

Citizens Advice Service Network in Scotland includes....

Citizens Advice Scotland
 61 member Citizen Advice Bureaux
 Citizen Advice Consumer Service
 Extra Help Unit
...which together forms Scotland's largest independent advice network

Key Network Facts

Clients advised	311,000
Pieces of advice given	1.0 million
Community locations	291
Number of CAB paid staff and volunteers	3,400
Value of volunteer hours annually	£ 10.0 million

Citizens Advice Bureaux in Scotland

... dealt with

clients	266,800
helping clients financially gain	£119.0 million

...and also

helped clients complete benefits and other forms	34,400
concluded tribunal and court appeals	2,400

Areas of advice for Citizens Advice Bureaux

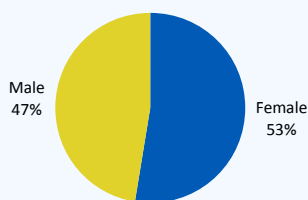
Benefits, Tax Credits and National Insurance	352,485
Consumer Goods and Services	20,210
Debt	206,369
Education	3,731
Employment	65,664
Financial products and services	39,892
Health and community care	14,015
Housing	55,334

Immigration, Asylum and Nationality	6,319
Legal	38,430
NHS Concern or Complaint	17,002
Relationship	23,845
Tax	28,834
Travel, transport and holidays	12,945
Utilities and communications	25,562
In total bureaux gave advice	910,637 times

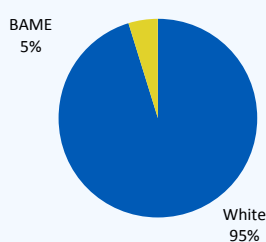
National profile of clients served by Citizens Advice Bureaux

**based on a sample from November 2015*

Gender



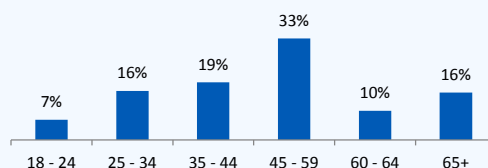
Ethnicity



Disability

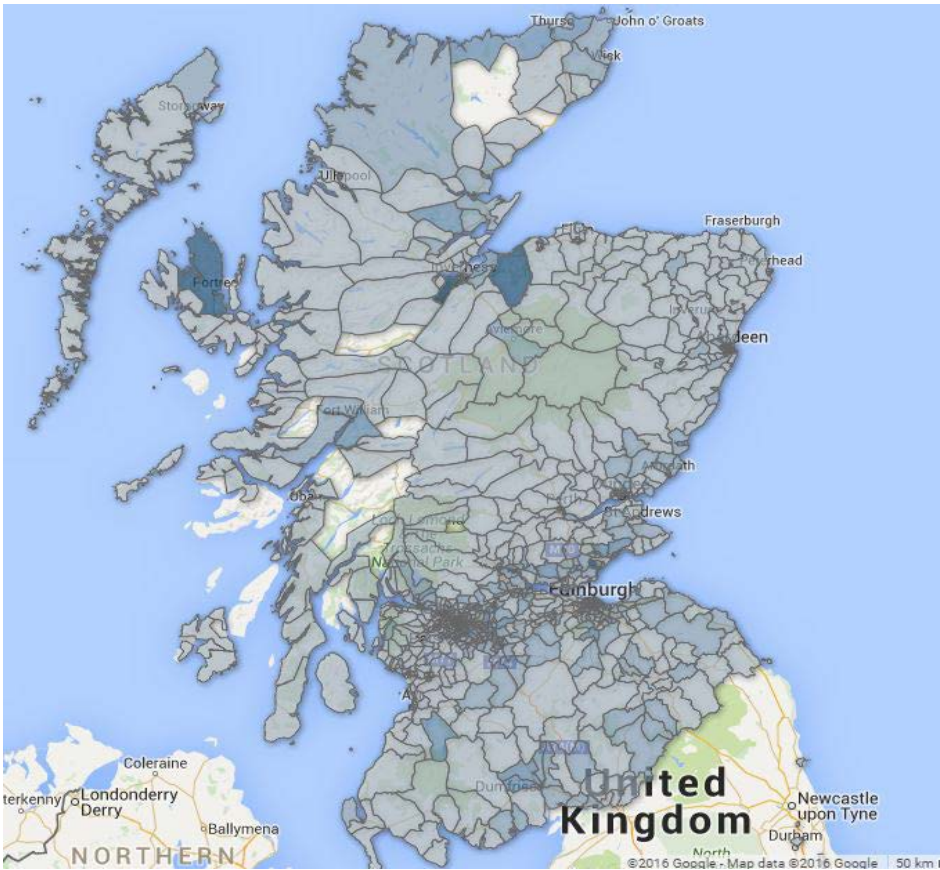


Age



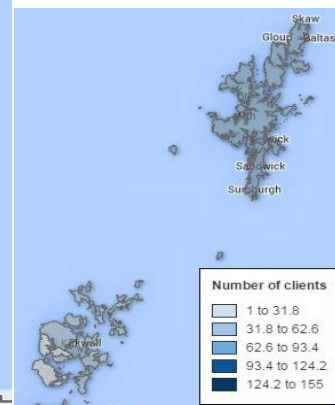
Location of clients served by Citizens Advice Bureaux

*based on a postcode sample from November 2015



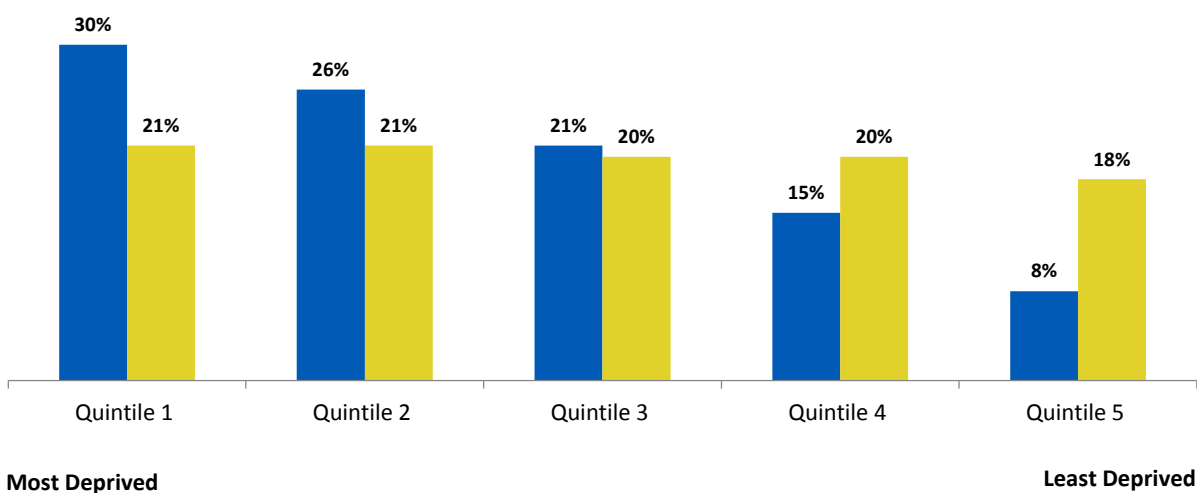
Community Locations

including main offices, extensions and outreaches



Scottish Index of Multiple Deprivation - bureaux clients and Scottish population

*based on a postcode sample from November 2015



■ Clients served by bureaux within Scotland

■ Scotland

% of CAB clients in each quintile

% of Scottish population in each quintile