

# Citizens Advice service in Scotland

Scotland

## Statistics 2016/17

### Citizens Advice service in Scotland includes....

Citizens Advice Scotland  
61 member Citizen Advice Bureaux  
Citizen Advice Consumer Service  
Extra Help Unit

*...together forms Scotland's largest independent advice service*

### Key Service Facts

Clients advised	309,000
Pieces of advice given	1.0 million
Community locations	291
Number of paid staff and volunteers	3,300
Value of volunteer hours annually	£ 10.0 million

### Citizens Advice Bureaux in Scotland

... dealt with

clients	274,300
helping clients financially gain	£143.9 million

...and also

helped clients complete benefits and other forms	40,700
concluded tribunal and court appeals	2,900

### Areas of advice for Citizens Advice Bureaux

Benefits, Tax Credits and National Insurance	394,001
Consumer Goods and Services	20,821
Debt	195,517
Education	3,610
Employment	59,675
Financial products and services	37,998
Health and community care	13,972
Housing	54,396

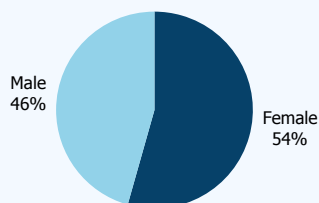
Immigration, Asylum and Nationality	8,011
Legal	38,491
NHS Concern or Complaint	15,319
Relationship	22,959
Tax	27,726
Travel, transport and holidays	12,791
Utilities and communications	25,874

*In total bureaux gave advice 931,161 times*

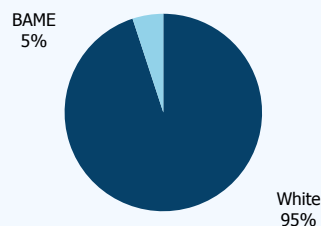
### National profile of clients served by Citizens Advice Bureaux

*\*based on a sample from November 2016*

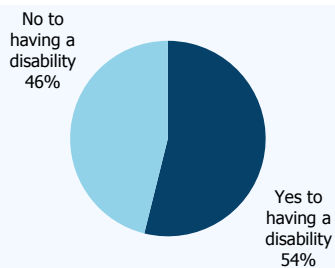
#### Gender



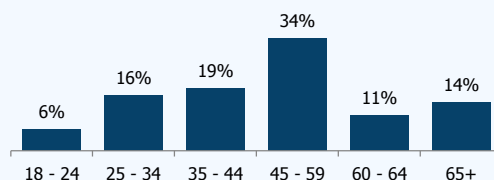
#### Ethnicity



#### Disability



#### Age



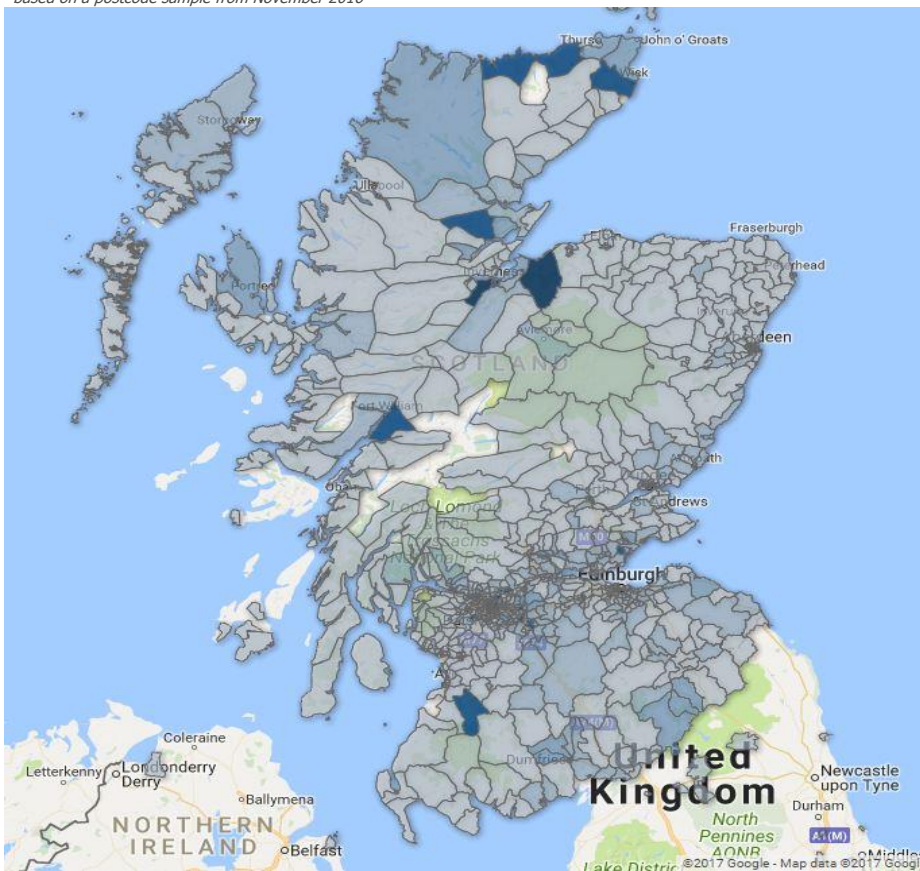
# Citizens Advice service in Scotland

## Statistics 2016/17

Scotland

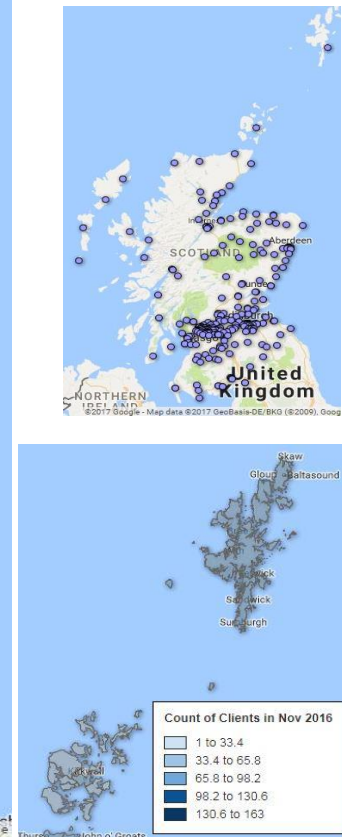
### Location of clients served by Citizens Advice Bureaux

*\*based on a postcode sample from November 2016*



### Community Locations

*including main offices, extensions and outreaches*



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

