

# Citizens Advice service in Scotland

Scotland

National Statistics 2020-21

## Citizens Advice Bureaux in Scotland

... dealt with in 2020-21

clients 169,600  
 helping clients gain £146.7 million

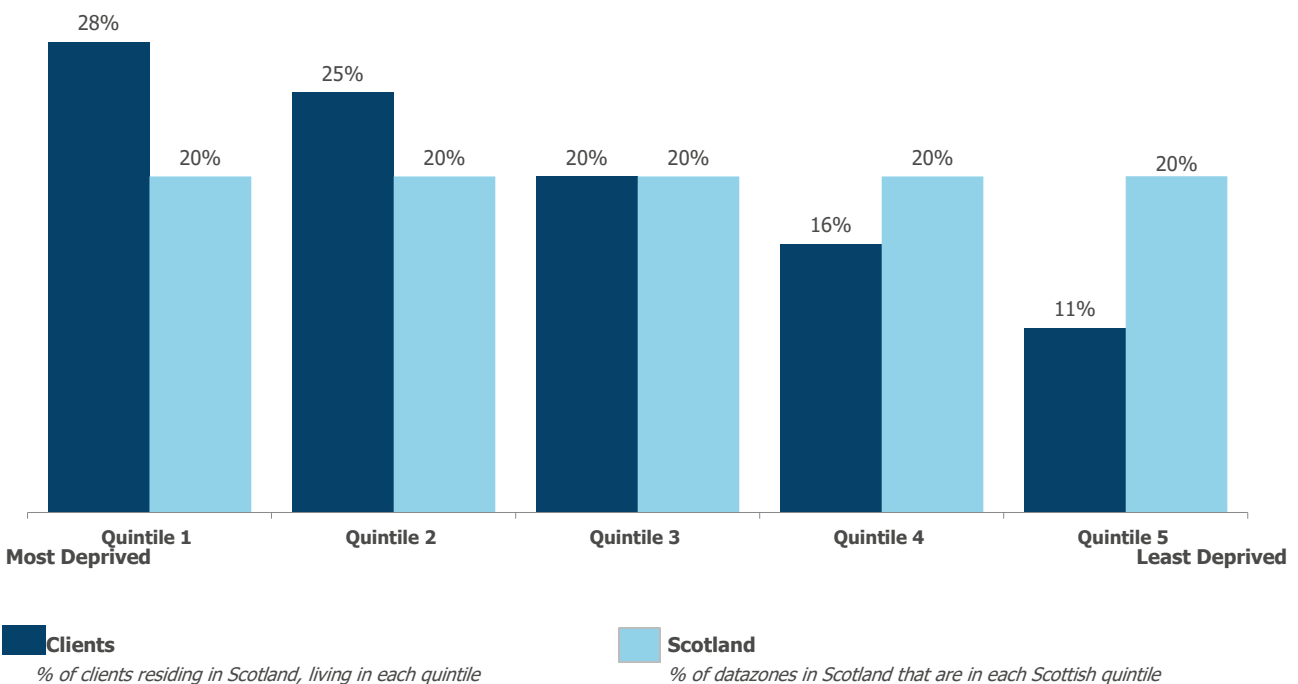
...and also

helped clients complete benefits and other forms 32,000  
 concluded tribunal and court appeals 3,200

## Areas of advice for Citizens Advice Bureaux

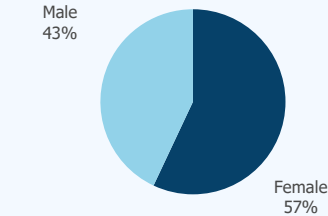
Benefits	44.2%	Housing	5.2%
Consumer	2.0%	Immigration, Asylum and Nationality	1.9%
Debt	12.0%	Legal Proceedings	4.1%
Discrimination	0.2%	NHS Concern or Complaint	1.9%
Education	0.5%	Relationship	2.1%
Employment	8.6%	Tax	4.0%
Finance and Charitable Support	5.6%	Travel, Transport and Holidays	1.7%
Health and Community Care	1.9%	Utilities and Communications	4.3%

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

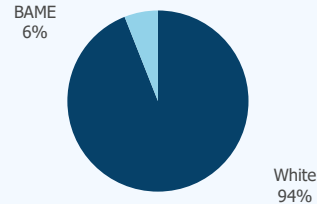


## National profile of clients served by Citizens Advice Bureaux

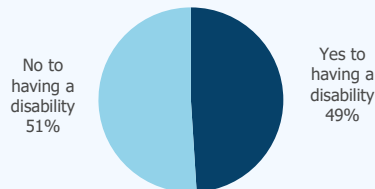
Gender



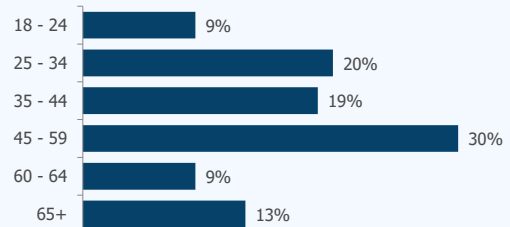
Ethnicity



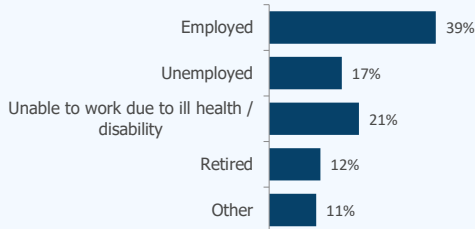
Disability



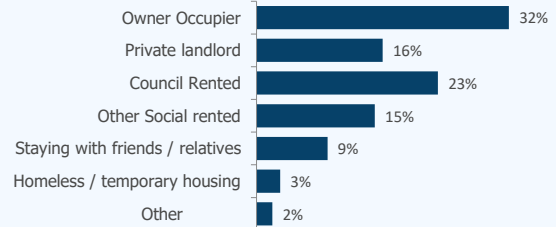
Age



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	171,000
Issues discussed	647,000
Community Locations	300+
Number of paid staff and volunteers	2,998
Value of volunteer hours annually	£9.4 million