

# Citizens Advice service in Scotland

## Local Authority Statistics 2019-20

North Lanarkshire

### 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 2019-20

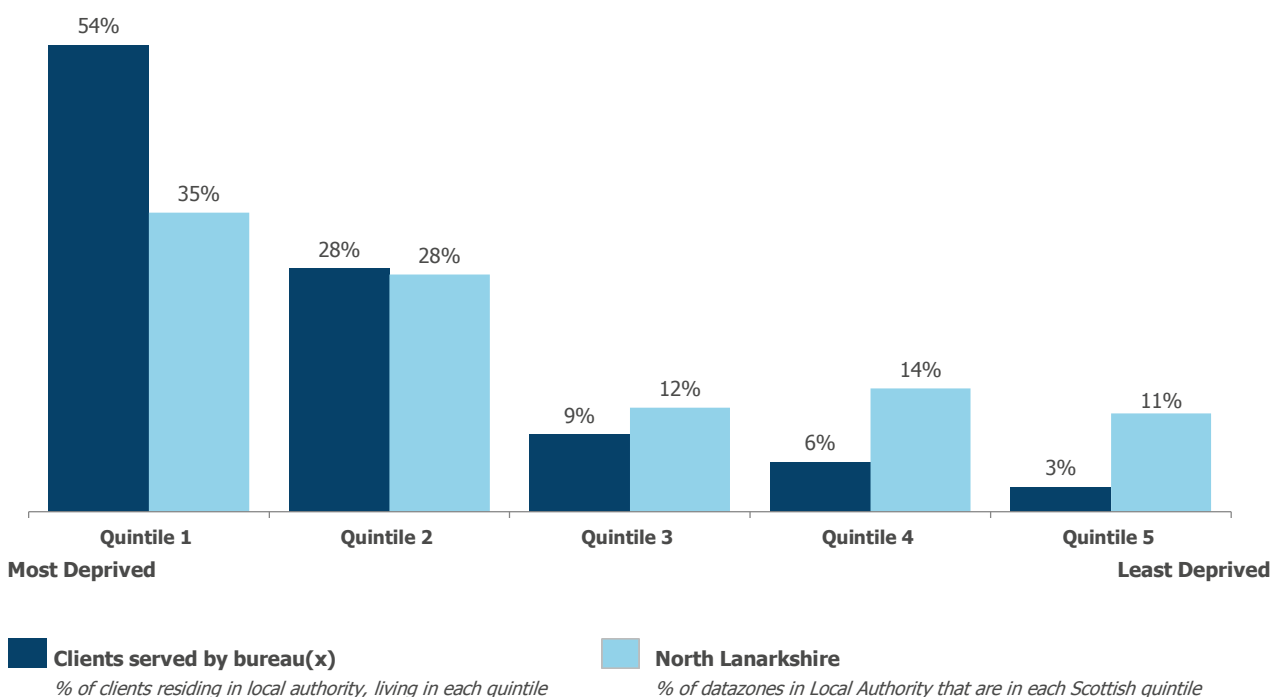
clients	16,334
helping clients gain	£11.7 million

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

Benefits	27,351	Housing	2,062
Consumer	665	Immigration, Asylum and Nationality	1,409
Debt	7,535	Legal Proceedings	2,699
Discrimination	56	NHS Concern or Complaint	389
Education	198	Relationship	864
Employment	1,847	Tax	1,923
Finance and Charitable Support	3,780	Travel, Transport and Holidays	811
Health and Community Care	641	Utilities and Communications	2,480

**In total the bureau gave advice 54,710 times**

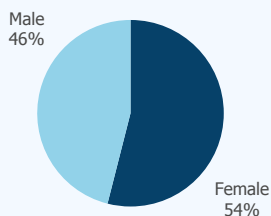
### Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



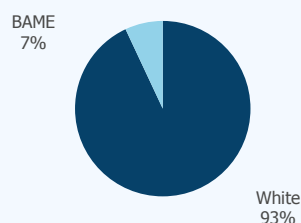
### National profile of clients served by Citizens Advice Bureaux

\*based on a sample from November 2019

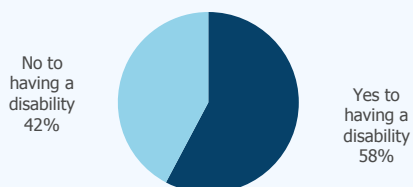
#### Gender



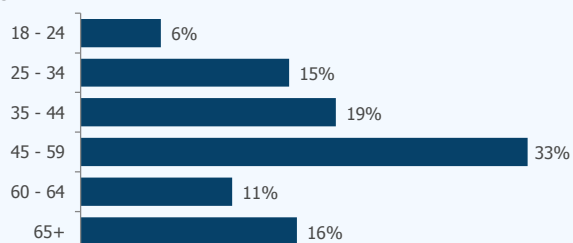
#### Ethnicity



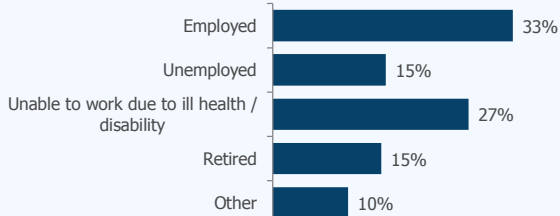
#### Disability



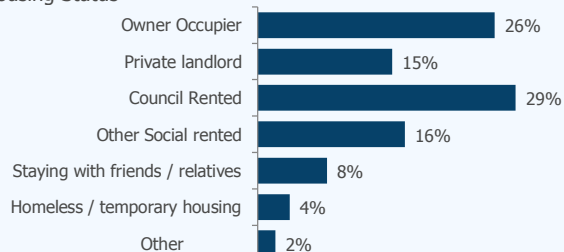
#### Age



#### 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