

# Citizens Advice service in Scotland

Glasgow City

## Local Authority Statistics 2019-20

### 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 2019-20

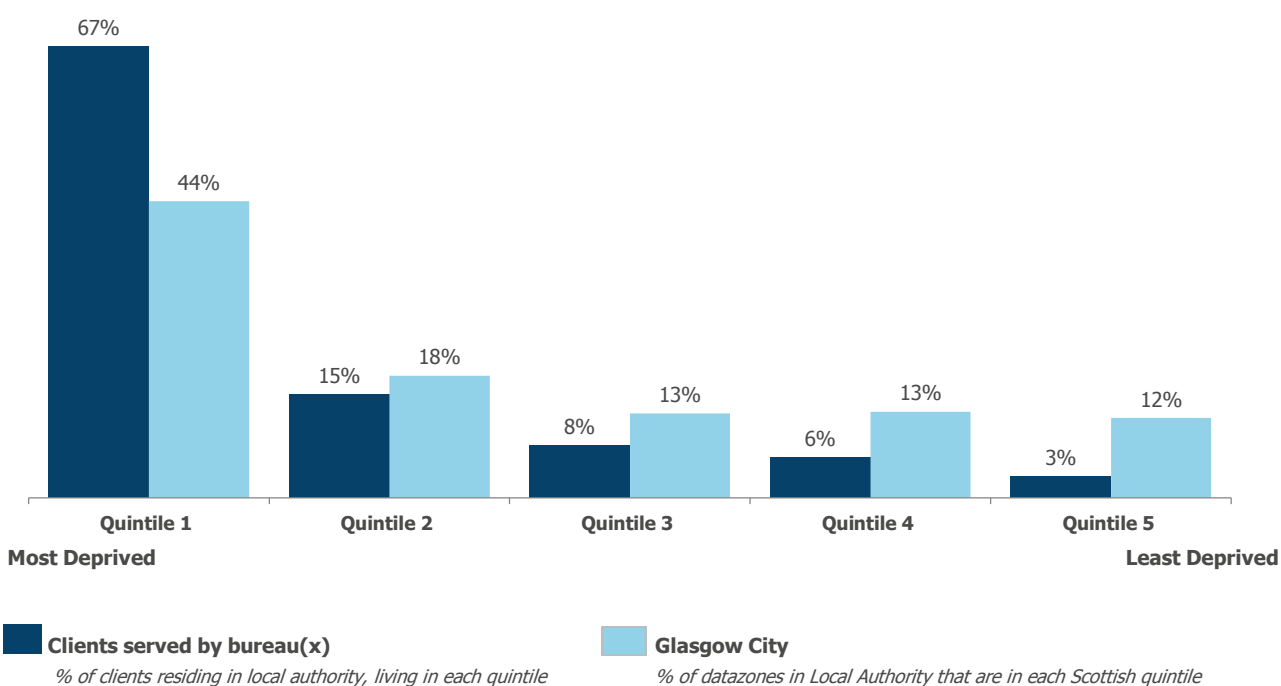
|                      |               |
|----------------------|---------------|
| clients              | 22,181        |
| helping clients gain | £20.8 million |

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

|                                |        |                                     |       |
|--------------------------------|--------|-------------------------------------|-------|
| Benefits                       | 41,742 | Housing                             | 2,286 |
| Consumer                       | 805    | Immigration, Asylum and Nationality | 1,694 |
| Debt                           | 10,878 | Legal Proceedings                   | 1,869 |
| Discrimination                 | 32     | NHS Concern or Complaint            | 1,599 |
| Education                      | 296    | Relationship                        | 521   |
| Employment                     | 1,891  | Tax                                 | 2,777 |
| Finance and Charitable Support | 1,509  | Travel, Transport and Holidays      | 668   |
| Health and Community Care      | 428    | Utilities and Communications        | 2,264 |

**In total the bureau gave advice 71,259 times**

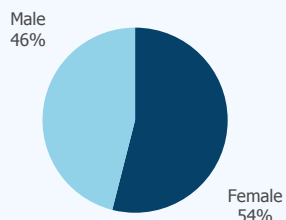
### Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



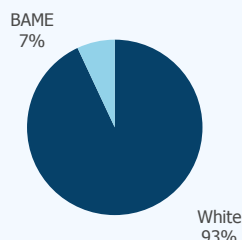
### National profile of clients served by Citizens Advice Bureaux

*\*based on a sample from November 2019*

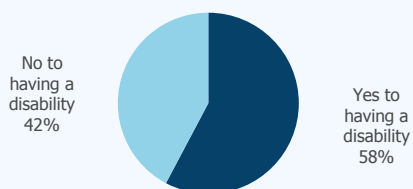
#### Gender



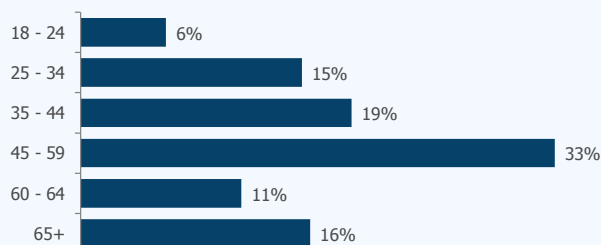
#### Ethnicity



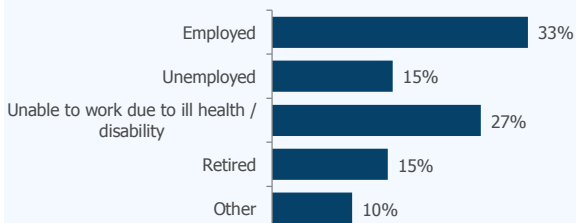
#### Disability



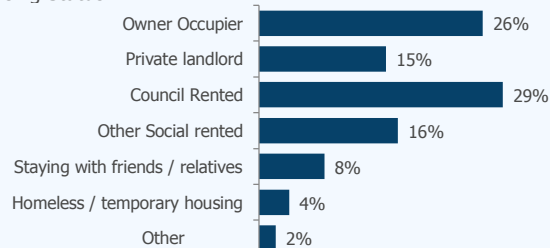
#### Age



#### 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 |