

Citizens Advice service in Scotland

Holyrood Constituency statistics 2018-19

Edinburgh Western

Holyrood Constituency

Edinburgh Western

contains the following member bureau(x)

Citizens Advice Edinburgh

**stats are for the whole service provided by the bureau(x); constituency residents may also be served by other bureaux outwith the constituency*

... dealt with in 2018-19

clients	11,614
helping clients gain	£3.3 million

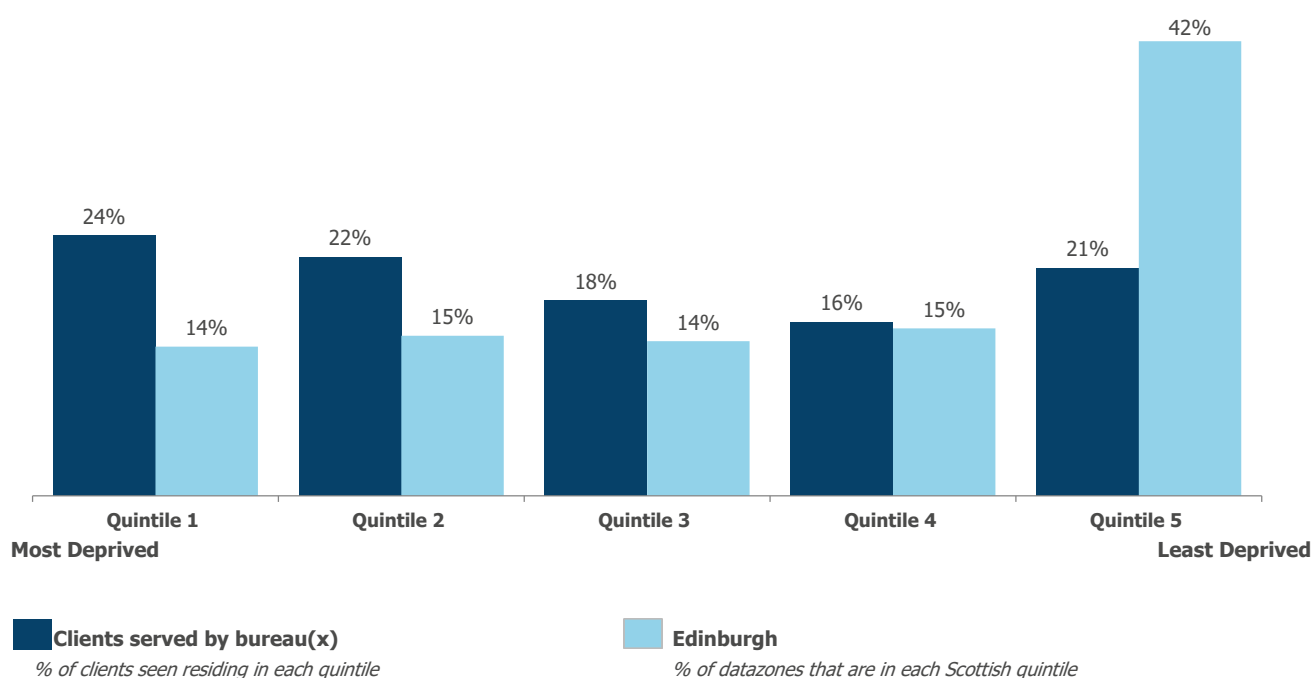
Areas of advice for Citizens Advice Bureau(x) within Edinburgh constituencies

Benefits	11,094	Housing	2,285
Consumer	709	Immigration, Asylum and Nationality	1,369
Debt	5,319	Legal Proceedings	1,791
Discrimination	186	NHS Concern or Complaint	1,101
Education	149	Relationship	1,229
Employment	3,047	Tax	1,134
Finance and Charitable Support	646	Travel, Transport and Holidays	302
Health and Community Care	409	Utilities and Communications	731

In total the bureau gave advice

31,501 times

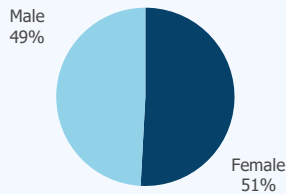
Scottish Index of Multiple Deprivation - bureaux clients and population residing in constituencies



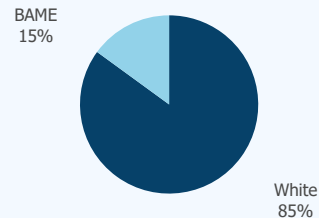
Profile of clients served by Citizens Advice Bureau(x) within Edinburgh constituencies

*based on a sample from November 2018

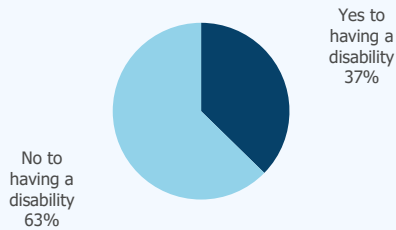
Gender



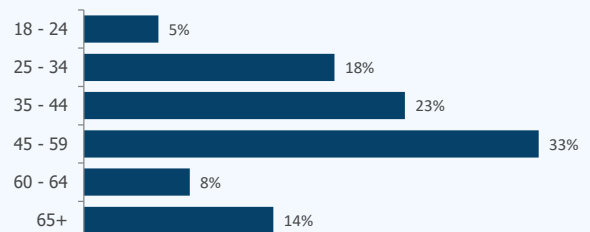
Ethnicity



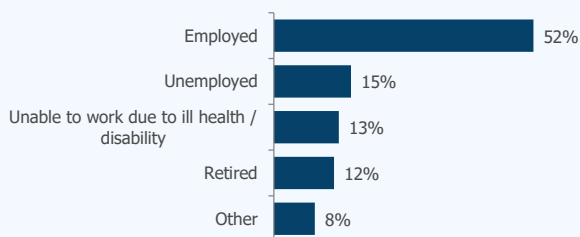
Disability



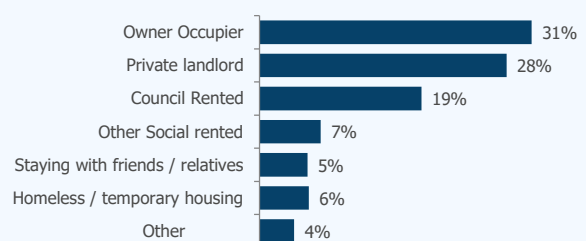
Age



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