

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 2018-19

clients	3,956
helping clients gain	£3.4 million

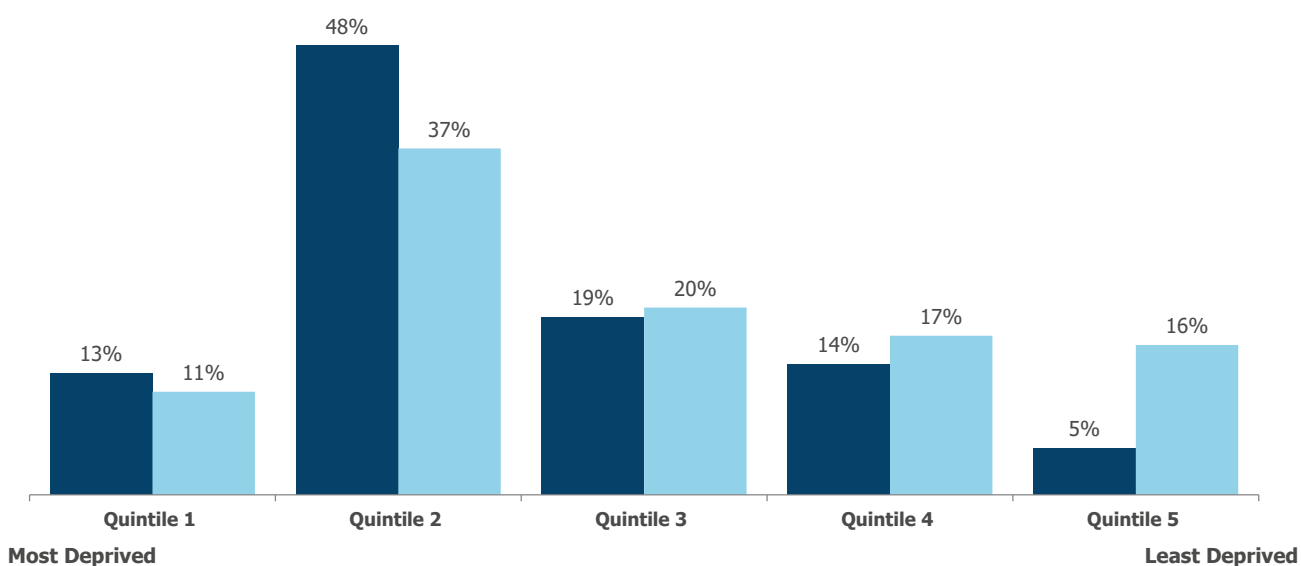
Areas of advice for Citizens Advice Bureau(x) within Local Authority

Benefits	6,512	Housing	494
Consumer	203	Immigration, Asylum and Nationality	63
Debt	3,107	Legal Proceedings	359
Discrimination	34	NHS Concern or Complaint	88
Education	45	Relationship	309
Employment	589	Tax	407
Finance and Charitable Support	878	Travel, Transport and Holidays	195
Health and Community Care	238	Utilities and Communications	201

In total the bureau gave advice

13,722 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

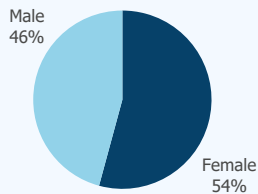
■ Midlothian

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

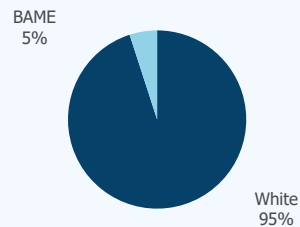
National profile of clients served by Citizens Advice Bureaux

**based on a sample from November 2018*

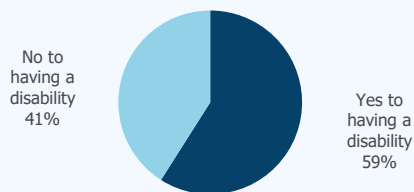
Gender



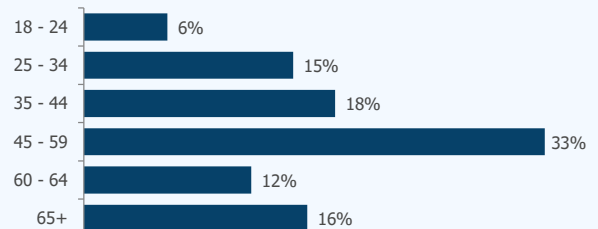
Ethnicity



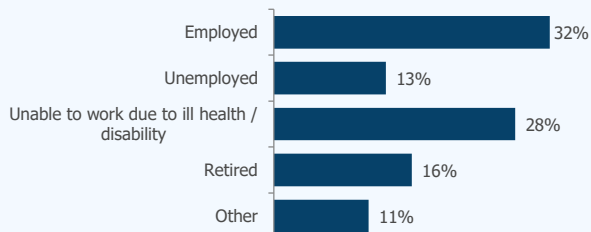
Disability



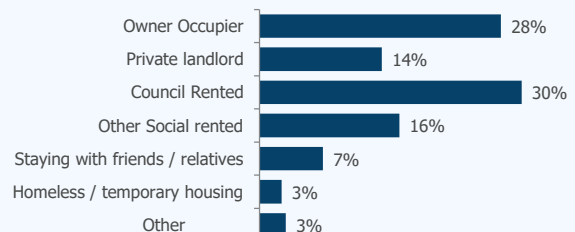
Age



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