

Citizens Advice service in Scotland

North Lanarkshire

Local Authority Statistics 2018-19

Local Authority

North Lanarkshire

contains the following member bureau(x)

Airdrie CAB, Bellshill CAB, Coatbridge CAB, Cumbernauld & Kilsyth CAB and Motherwell & Wishaw 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

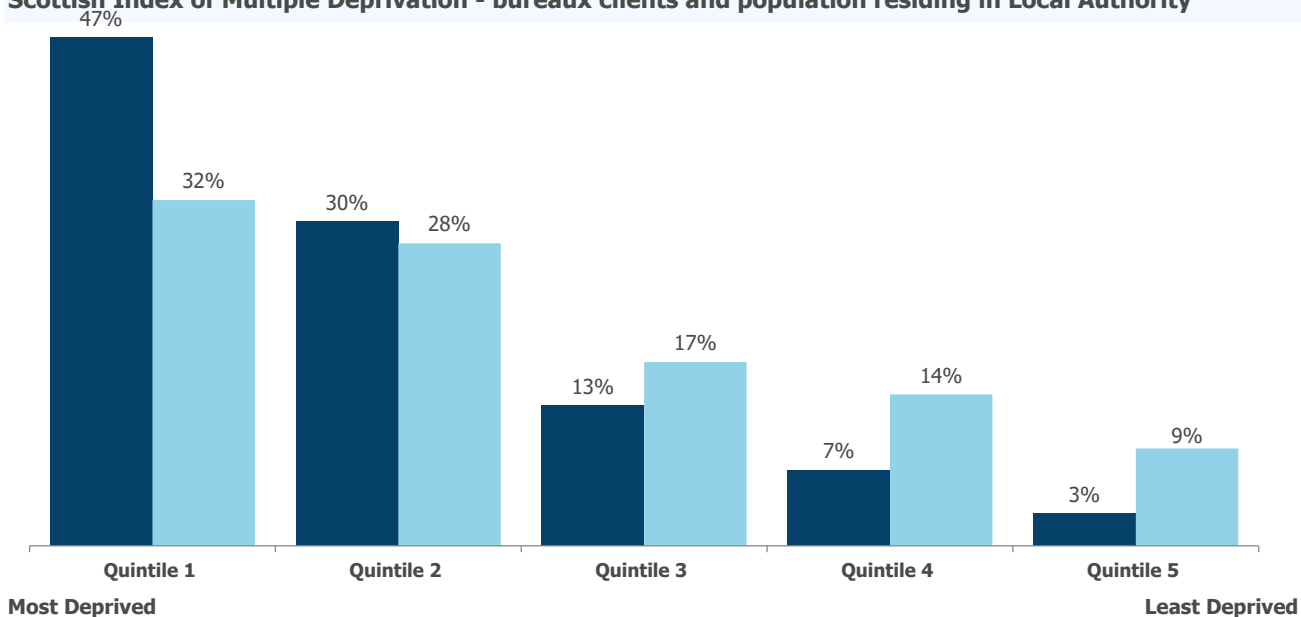
clients	14,394
helping clients gain	£8.6 million

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

Benefits	25,651	Housing	2,429
Consumer	767	Immigration, Asylum and Nationality	169
Debt	6,467	Legal Proceedings	3,031
Discrimination	35	NHS Concern or Complaint	401
Education	154	Relationship	895
Employment	1,691	Tax	1,439
Finance and Charitable Support	2,808	Travel, Transport and Holidays	810
Health and Community Care	562	Utilities and Communications	2,487

In total the bureau gave advice 49,796 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

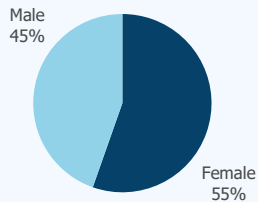
North Lanarkshire

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

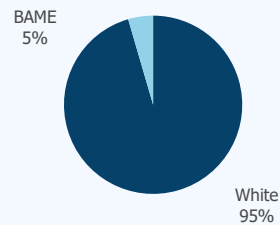
National profile of clients served by Citizens Advice Bureaux

**based on a sample from November 2018*

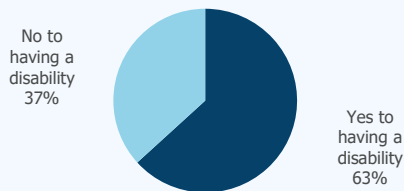
Gender



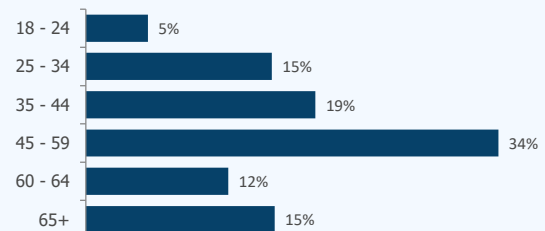
Ethnicity



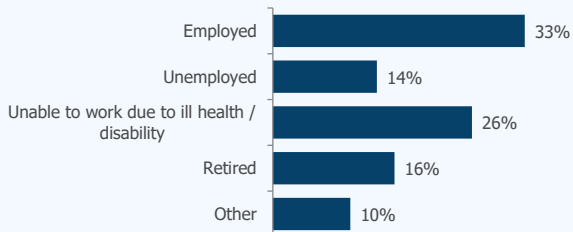
Disability



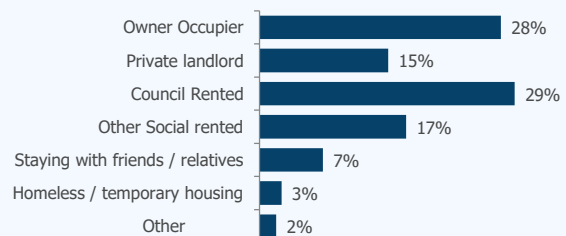
Age



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