

Citizens Advice service in Scotland

Falkirk

Local Authority Statistics 2018-19

Local Authority

Falkirk

contains the following member bureau(x)

Denny & Dunipace CAB, Falkirk CAB and Grangemouth & Bo'ness 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	5,075
helping clients gain	£6.3 million

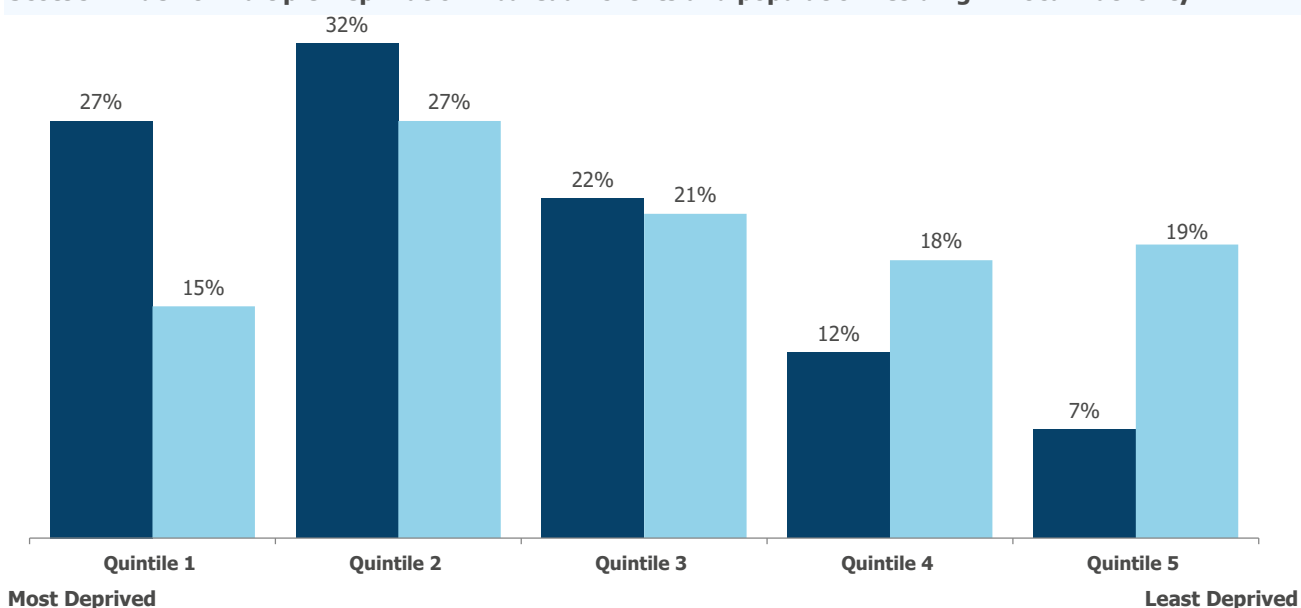
Areas of advice for Citizens Advice Bureau(x) within Local Authority

Benefits	10,935	Housing	648
Consumer	265	Immigration, Asylum and Nationality	80
Debt	3,211	Legal Proceedings	972
Discrimination	29	NHS Concern or Complaint	36
Education	35	Relationship	389
Employment	730	Tax	568
Finance and Charitable Support	708	Travel, Transport and Holidays	297
Health and Community Care	176	Utilities and Communications	418

In total the bureau gave advice

19,497 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

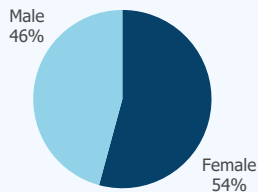
Falkirk

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

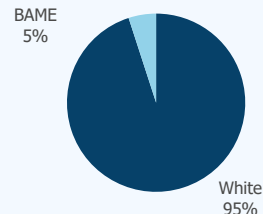
National profile of clients served by Citizens Advice Bureaux

**based on a sample from November 2018*

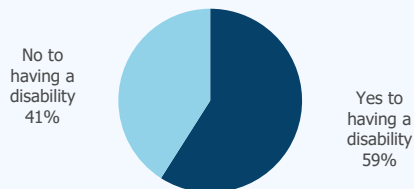
Gender



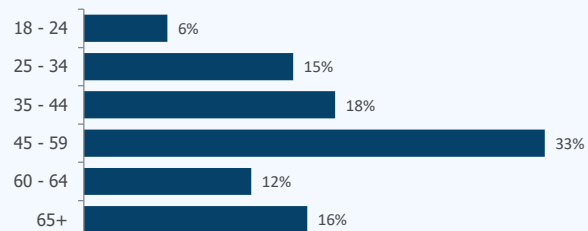
Ethnicity



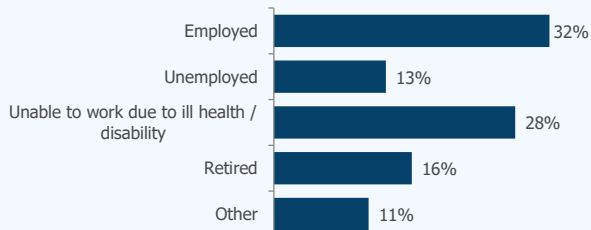
Disability



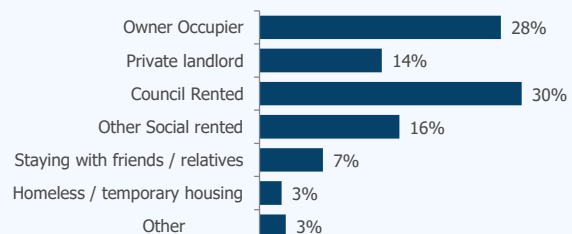
Age



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