

Citizens Advice Bureaux in Scotland

... dealt with in 2017/18

| | |
|----------------------|----------------|
| clients | 261,900 |
| helping clients gain | £138.0 million |

...and also

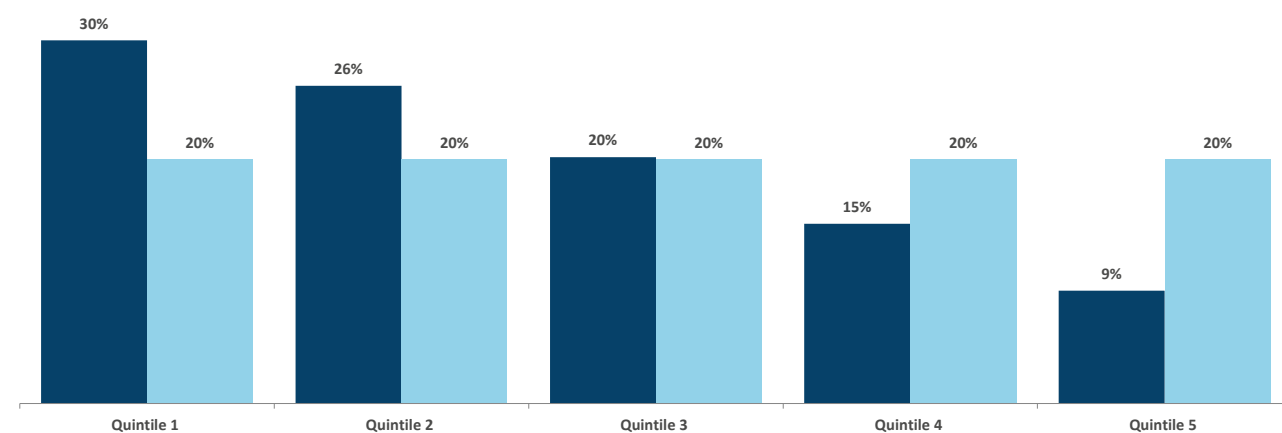
| | |
|--|--------|
| helped clients complete benefits and other forms | 44,100 |
| concluded tribunal and court appeals | 3,600 |

Areas of advice for Citizens Advice Bureaux

| | | | |
|--------------------------------|---------|-------------------------------------|--------|
| Benefits | 332,298 | Housing | 46,777 |
| Consumer | 17,758 | Immigration, Asylum and Nationality | 5,836 |
| Debt | 133,593 | Legal Proceedings | 35,592 |
| Discrimination | 1,327 | NHS Concern or Complaint | 14,594 |
| Education | 2,810 | Relationship | 20,972 |
| Employment | 47,254 | Tax | 24,166 |
| Finance and Charitable Support | 37,569 | Travel, Transport and Holidays | 12,174 |
| Health and Community Care | 11,754 | Utilities and Communications | 21,408 |

In total bureaux gave advice 765,882 times

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



Most Deprived

Least Deprived

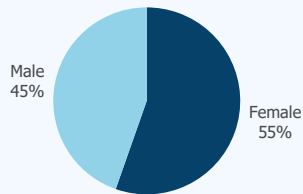
Clients served by bureaux in Scotland
% of clients residing in Scotland living in each quintile

Scotland
% of datazones in Scotland that are in each quintile

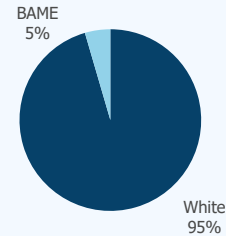
National profile of clients served by Citizens Advice Bureaux

*based on a sample from November 2017

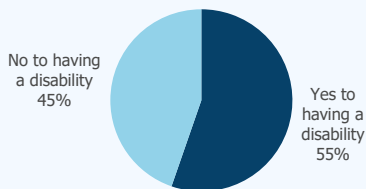
Gender



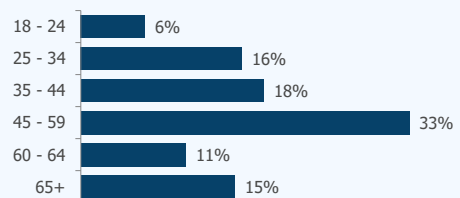
Ethnicity



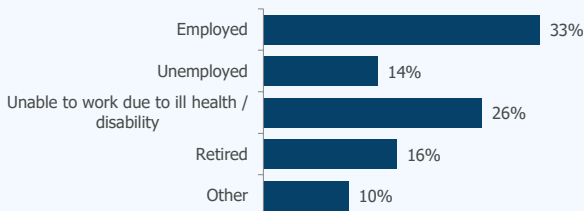
Disability



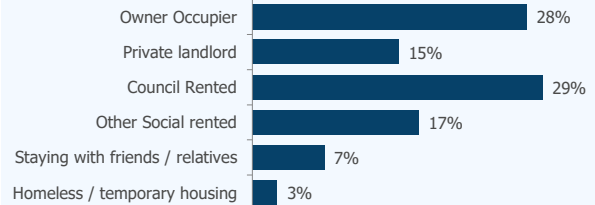
Age



Employment



Housing Status



Citizens Advice service in Scotland includes....

- Citizens Advice Scotland
- 60 member Citizen Advice Bureaux
- Citizen Advice Consumer Service
- Extra Help Unit

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

Key National Service Facts

| | |
|-------------------------------------|----------------|
| Clients advised | 295,100 |
| Pieces of advice given | 874,100 |
| Community Locations | 280+ |
| Number of paid staff and volunteers | 3,250 |
| Value of volunteer hours annually | £ 10.1 million |