

Citizens Advice Bureaux in Scotland

... dealt with in 2021-22

clients	172,700
helping clients gain	£131.8 million

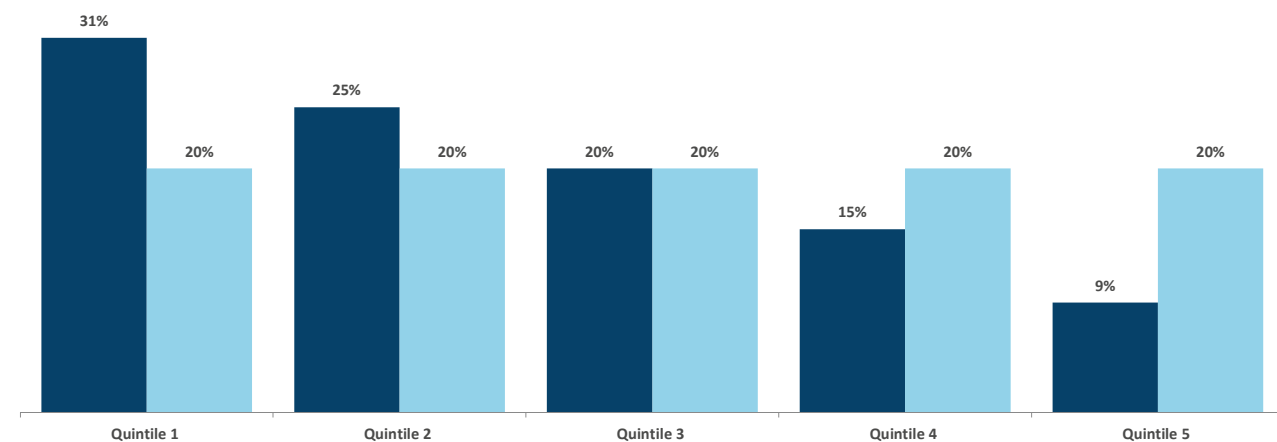
...and also

helped clients complete benefits and other forms	39,800
concluded tribunal and court appeals	2,000

Areas of advice for Citizens Advice Bureaux

Benefits	46.1%	Housing	5.4%
Consumer	1.9%	Immigration, Asylum and Nationality	2.1%
Debt	13.4%	Legal Proceedings	4.0%
Discrimination	0.2%	NHS Concern or Complaint	2.2%
Education	0.4%	Relationship	2.0%
Employment	4.0%	Tax	3.8%
Finance and Charitable Support	5.8%	Travel, Transport and Holidays	1.8%
Health and Community Care	1.8%	Utilities and Communications	5.1%

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



Most Deprived

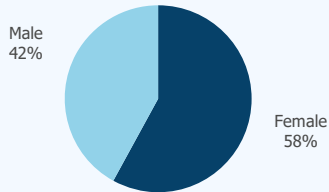
Least Deprived

Clients
% of clients residing in Scotland living in each quintile

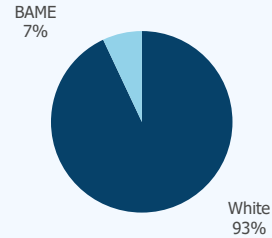
Scotland
% of datazones in Scotland that are in each quintile

National profile of clients served by Citizens Advice Bureaux

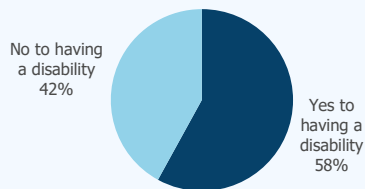
Gender



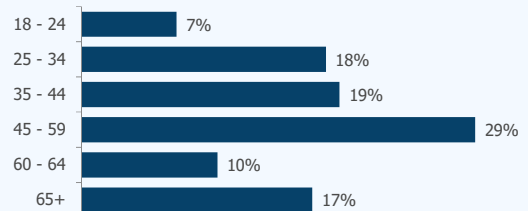
Ethnicity



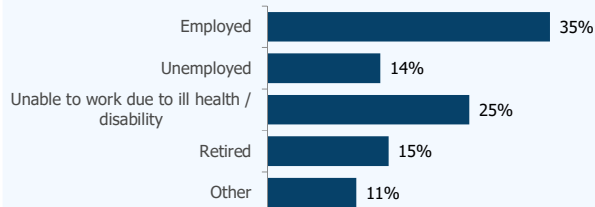
Disability



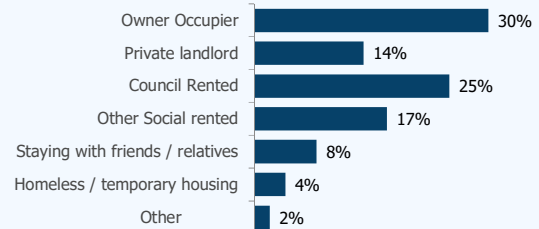
Age



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	174,500
Pieces of advice given	640,500
Community Locations	280+
Number of paid staff and volunteers	2,615
Value of volunteer hours annually	£7.7 million