

Citizens Advice service in Scotland

Local Authority Statistics 2019-20

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 2019-20

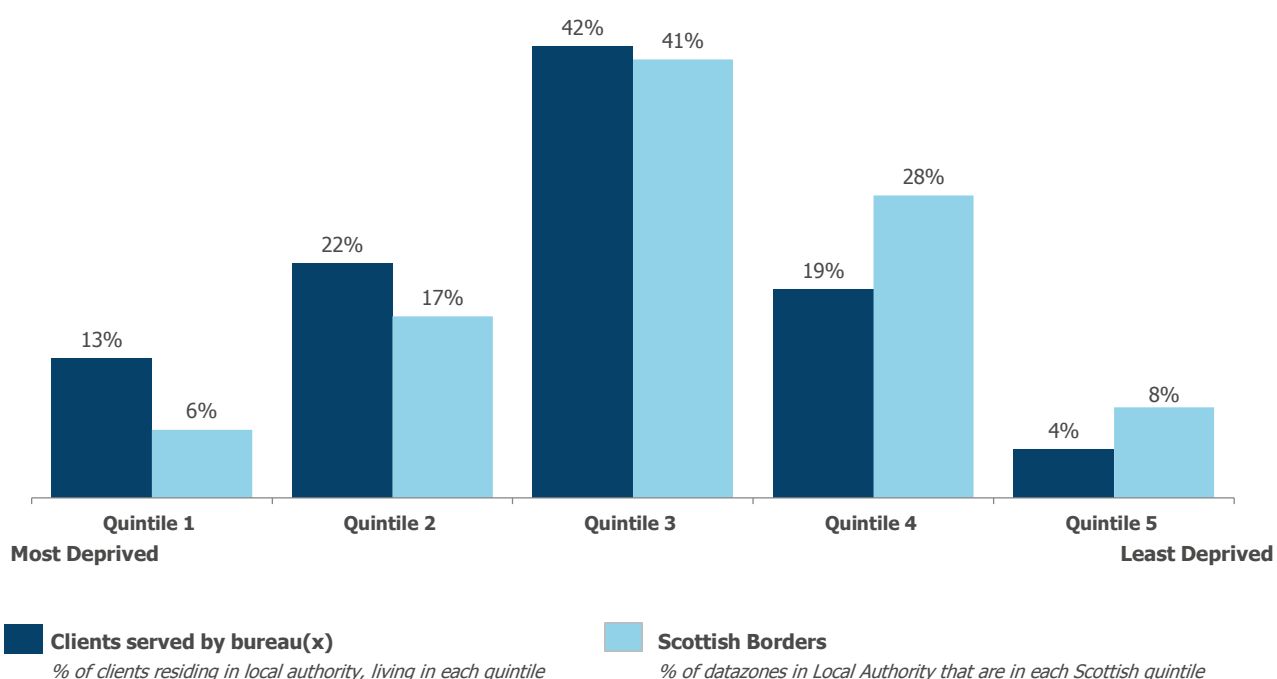
clients	5,125
helping clients gain	£3.1 million

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

Benefits	7,873	Housing	951
Consumer	301	Immigration, Asylum and Nationality	746
Debt	3,990	Legal Proceedings	637
Discrimination	43	NHS Concern or Complaint	668
Education	112	Relationship	551
Employment	1,304	Tax	851
Finance and Charitable Support	2,673	Travel, Transport and Holidays	208
Health and Community Care	393	Utilities and Communications	649

In total the bureau gave advice 21,950 times

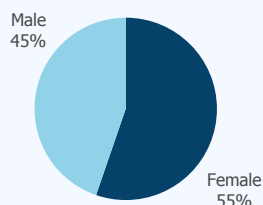
Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



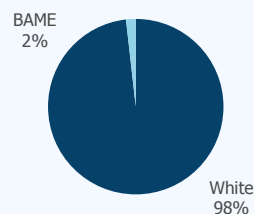
Profile of clients served by Citizens Advice Bureau within Local Authority

*based on a sample from November 2019

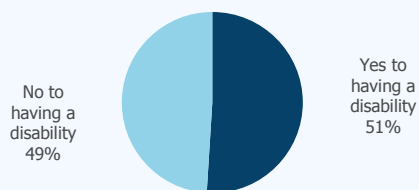
Gender



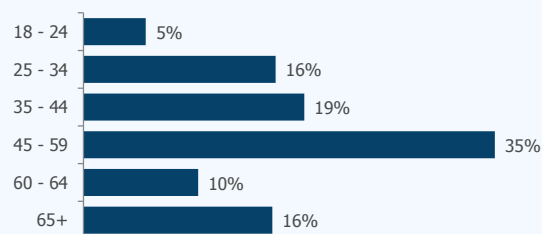
Ethnicity



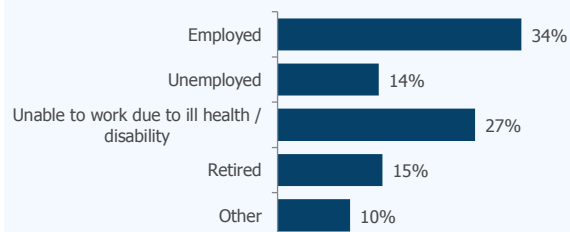
Disability



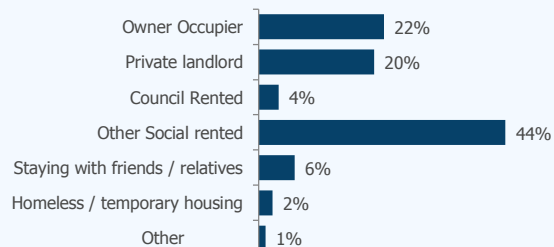
Age



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