

Citizens Advice service in Scotland

Local Authority Statistics 2019-20

East Ayrshire

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 2019-20

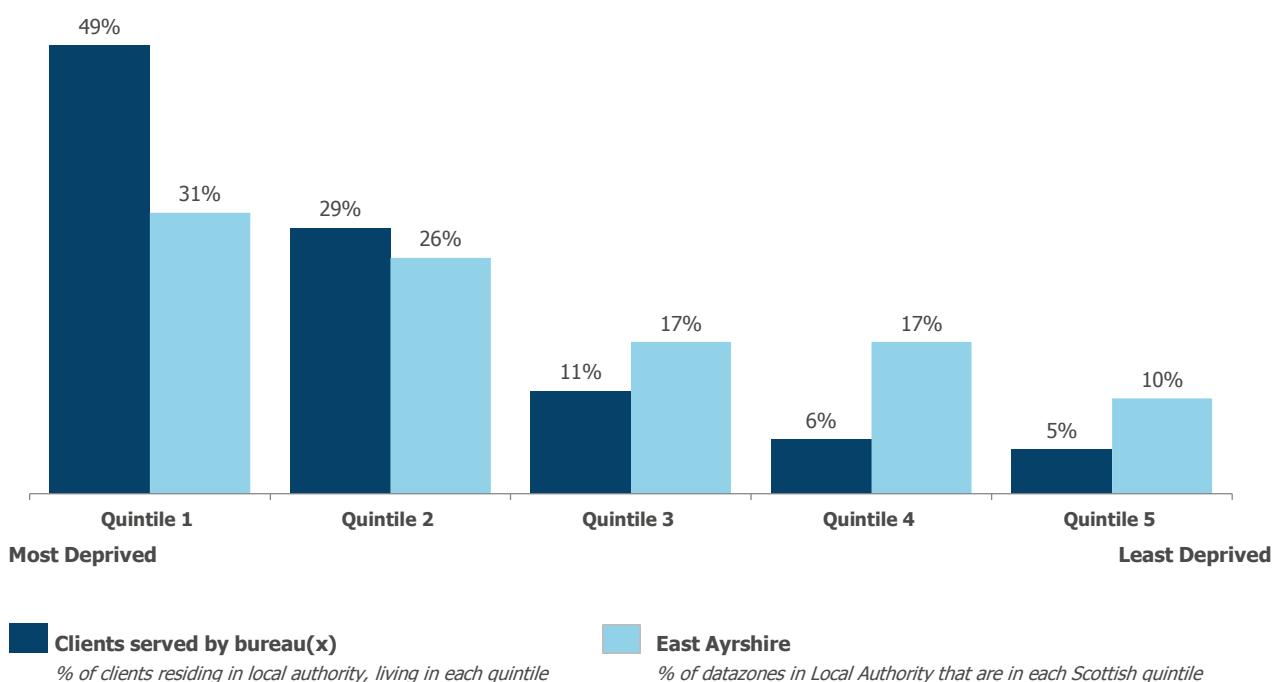
clients	3,787
helping clients gain	£6.2 million

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

Benefits	8,578	Housing	415
Consumer	175	Immigration, Asylum and Nationality	81
Debt	2,134	Legal Proceedings	579
Discrimination	4	NHS Concern or Complaint	579
Education	27	Relationship	161
Employment	405	Tax	455
Finance and Charitable Support	313	Travel, Transport and Holidays	176
Health and Community Care	112	Utilities and Communications	303

In total the bureau gave advice 14,497 times

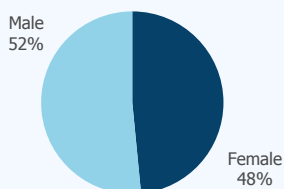
Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



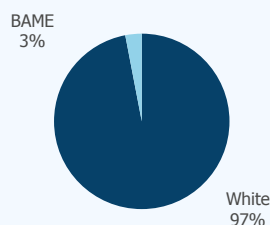
Profile of clients served by Citizens Advice Bureau within Local Authority

**based on a sample from November 2019*

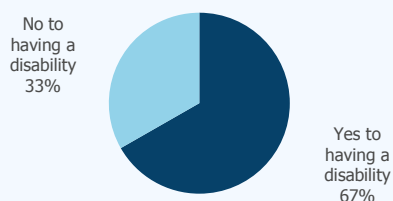
Gender



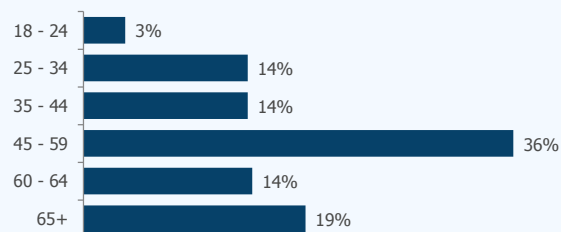
Ethnicity



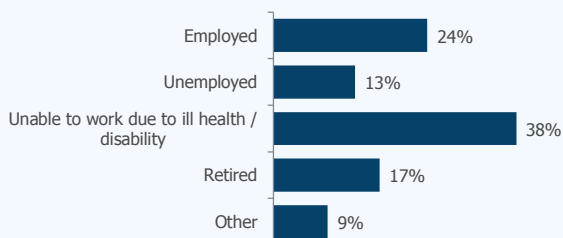
Disability



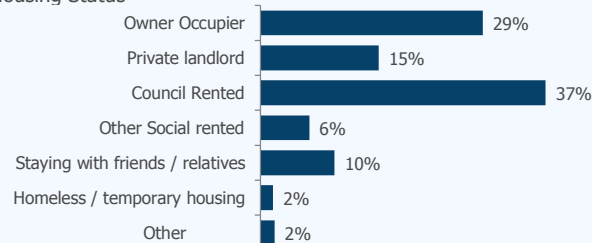
Age



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