

# Citizens Advice service in Scotland

Falkirk East

## Holyrood Constituency statistics 2018-19

### Holyrood Constituency

### Falkirk East

contains the following member bureau(x)

Falkirk CAB and Grangemouth & Bo'ness 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	4,290
helping clients gain	£5.4 million

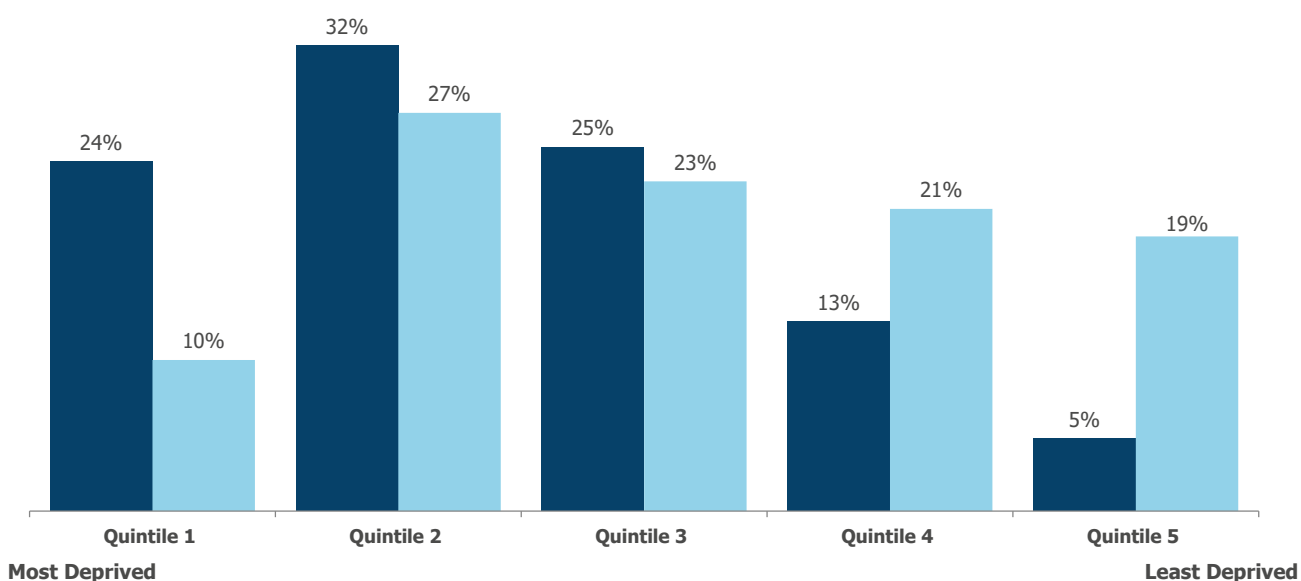
### Areas of advice for Citizens Advice Bureau(x) within constituency

Benefits	9,441	Housing	534
Consumer	212	Immigration, Asylum and Nationality	72
Debt	2,670	Legal Proceedings	877
Discrimination	28	NHS Concern or Complaint	33
Education	31	Relationship	330
Employment	630	Tax	454
Finance and Charitable Support	496	Travel, Transport and Holidays	242
Health and Community Care	154	Utilities and Communications	328

***In total the bureau gave advice***

***16,532 times***

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



**■ Clients served by bureau(x)**

*% of clients seen residing in each quintile*

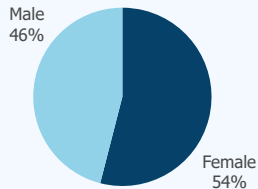
**■ Falkirk East**

*% of datazones in constituency that are in each Scottish quintile*

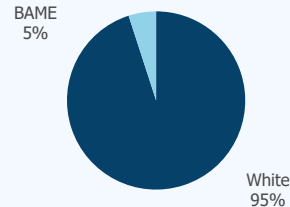
### National profile of clients served by Citizens Advice Bureaux

*\*based on a sample from November 2018*

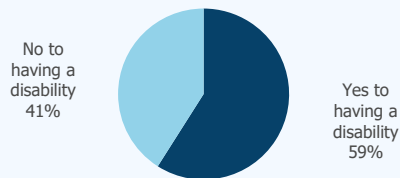
#### Gender



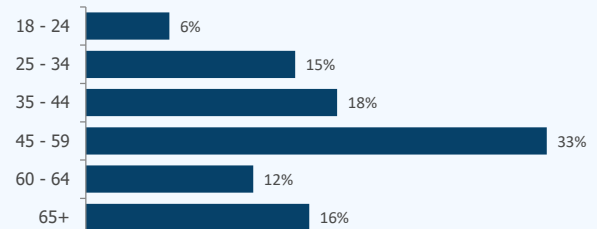
#### Ethnicity



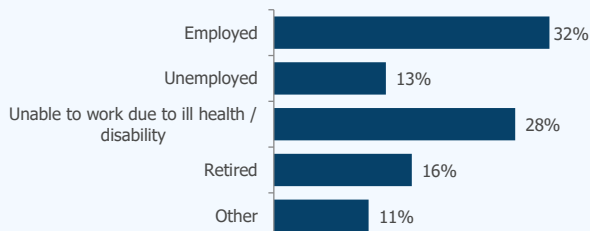
#### Disability



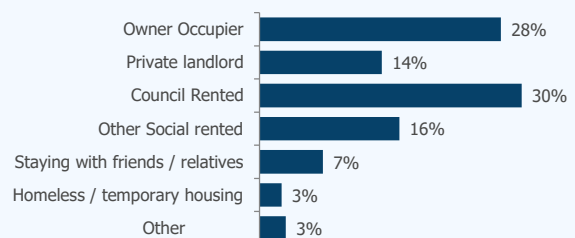
#### Age



#### 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