

### Local Authority

### Glasgow City

contains the following member bureau(x)

Bridgeton CAB, Castlemilk CAB, Central CAB, Drumchapel CAB, Easterhouse CAB, Greater Pollok CAB, North West Glasgow CAB and Parkhead 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 2018-19

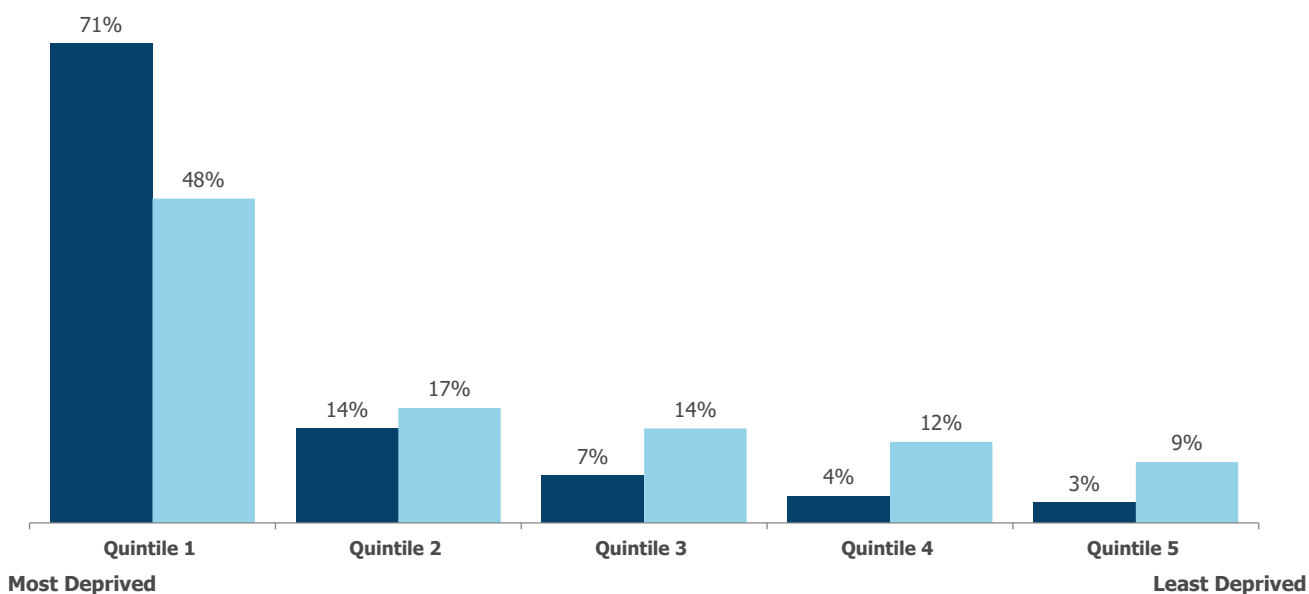
clients	23,119
helping clients gain	£14.9 million

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

Benefits	38,848	Housing	2,401
Consumer	747	Immigration, Asylum and Nationality	847
Debt	11,316	Legal Proceedings	2,185
Discrimination	21	NHS Concern or Complaint	1,517
Education	289	Relationship	503
Employment	1,924	Tax	2,472
Finance and Charitable Support	1,977	Travel, Transport and Holidays	591
Health and Community Care	420	Utilities and Communications	2,349

**In total the bureau gave advice 68,407 times**

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



**■ Clients served by bureau(x)**

*% of clients residing in local authority, living in each quintile*

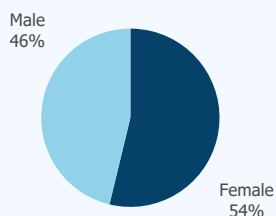
**■ Glasgow City**

*% of datazones in Local Authority that are in each Scottish quintile*

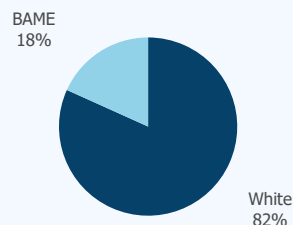
### Profile of clients served by Citizens Advice Bureau within Local Authority

*\*based on a sample from November 2018*

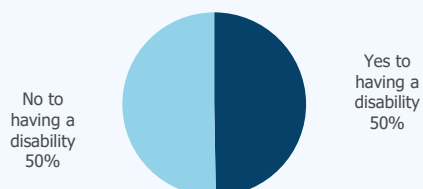
#### Gender



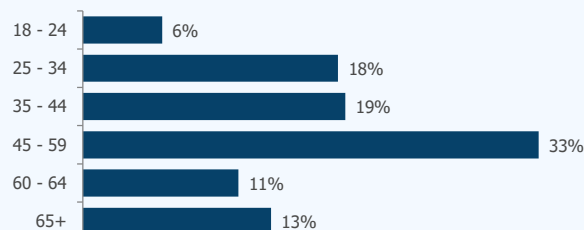
#### Ethnicity



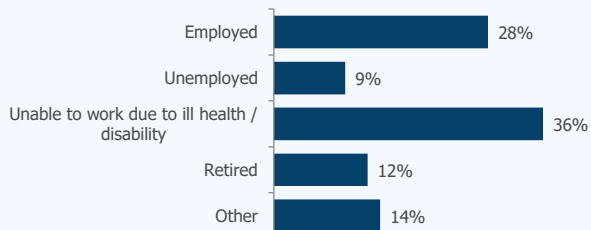
#### Disability



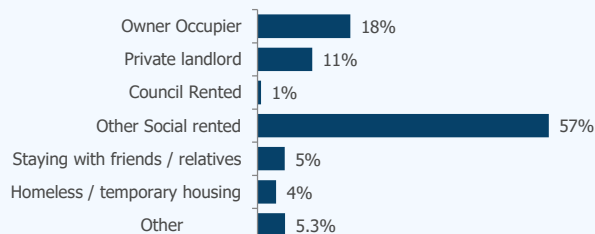
#### Age



#### 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