

Citizens Advice service in Scotland

East Lothian

Local Authority Statistics 2018-19

Local Authority

East Lothian

contains the following member bureau(x)

Haddington CAB and Musselburgh 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	3,833
helping clients gain	£4.8 million

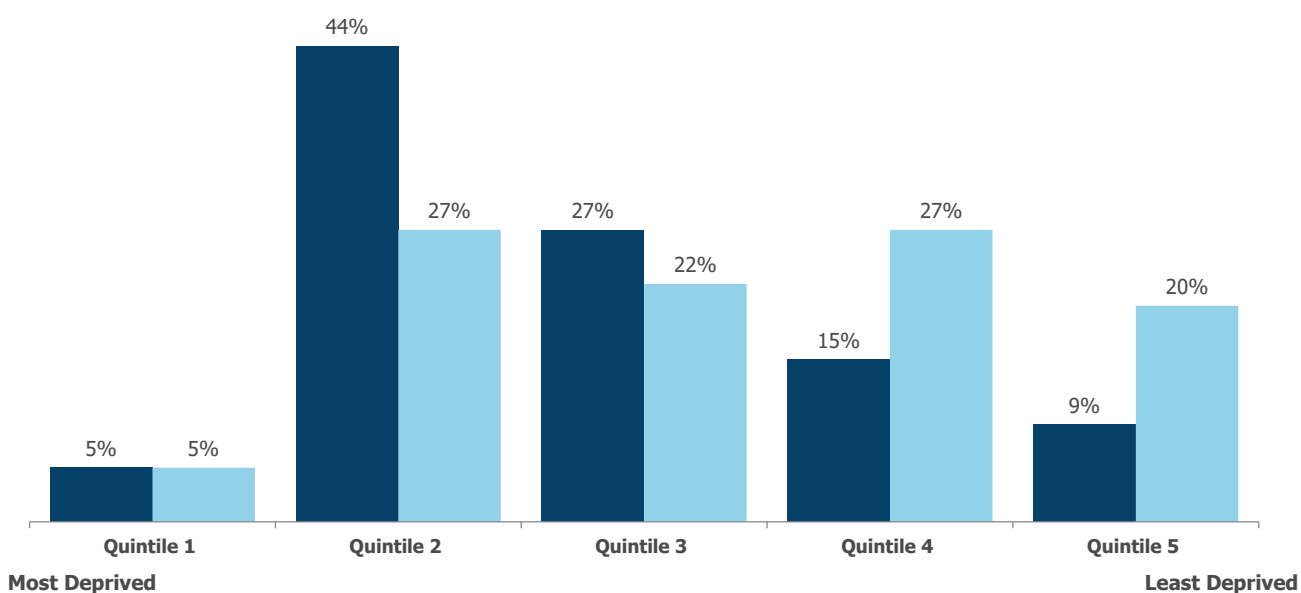
Areas of advice for Citizens Advice Bureau(x) within Local Authority

Benefits	6,094	Housing	769
Consumer	519	Immigration, Asylum and Nationality	66
Debt	3,337	Legal Proceedings	1,290
Discrimination	67	NHS Concern or Complaint	118
Education	82	Relationship	337
Employment	900	Tax	295
Finance and Charitable Support	1,021	Travel, Transport and Holidays	139
Health and Community Care	162	Utilities and Communications	237

In total the bureau gave advice

15,433 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

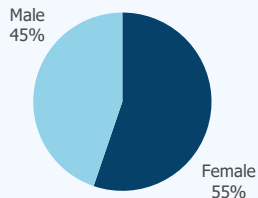
■ East Lothian

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

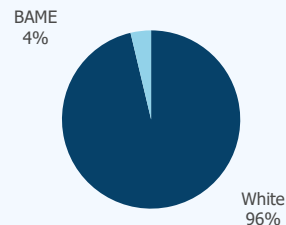
Profile of clients served by Citizens Advice Bureau within Local Authority

**based on a sample from November 2018*

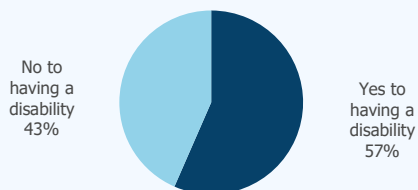
Gender



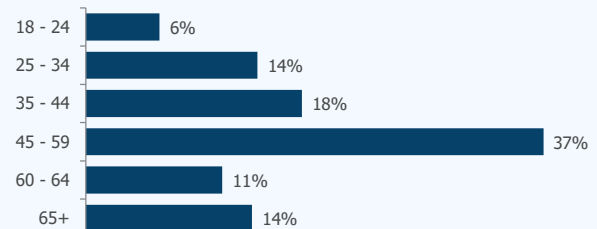
Ethnicity



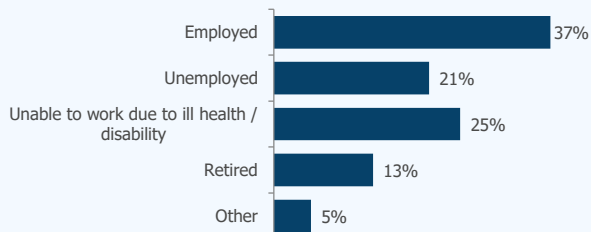
Disability



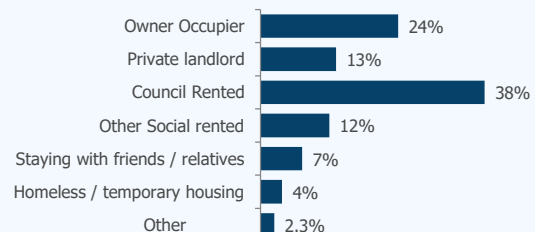
Age



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