

# Citizens Advice service in Scotland

## Local Authority Statistics 2019-20

Renfrewshire

### Local Authority

### Renfrewshire

contains the following member bureau(x)

Renfrewshire CAB

*\*stats are for the whole service provided by the bureau(x); local authority residents may also be served by other bureaux outwith the local authority*

... dealt with in 2019-20

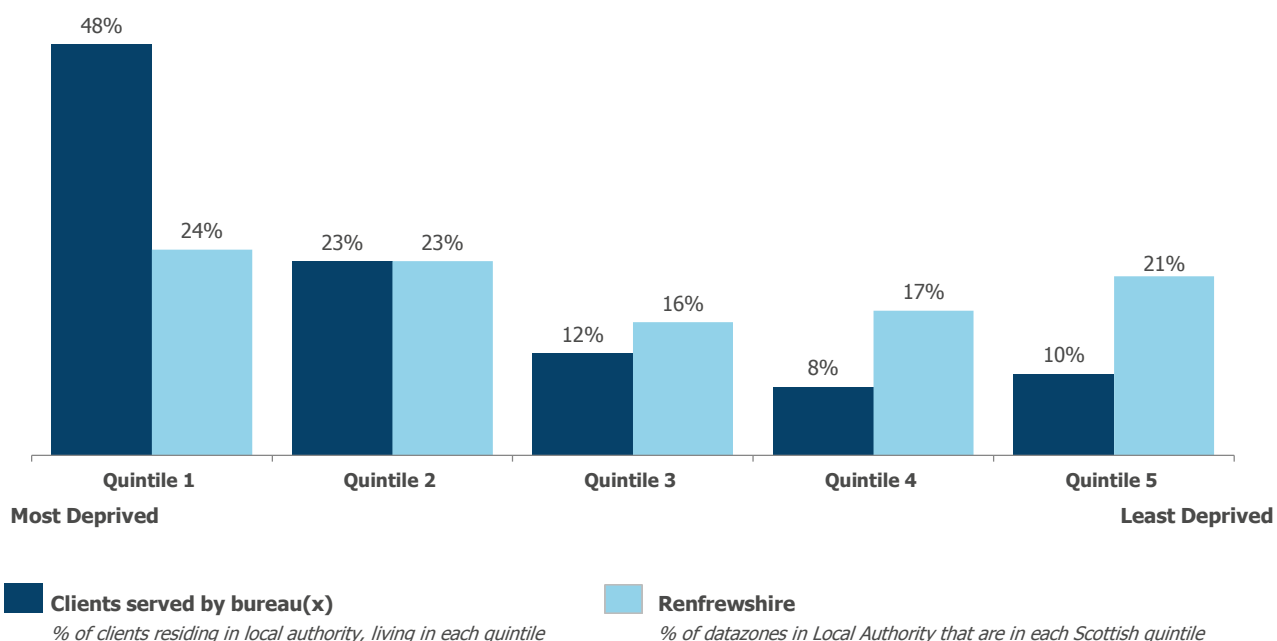
clients	3,854
helping clients gain	£2.6 million

### Areas of advice for Citizens Advice Bureau(x) within Local Authority

Benefits	4,332	Housing	489
Consumer	186	Immigration, Asylum and Nationality	177
Debt	3,367	Legal Proceedings	414
Discrimination	11	NHS Concern or Complaint	10
Education	48	Relationship	255
Employment	854	Tax	429
Finance and Charitable Support	710	Travel, Transport and Holidays	123
Health and Community Care	85	Utilities and Communications	253

**In total the bureau gave advice 11,743 times**

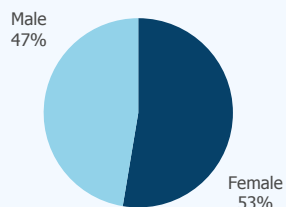
### Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



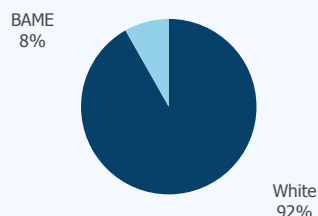
### Profile of clients served by Citizens Advice Bureau within Local Authority

\*based on a sample from November 2019

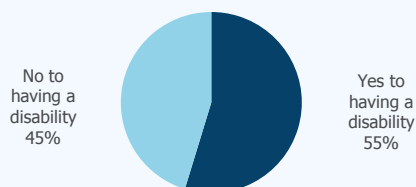
#### Gender



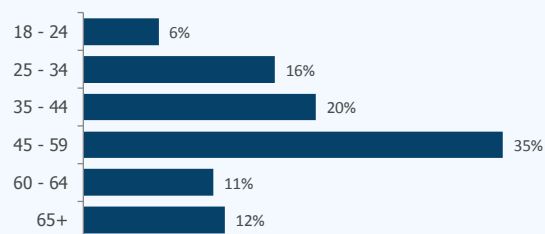
#### Ethnicity



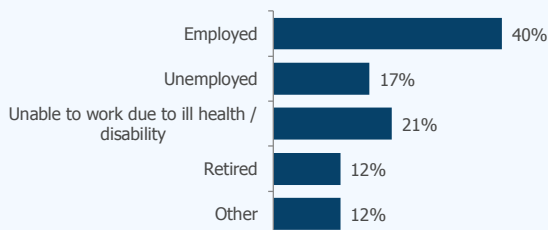
#### Disability



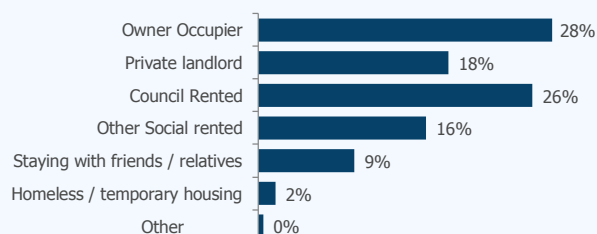
#### Age



#### 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	188,000
Pieces of advice given	675,000
Community Locations	290+
Number of paid staff and volunteers	3,350
Value of volunteer hours annually	£11 million