

# Citizens Advice service in Scotland

## Local Authority Statistics 2019-20

Fife

### Local Authority

### Fife

contains the following member bureau(x)

Citizens Advice & Rights Fife

*\*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

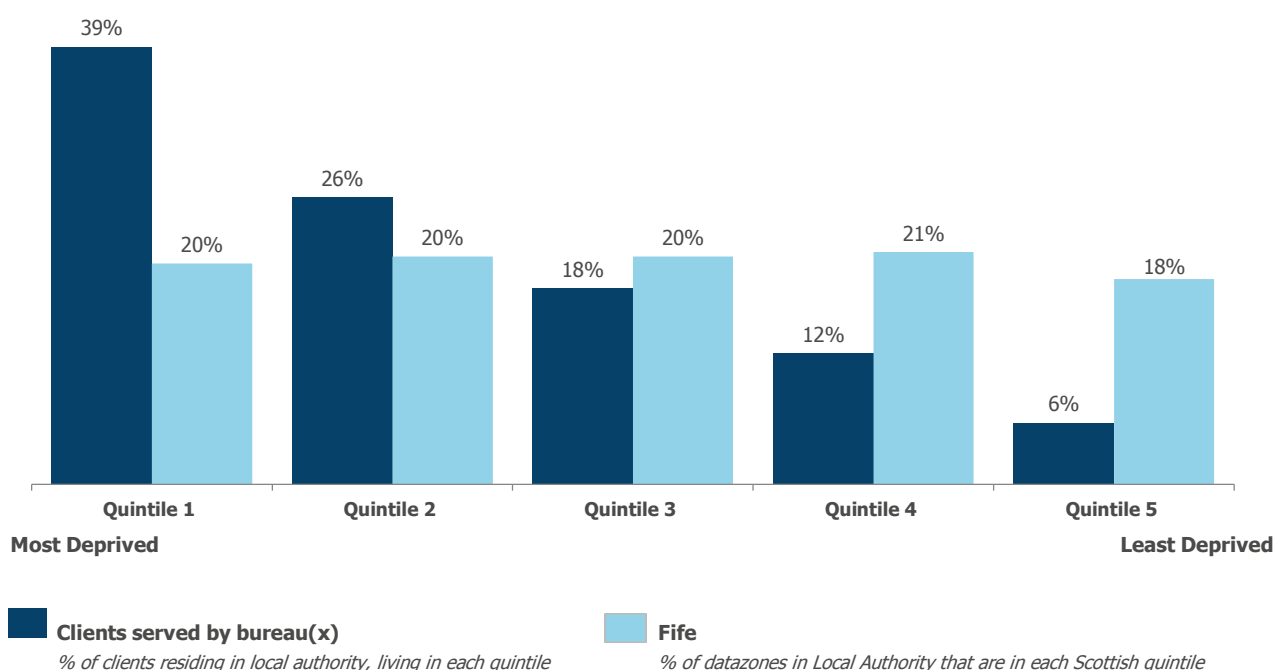
clients	13,667
helping clients gain	£12.3 million

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

Benefits	22,977	Housing	1,534
Consumer	607	Immigration, Asylum and Nationality	679
Debt	9,987	Legal Proceedings	2,787
Discrimination	46	NHS Concern or Complaint	544
Education	114	Relationship	975
Employment	1,990	Tax	1,385
Finance and Charitable Support	4,539	Travel, Transport and Holidays	514
Health and Community Care	535	Utilities and Communications	807

**In total the bureau gave advice 50,020 times**

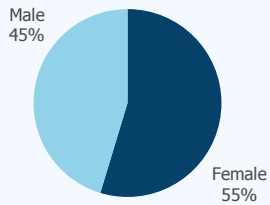
### Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



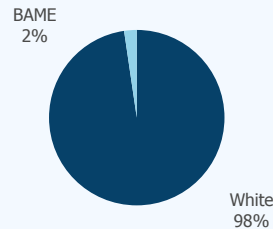
### Profile of clients served by Citizens Advice Bureau within Local Authority

\*based on a sample from November 2019

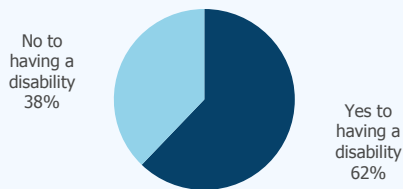
#### Gender



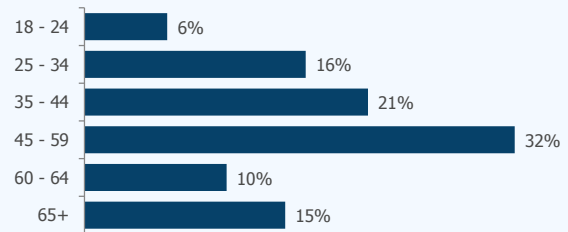
#### Ethnicity



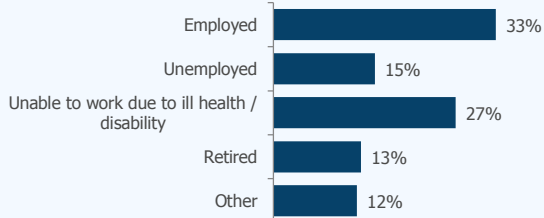
#### Disability



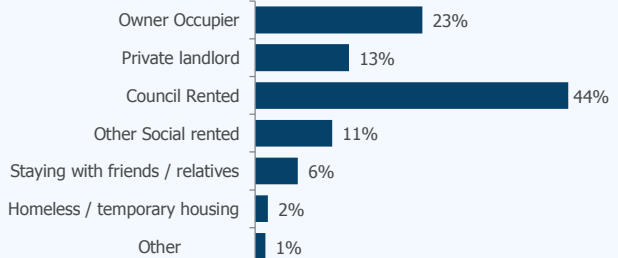
#### Age



#### 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