

# Citizens Advice service in Scotland

## Local Authority Statistics 2019-20

Falkirk

### 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 2019-20

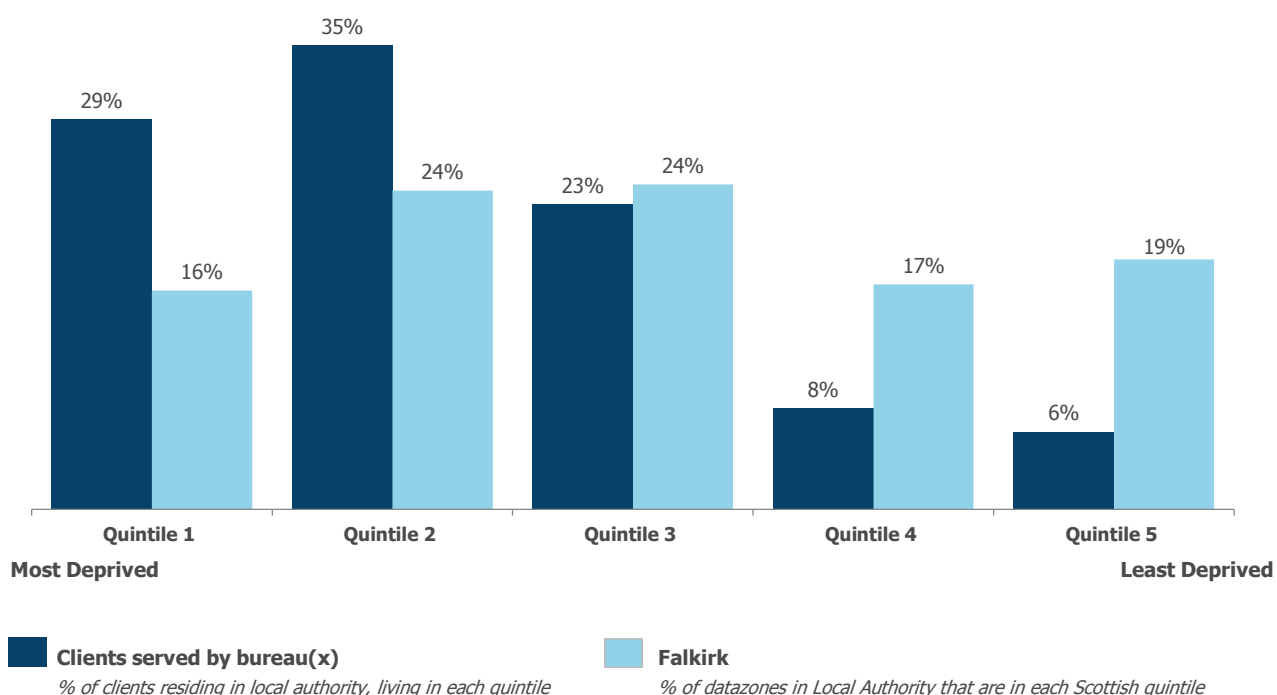
clients	6,265
helping clients gain	£8.6 million

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

Benefits	13,822	Housing	645
Consumer	247	Immigration, Asylum and Nationality	182
Debt	2,858	Legal Proceedings	970
Discrimination	30	NHS Concern or Complaint	40
Education	70	Relationship	409
Employment	814	Tax	892
Finance and Charitable Support	832	Travel, Transport and Holidays	368
Health and Community Care	199	Utilities and Communications	537

**In total the bureau gave advice 22,915 times**

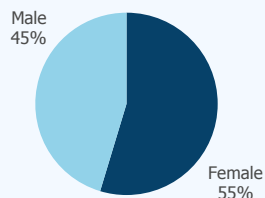
### Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



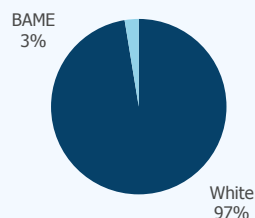
### Profile of clients served by Citizens Advice Bureau within Local Authority

*\*based on a sample from November 2019*

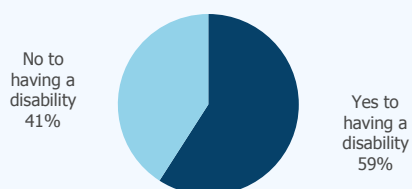
#### Gender



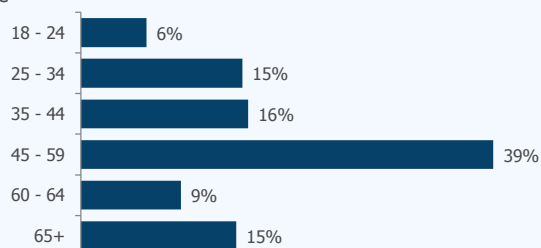
#### Ethnicity



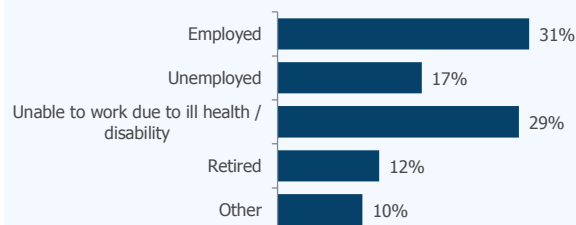
#### Disability



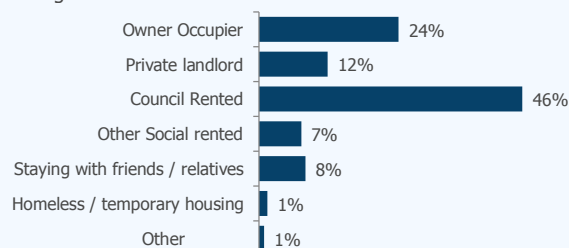
#### Age



#### 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