

Citizens Advice service in Scotland

Local Authority Statistics 2019-20

Midlothian

Local Authority

Midlothian

contains the following member bureau(x)

Dalkeith CAB and Penicuik 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	3,927
helping clients gain	£4.3 million

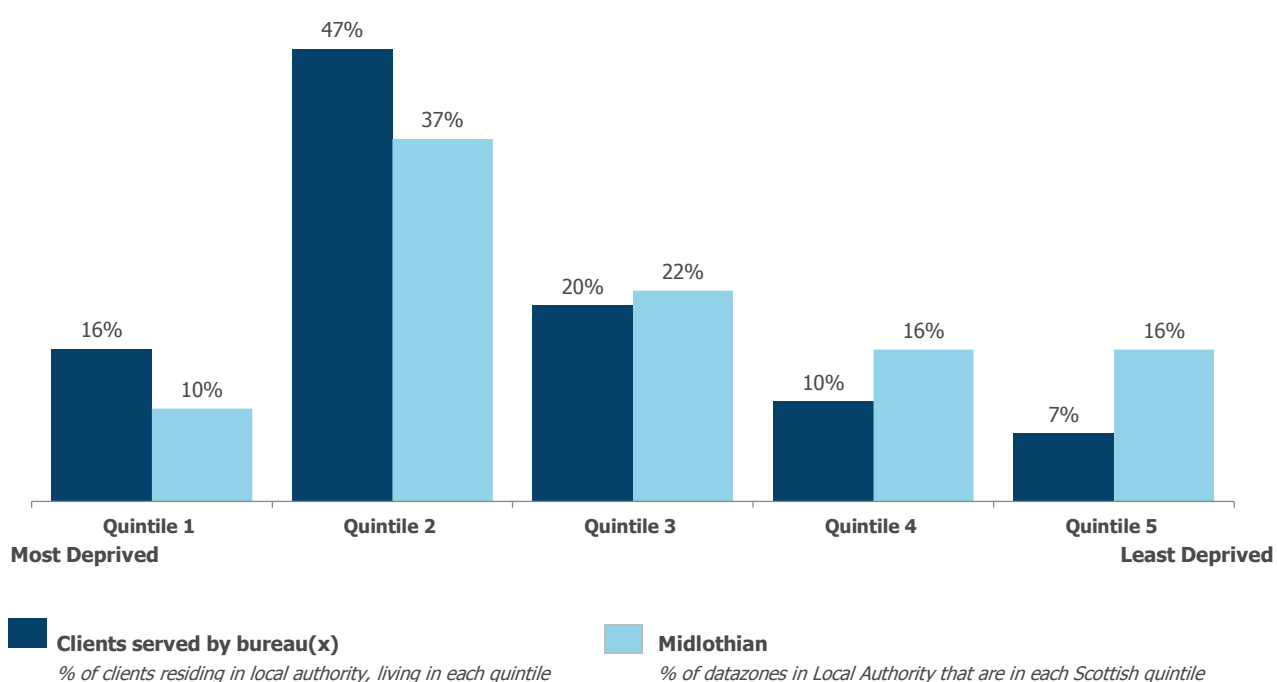
Areas of advice for Citizens Advice Bureau(x) within Local Authority

Benefits	7,630	Housing	544
Consumer	110	Immigration, Asylum and Nationality	87
Debt	2,785	Legal Proceedings	266
Discrimination	25	NHS Concern or Complaint	47
Education	31	Relationship	316
Employment	611	Tax	399
Finance and Charitable Support	822	Travel, Transport and Holidays	329
Health and Community Care	273	Utilities and Communications	275

In total the bureau gave advice

14,550 times

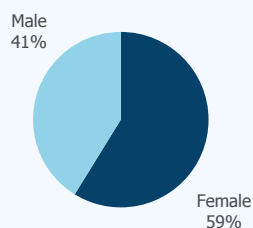
Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



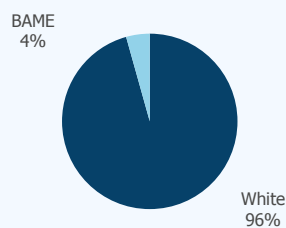
Profile of clients served by Citizens Advice Bureau within Local Authority

**based on a sample from November 2019*

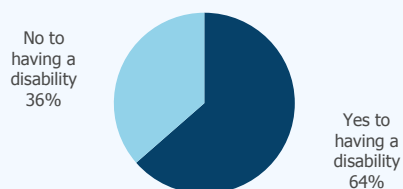
Gender



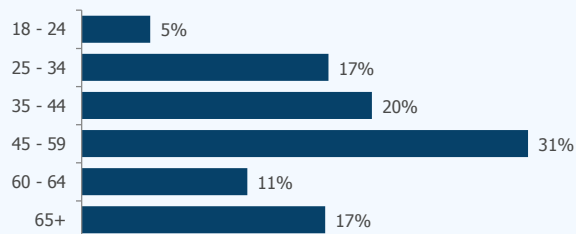
Ethnicity



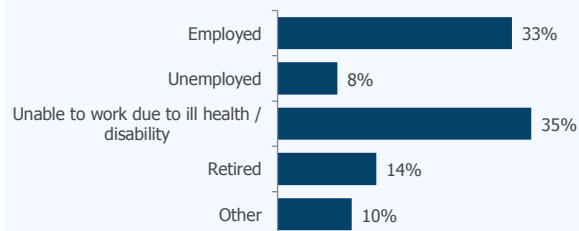
Disability



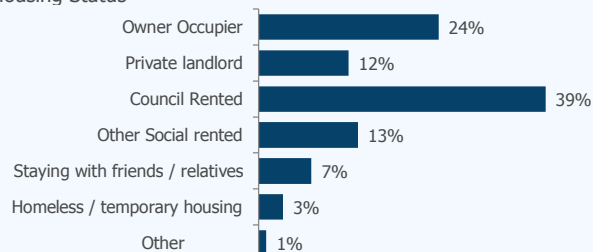
Age



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