

Citizens Advice service in Scotland

Holyrood Constituency statistics 2018-19

Galloway & West
Dumfries

Holyrood Constituency

Galloway & West Dumfries

contains the following member bureau(x)

Dumfries and Galloway Citizens Advice Service

**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

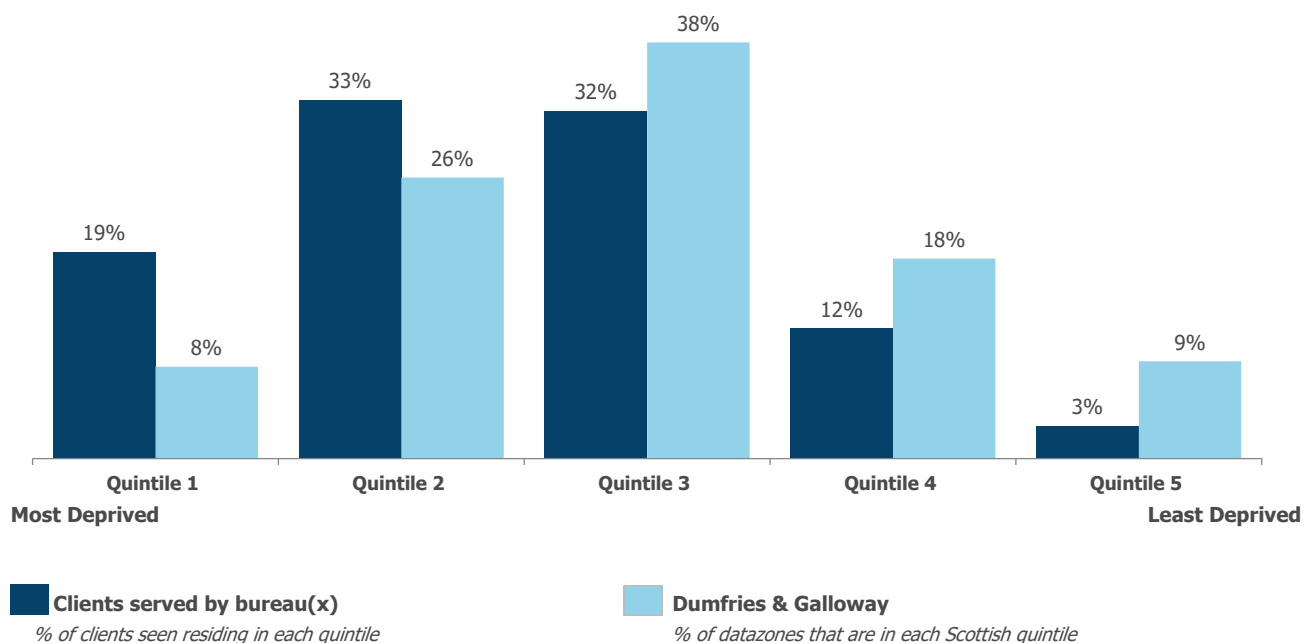
clients	7,570
helping clients gain	£8.2 million

Areas of advice for Citizens Advice Bureau(x) within Dumfries & Galloway constituencies

Benefits	12,315	Housing	1,265
Consumer	371	Immigration, Asylum and Nationality	82
Debt	3,956	Legal Proceedings	2,071
Discrimination	27	NHS Concern or Complaint	1,118
Education	111	Relationship	448
Employment	1,071	Tax	671
Finance and Charitable Support	1,524	Travel, Transport and Holidays	431
Health and Community Care	268	Utilities and Communications	1,240

In total the bureau gave advice 26,969 times

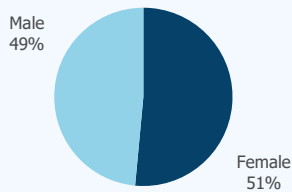
Scottish Index of Multiple Deprivation - bureaux clients and population residing in constituencies



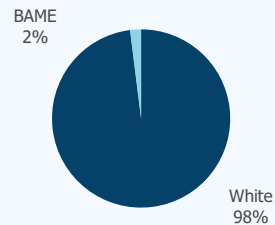
Profile of clients served by Citizens Advice Bureau(x) within Dumfries & Galloway constituencies

**based on a sample from November 2018*

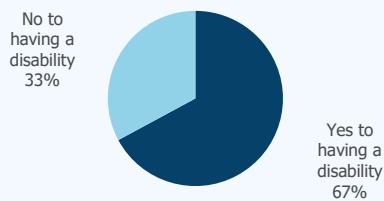
Gender



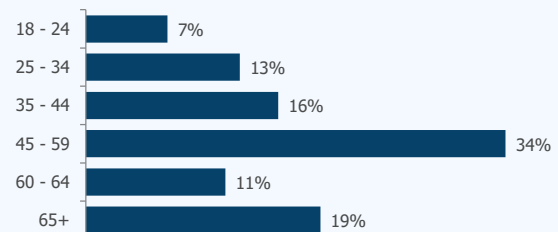
Ethnicity



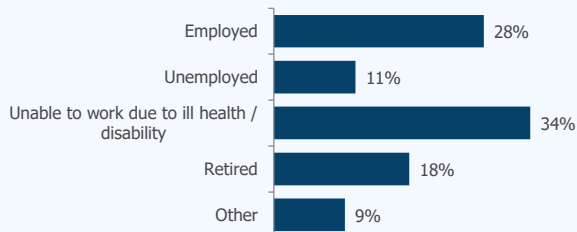
Disability



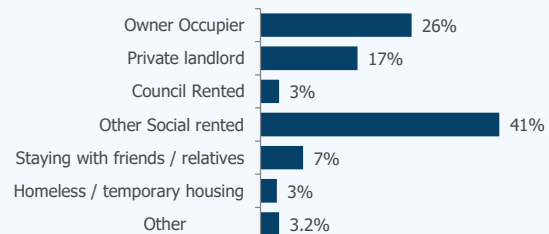
Age



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