

Citizens Advice service in Scotland

Local Authority Statistics 2019-20

East Renfrewshire

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 2019-20

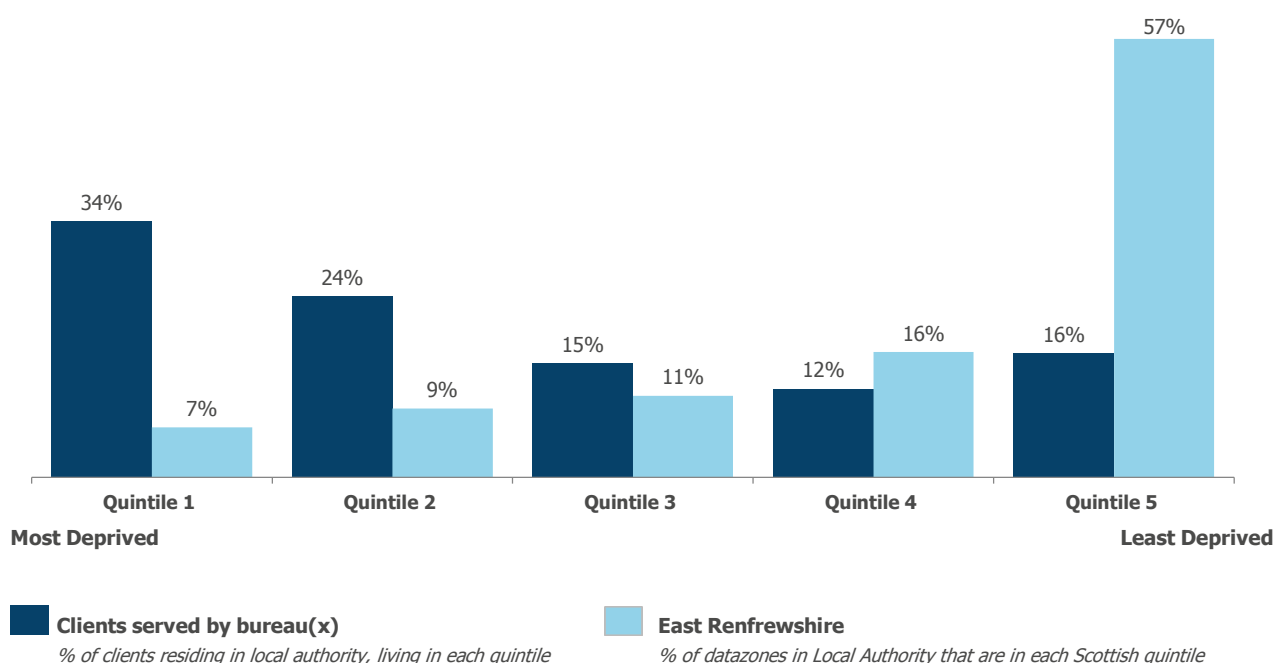
clients	3,072
helping clients gain	£4.1 million

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

Benefits	5,199	Housing	1,226
Consumer	137	Immigration, Asylum and Nationality	375
Debt	1,686	Legal Proceedings	318
Discrimination	1	NHS Concern or Complaint	1,333
Education	29	Relationship	143
Employment	351	Tax	383
Finance and Charitable Support	1,770	Travel, Transport and Holidays	140
Health and Community Care	77	Utilities and Communications	219

In total the bureau gave advice 13,387 times

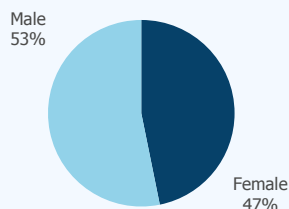
Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



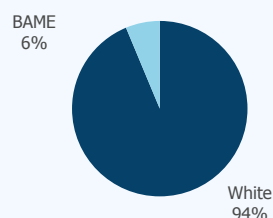
Profile of clients served by Citizens Advice Bureau within Local Authority

**based on a sample from November 2019*

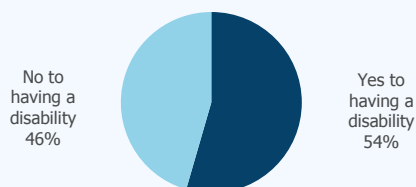
Gender



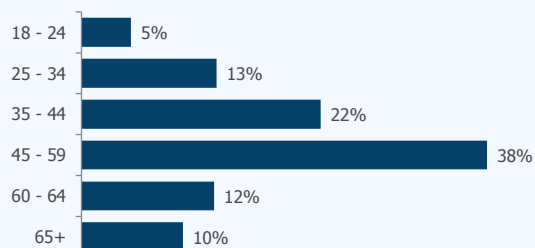
Ethnicity



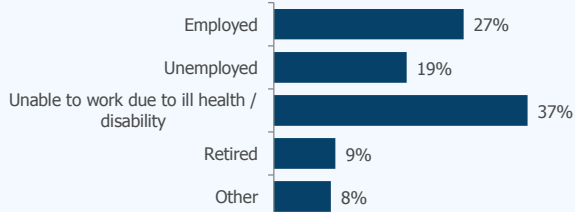
Disability



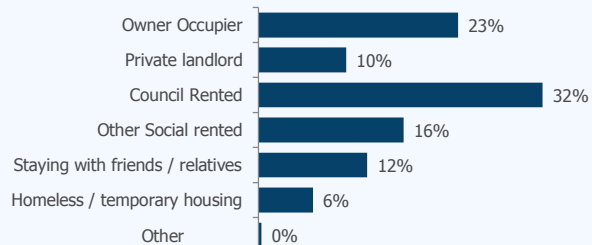
Age



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