

Citizens Advice service in Scotland

Local Authority Statistics 2019-20

South Lanarkshire

Local Authority

South Lanarkshire

contains the following member bureau(x)

Clydesdale CAB, East Kilbride CAB, Hamilton CAB and Rutherglen & Cambuslang 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

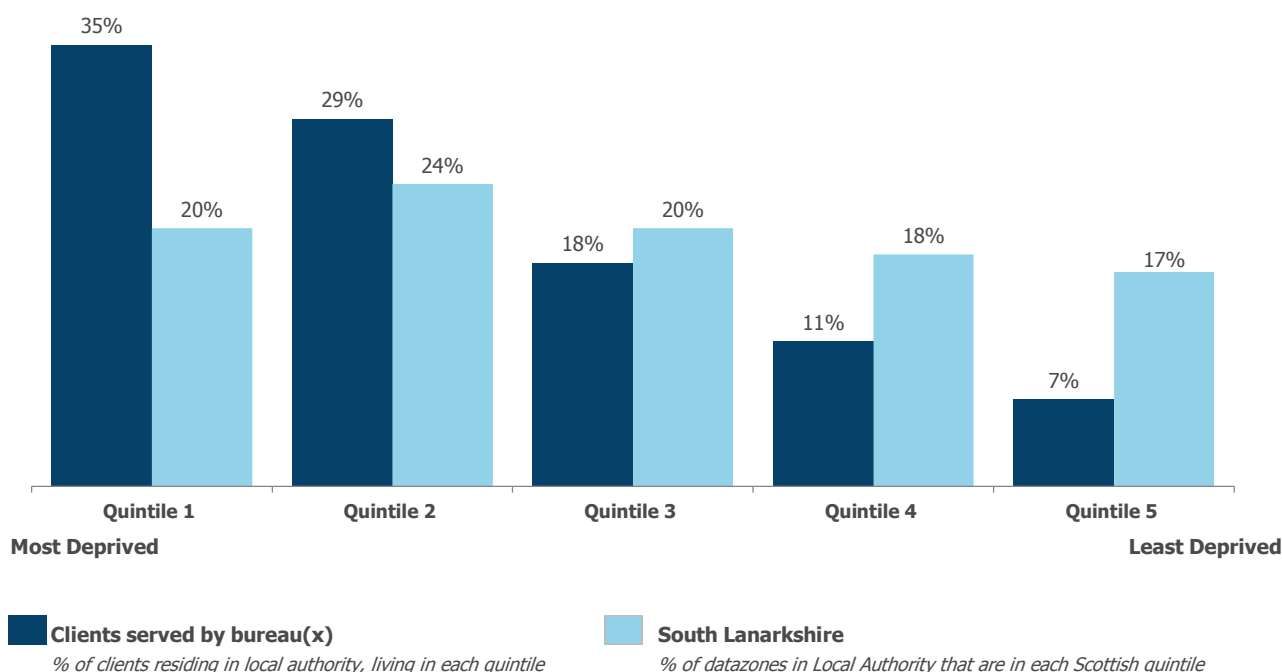
clients	9,871
helping clients gain	£6.6 million

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

Benefits	15,465	Housing	2,055
Consumer	568	Immigration, Asylum and Nationality	336
Debt	6,590	Legal Proceedings	2,096
Discrimination	24	NHS Concern or Complaint	806
Education	109	Relationship	714
Employment	1,483	Tax	1,230
Finance and Charitable Support	1,515	Travel, Transport and Holidays	587
Health and Community Care	478	Utilities and Communications	1,486

In total the bureau gave advice 35,542 times

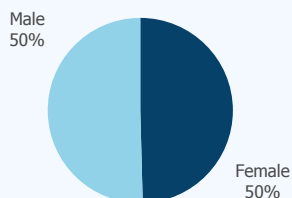
Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



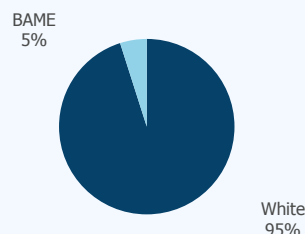
Profile of clients served by Citizens Advice Bureau within Local Authority

**based on a sample from November 2019*

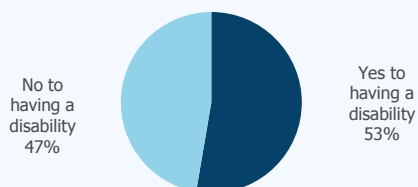
Gender



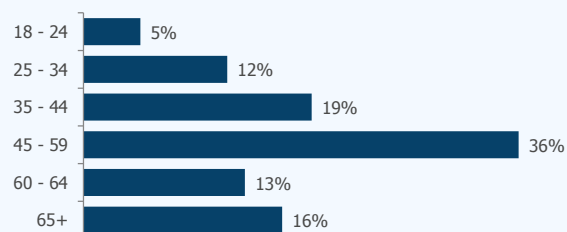
Ethnicity



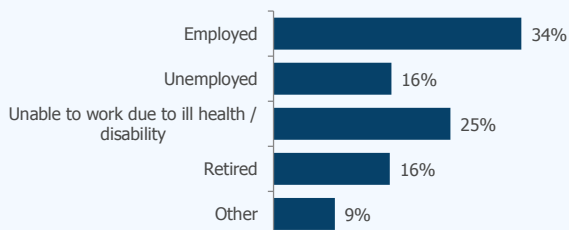
Disability



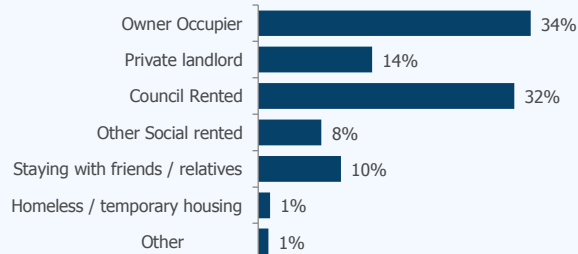
Age



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