

Citizens Advice service in Scotland

Holyrood Constituency statistics 2018-19

Falkirk West

Holyrood Constituency

Falkirk West

contains the following member bureau(x)

Denny & Dunipace CAB and Falkirk 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	3,467
helping clients gain	£3.9 million

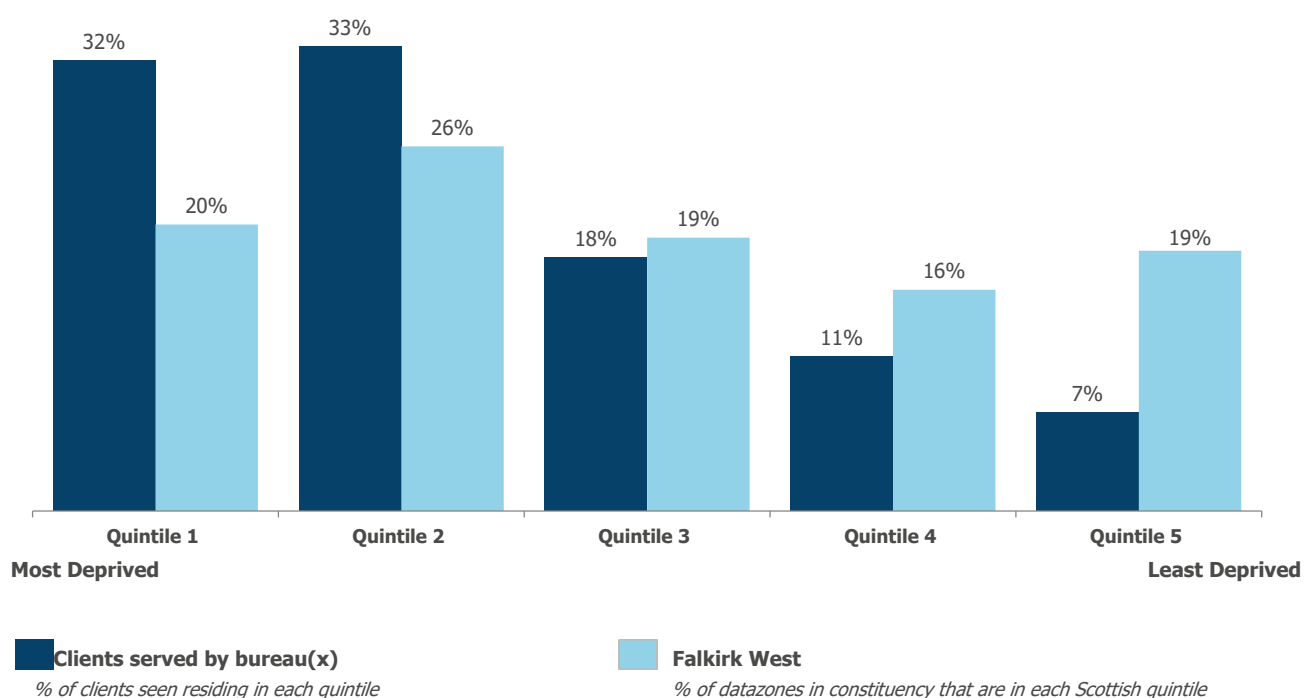
Areas of advice for Citizens Advice Bureau(x) within constituency

Benefits	5,781	Housing	395
Consumer	167	Immigration, Asylum and Nationality	42
Debt	2,313	Legal Proceedings	496
Discrimination	7	NHS Concern or Complaint	19
Education	27	Relationship	294
Employment	436	Tax	369
Finance and Charitable Support	491	Travel, Transport and Holidays	188
Health and Community Care	116	Utilities and Communications	237

In total the bureau gave advice

11,378 times

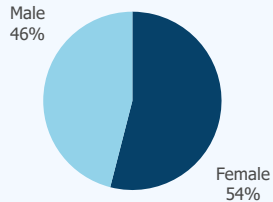
Scottish Index of Multiple Deprivation - bureaux clients and population residing in constituency



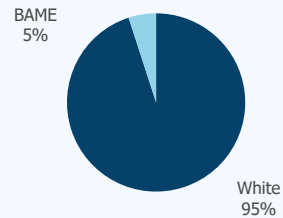
National profile of clients served by Citizens Advice Bureaux

*based on a sample from November 2018

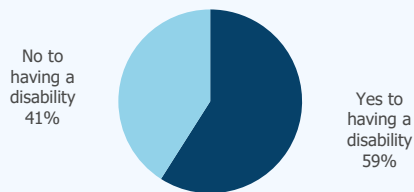
Gender



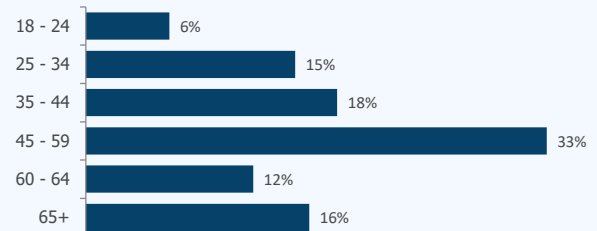
Ethnicity



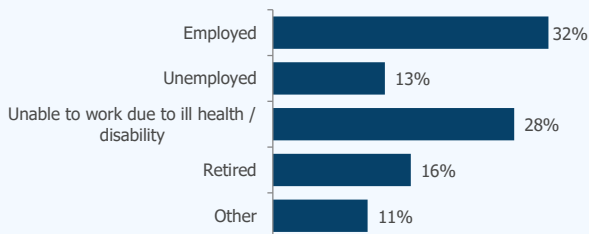
Disability



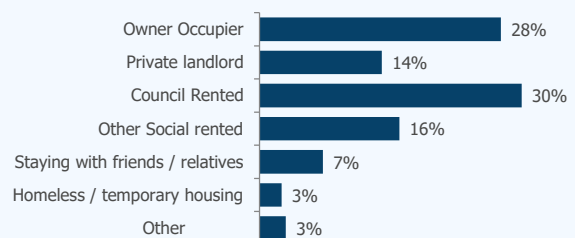
Age



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