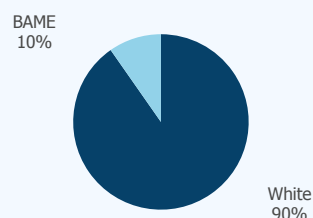
### Profile of clients served by Citizens Advice Bureau(x) within constituency

*\*based on a sample from November 2018*

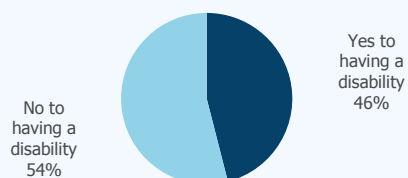
#### Gender



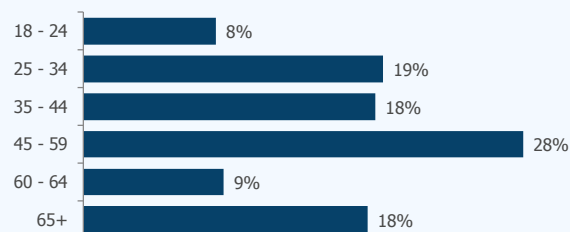
#### Ethnicity



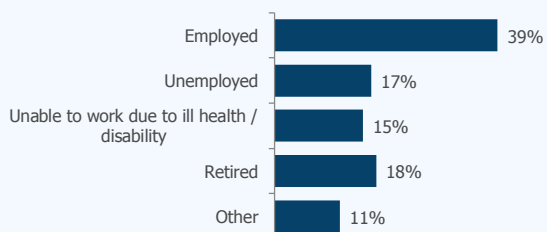
#### Disability



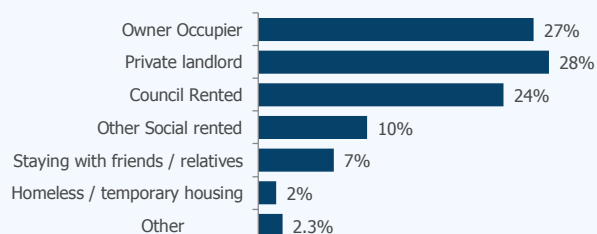
#### Age



#### 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