

Citizens Advice service in Scotland

Local Authority Statistics 2018-19

Scottish Borders

Local Authority

Scottish Borders

contains the following member bureau(x)

Central Borders CAB, Peebles CAB and Roxburgh & Berwickshire 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 2018-19

clients	5,138
helping clients gain	£3.0 million

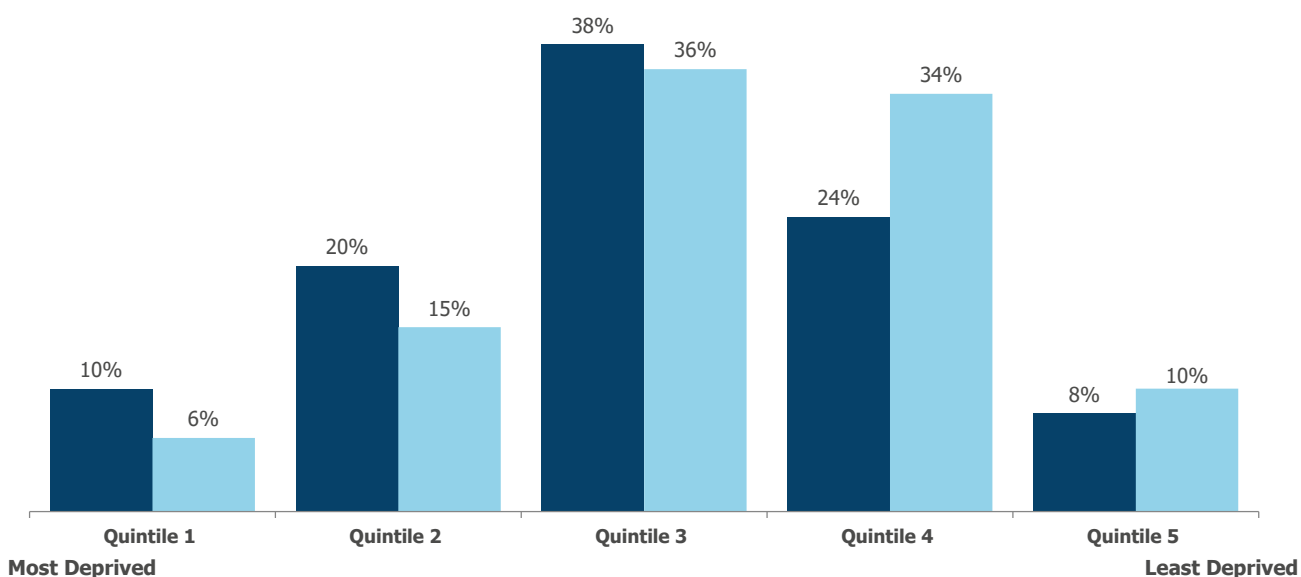
Areas of advice for Citizens Advice Bureau(x) within Local Authority

Benefits	7,609	Housing	996
Consumer	367	Immigration, Asylum and Nationality	164
Debt	3,563	Legal Proceedings	897
Discrimination	26	NHS Concern or Complaint	190
Education	83	Relationship	578
Employment	1,215	Tax	730
Finance and Charitable Support	2,506	Travel, Transport and Holidays	242
Health and Community Care	401	Utilities and Communications	589

In total the bureau gave advice

20,156 times

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



Clients served by bureau(x)

% of clients residing in local authority, living in each quintile

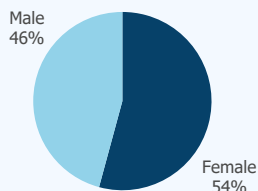
Scottish Borders

% of datazones in Local Authority that are in each Scottish quintile

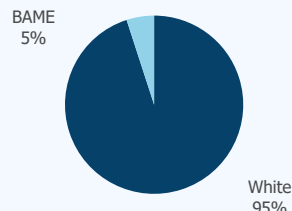
National profile of clients served by Citizens Advice Bureaux

**based on a sample from November 2018*

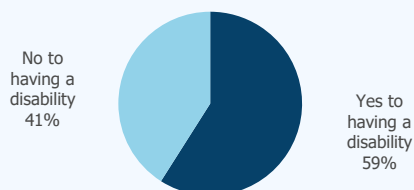
Gender



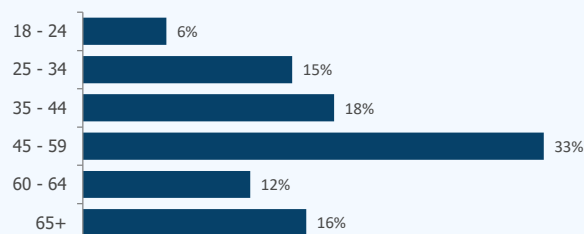
Ethnicity



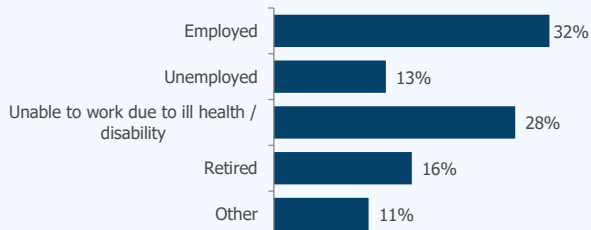
Disability



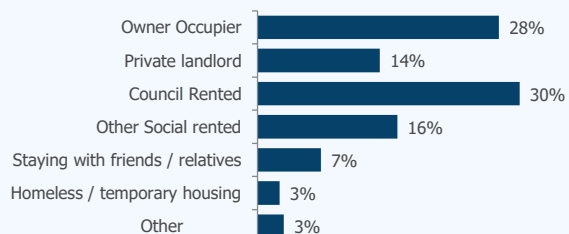
Age



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	272,500
Pieces of advice given	744,000
Community Locations	280+
Number of paid staff and volunteers	3,340
Value of volunteer hours annually	£10.9 million