

# Citizens Advice service in Scotland

## Local Authority Statistics 2019-20

East Lothian

### 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 2019-20

clients	4,415
helping clients gain	£4.9 million

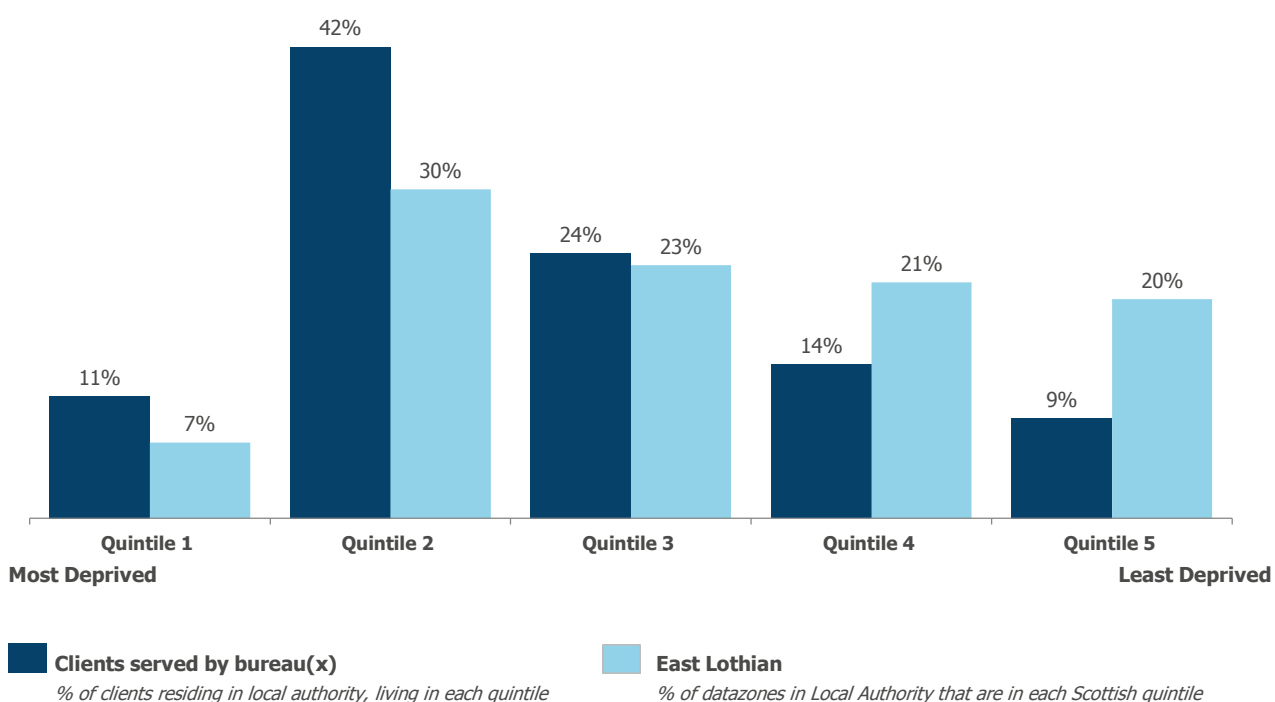
### Areas of advice for Citizens Advice Bureau(x) within Local Authority

Benefits	6,254	Housing	842
Consumer	623	Immigration, Asylum and Nationality	159
Debt	3,437	Legal Proceedings	1,078
Discrimination	61	NHS Concern or Complaint	25
Education	66	Relationship	351
Employment	849	Tax	406
Finance and Charitable Support	1,246	Travel, Transport and Holidays	136
Health and Community Care	158	Utilities and Communications	504

**In total the bureau gave advice**

**16,195 times**

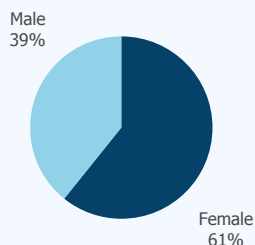
### Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



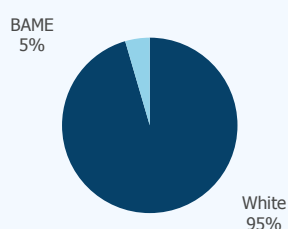
### Profile of clients served by Citizens Advice Bureau within Local Authority

*\*based on a sample from November 2019*

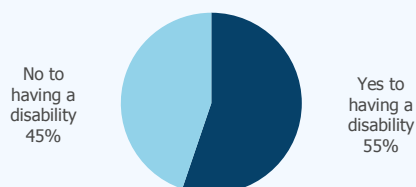
#### Gender



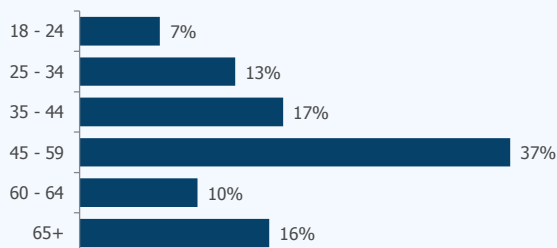
#### Ethnicity



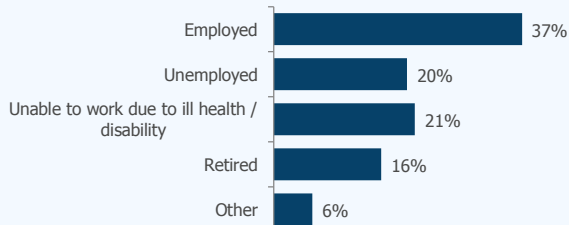
#### Disability



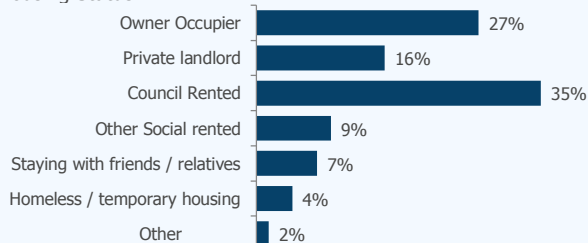
#### Age



#### 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