

# Citizens Advice service in Scotland

## National Statistics 2019-20

Scotland

### Citizens Advice Bureaux in Scotland

... dealt with in 2019-20

clients 186,600  
 helping clients gain £170.1 million

...and also

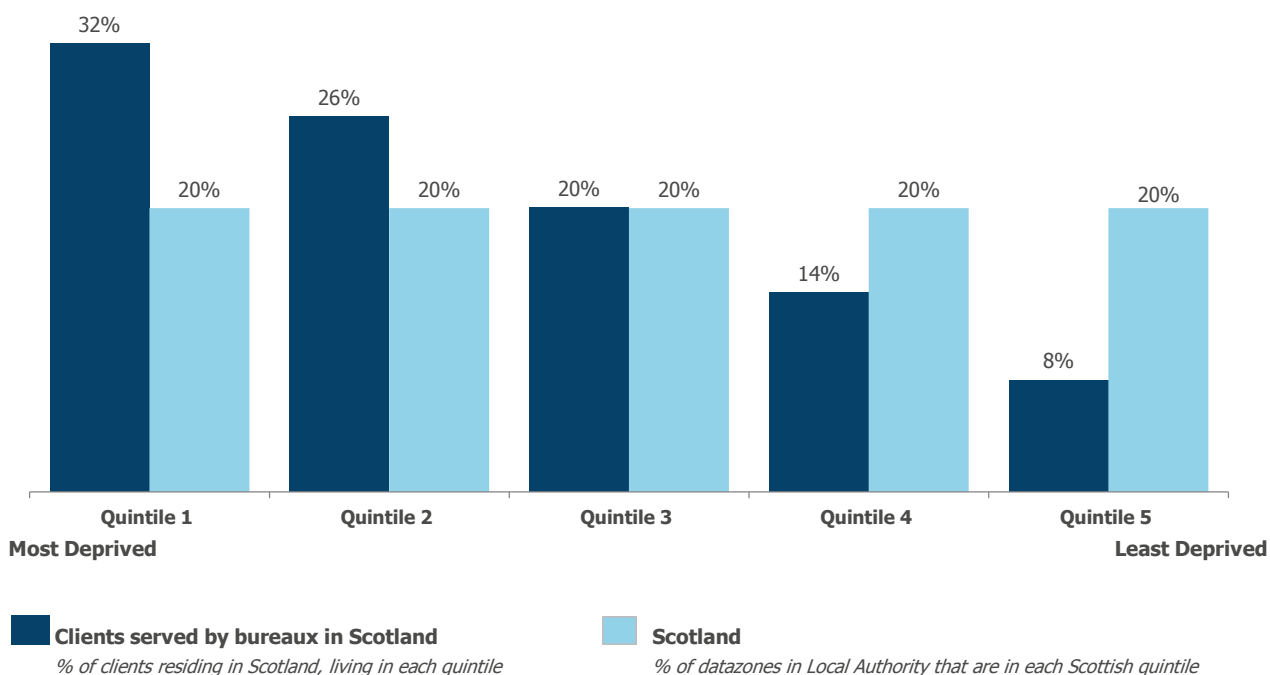
helped clients complete benefits and other forms 68,000  
 concluded tribunal and court appeals 4,750

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

Benefits	318,365	Housing	28,697
Consumer	9,774	Immigration, Asylum and Nationality	17,343
Debt	94,375	Legal Proceedings	29,923
Discrimination	843	NHS Concern or Complaint	14,689
Education	2,295	Relationship	12,942
Employment	30,053	Tax	23,950
Finance and Charitable Support	35,595	Travel, Transport and Holidays	10,178
Health and Community Care	8,417	Utilities and Communications	21,731

**In total the bureau gave advice 659,170 times**

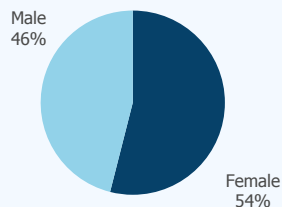
### Scottish Index of Multiple Deprivation - bureaux clients and Scottish population comparison



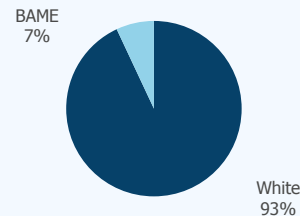
### National profile of clients served by Citizens Advice Bureaux

\*based on a sample from November 2019

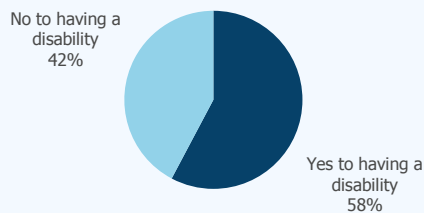
#### Gender



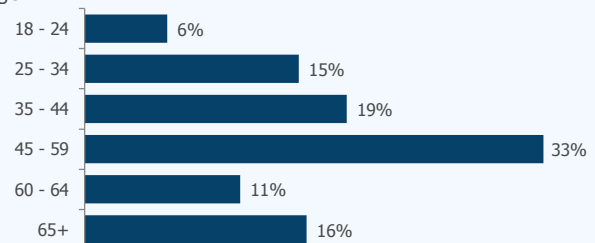
#### Ethnicity



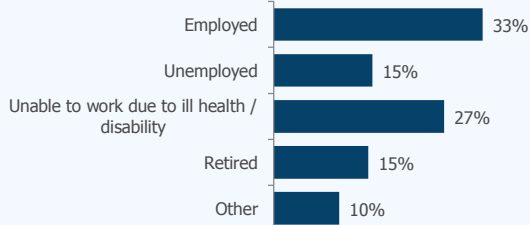
#### Disability



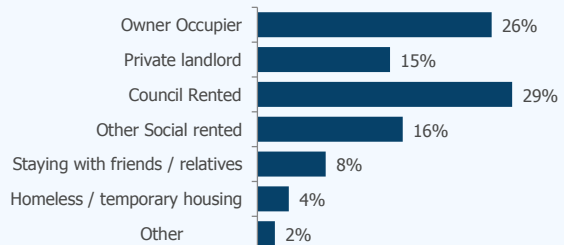
#### Age



#### 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