

# Citizens Advice service in Scotland

## Holyrood Constituency statistics 2018-19

Glasgow Southside

### Holyrood Constituency

### Glasgow Southside

contains the following member bureau(x)

Glasgow Castlemilk 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              | 2,800        |
| helping clients gain | £1.4 million |

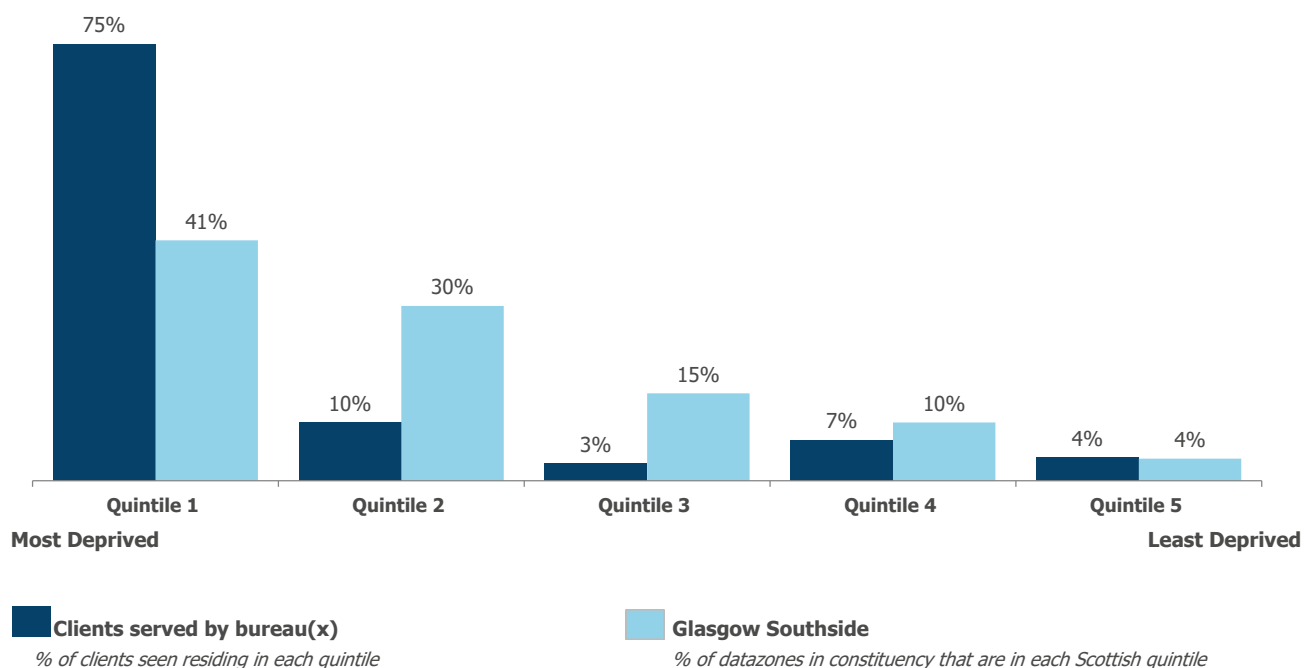
### Areas of advice for Citizens Advice Bureau(x) within constituency

|                                |       |                                     |     |
|--------------------------------|-------|-------------------------------------|-----|
| Benefits                       | 4,288 | Housing                             | 197 |
| Consumer                       | 76    | Immigration, Asylum and Nationality | 40  |
| Debt                           | 870   | Legal Proceedings                   | 79  |
| Discrimination                 | 3     | NHS Concern or Complaint            | 14  |
| Education                      | 63    | Relationship                        | 90  |
| Employment                     | 185   | Tax                                 | 507 |
| Finance and Charitable Support | 137   | Travel, Transport and Holidays      | 72  |
| Health and Community Care      | 63    | Utilities and Communications        | 571 |

***In total the bureau gave advice***

***7,255 times***

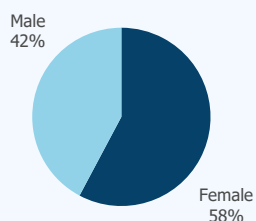
### Scottish Index of Multiple Deprivation - bureaux clients and population residing in constituency



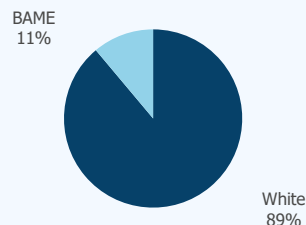
### Profile of clients served by Citizens Advice Bureau(x) within constituency

*\*based on a sample from November 2018*

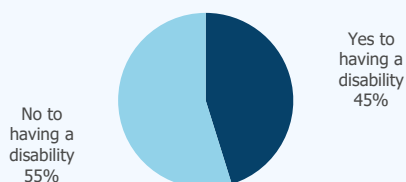
#### Gender



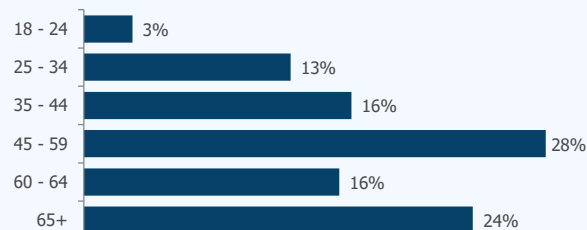
#### Ethnicity



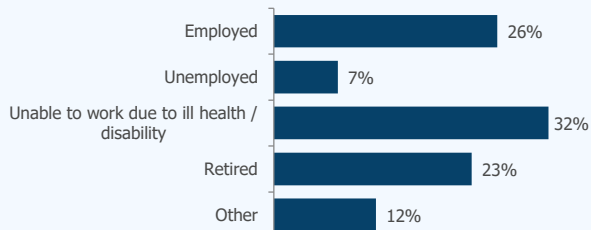
#### Disability



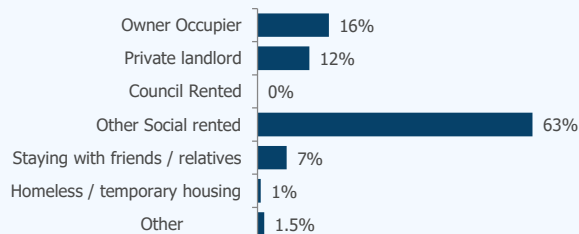
#### Age



#### 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 |