

# Citizens Advice service in Scotland

East Renfrewshire

## Local Authority Statistics 2018-19

### Local Authority

### East Renfrewshire

contains the following member bureau(x)

East Renfrewshire 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	2,251
helping clients gain	£2.3 million

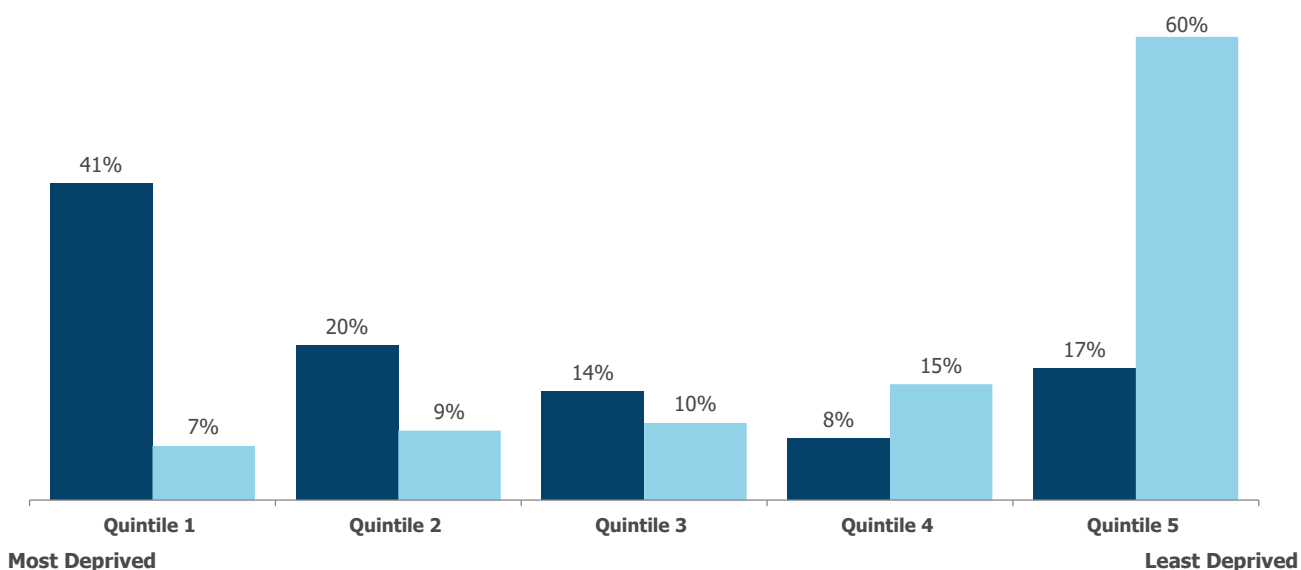
### Areas of advice for Citizens Advice Bureau(x) within Local Authority

Benefits	3,407	Housing	920
Consumer	139	Immigration, Asylum and Nationality	18
Debt	1,761	Legal Proceedings	227
Discrimination	4	NHS Concern or Complaint	882
Education	22	Relationship	161
Employment	260	Tax	204
Finance and Charitable Support	1,594	Travel, Transport and Holidays	129
Health and Community Care	76	Utilities and Communications	199

**In total the bureau gave advice**

**10,003 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*

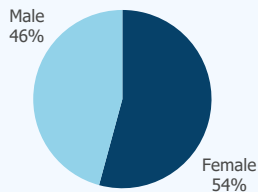
**East Renfrewshire**

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

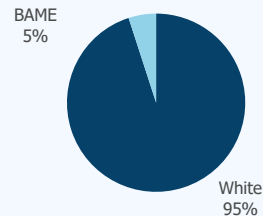
### National profile of clients served by Citizens Advice Bureaux

*\*based on a sample from November 2018*

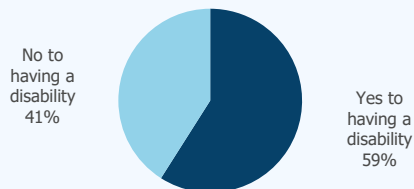
#### Gender



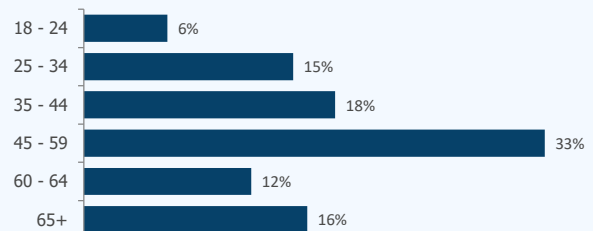
#### Ethnicity



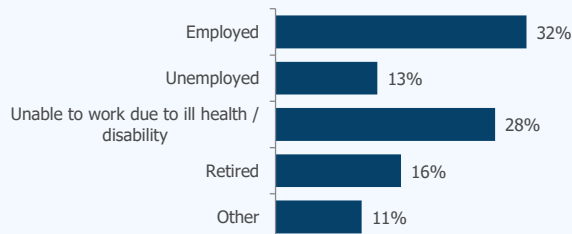
#### Disability



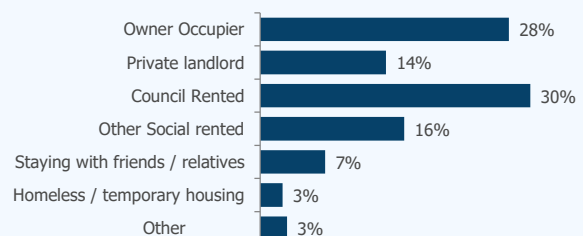
#### Age



#### 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