

Citizens Advice Bureaux in Scotland

... dealt with in 2022-23

clients	183,800
helping clients gain	£142.2 million

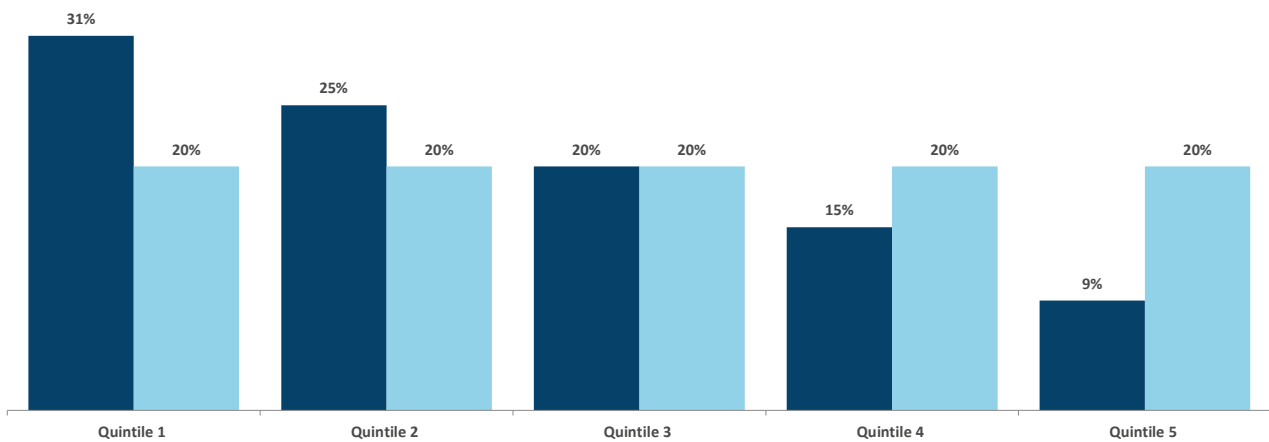
...and also

helped clients complete benefits and other forms	43,200
concluded tribunal and court appeals	2,600

Areas of advice for Citizens Advice Bureaux

Benefits	45.4%	Housing	5.4%
Consumer	1.4%	Immigration, Asylum and Nationality	1.5%
Debt	11.7%	Legal Proceedings	4.0%
Discrimination	0.1%	NHS Concern or Complaint	2.4%
Education	0.4%	Relationship	1.8%
Employment	3.5%	Tax	3.7%
Finance and Charitable Support	7.6%	Travel, Transport and Holidays	1.9%
Health and Community Care	1.6%	Utilities and Communications	7.7%

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



Most Deprived

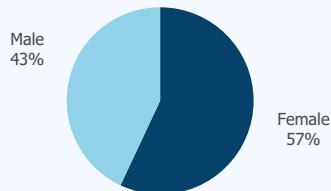
Least Deprived

Clients
% of clients residing in Scotland living in each quintile

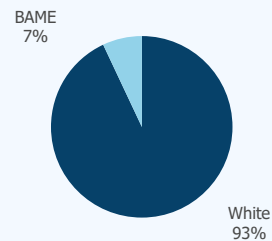
Scotland
% of datazones in Scotland that are in each quintile

National profile of clients served by Citizens Advice Bureaux

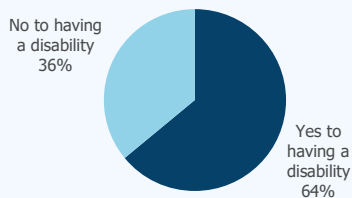
Gender



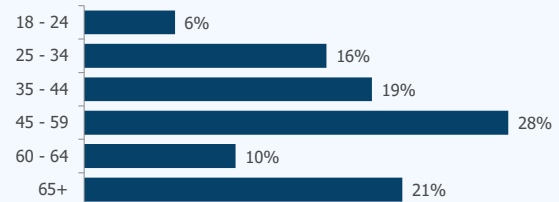
Ethnicity



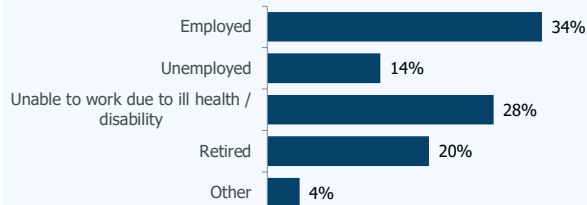
Disability or Health Condition



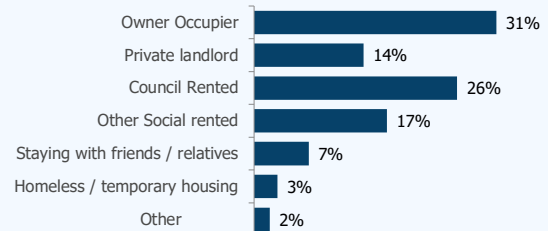
Age



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	184,000
Pieces of advice given	665,500
Community Locations	250
Number of paid staff and volunteers	2,653
Value of volunteer hours annually	£8.2 million