

### Local Authority

### East Ayrshire

contains the following member bureau(x)

East Ayrshire 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              | 3,349        |
| helping clients gain | £4.9 million |

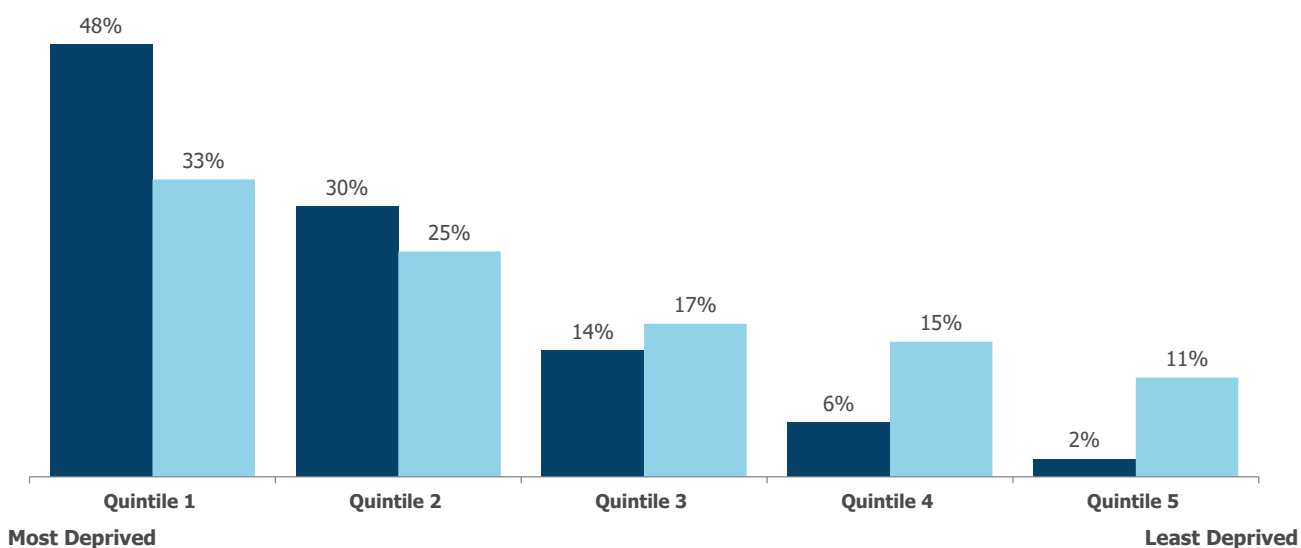
### Areas of advice for Citizens Advice Bureau(x) within Local Authority

|                                |       |                                     |     |
|--------------------------------|-------|-------------------------------------|-----|
| Benefits                       | 8,325 | Housing                             | 497 |
| Consumer                       | 154   | Immigration, Asylum and Nationality | 35  |
| Debt                           | 2,277 | Legal Proceedings                   | 668 |
| Discrimination                 | 6     | NHS Concern or Complaint            | 536 |
| Education                      | 35    | Relationship                        | 204 |
| Employment                     | 353   | Tax                                 | 400 |
| Finance and Charitable Support | 291   | Travel, Transport and Holidays      | 207 |
| Health and Community Care      | 120   | Utilities and Communications        | 334 |

**In total the bureau gave advice**

**14,442 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*

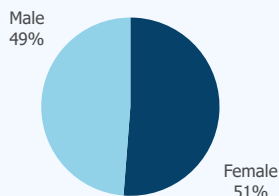
**East Ayrshire**

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

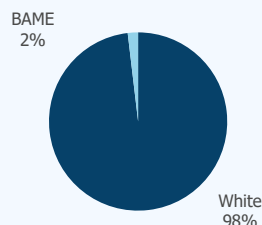
### Profile of clients served by Citizens Advice Bureau within Local Authority

*\*based on a sample from November 2018*

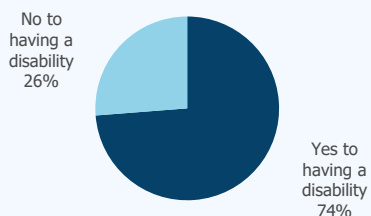
#### Gender



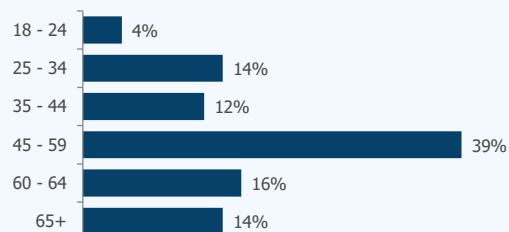
#### Ethnicity



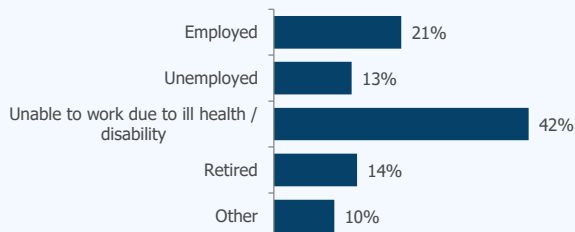
#### Disability



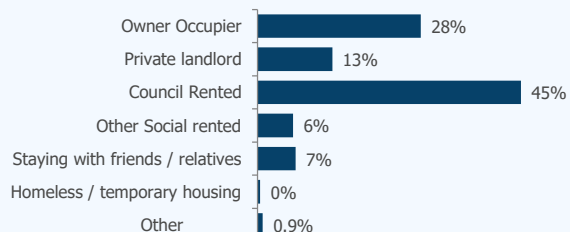
#### Age



#### 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 |