

Citizens Advice service in Scotland

Holyrood Constituency statistics 2018-19

Ettrick, Roxburgh & Berwickshire

Holyrood Constituency

Ettrick, Roxburgh & Berwickshire

contains the following member bureau(x)

Roxburgh & Berwickshire CAB

**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

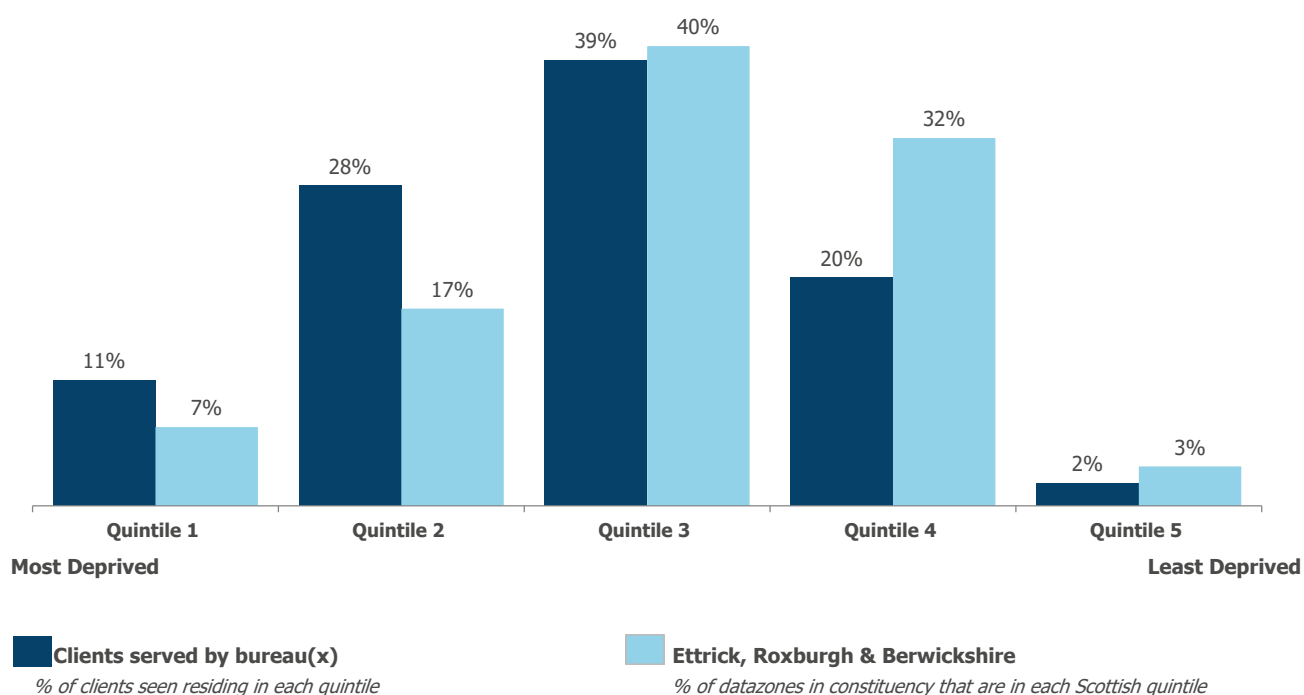
clients	2,525
helping clients gain	£1.6 million

Areas of advice for Citizens Advice Bureau(x) within constituency

Benefits	3,343	Housing	455
Consumer	153	Immigration, Asylum and Nationality	56
Debt	1,638	Legal Proceedings	333
Discrimination	6	NHS Concern or Complaint	25
Education	29	Relationship	246
Employment	646	Tax	438
Finance and Charitable Support	1,359	Travel, Transport and Holidays	114
Health and Community Care	135	Utilities and Communications	314

In total the bureau gave advice 9,290 times

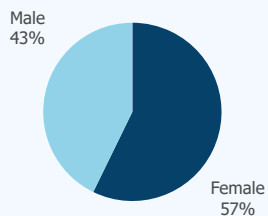
Scottish Index of Multiple Deprivation - bureaux clients and population residing in constituency



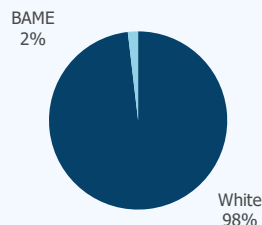
Profile of clients served by Citizens Advice Bureau(x) within constituency

**based on a sample from November 2018*

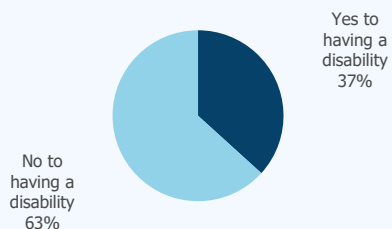
Gender



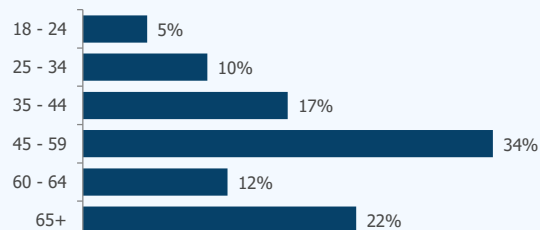
Ethnicity



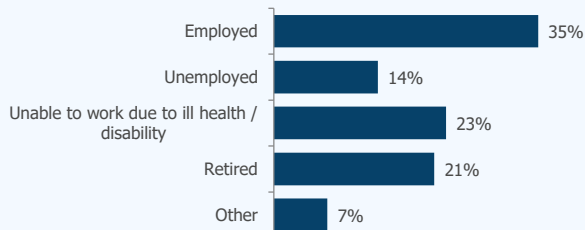
Disability



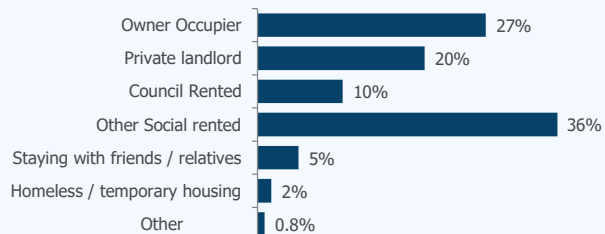
Age



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