

# Citizens Advice service in Scotland

Stirling

## Local Authority Statistics 2018-19

### Local Authority

### Stirling

contains the following member bureau(x)

Stirling 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	4,016
helping clients gain	£1.0 million

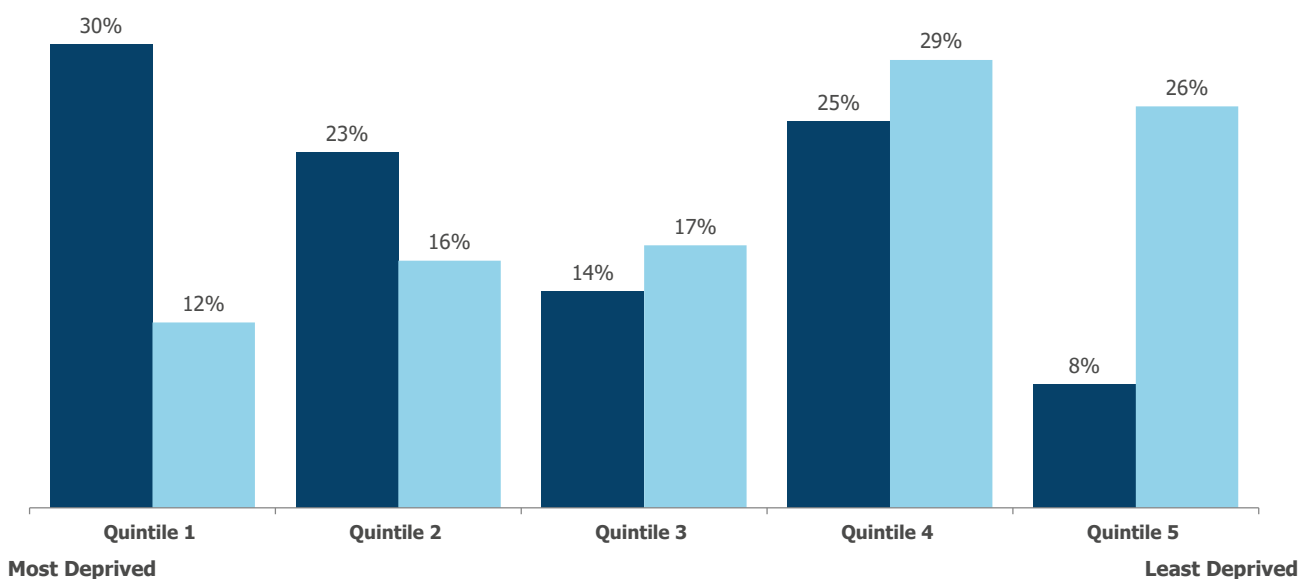
### Areas of advice for Citizens Advice Bureau(x) within Local Authority

Benefits	5,864	Housing	668
Consumer	167	Immigration, Asylum and Nationality	92
Debt	824	Legal Proceedings	374
Discrimination	9	NHS Concern or Complaint	56
Education	46	Relationship	345
Employment	930	Tax	208
Finance and Charitable Support	886	Travel, Transport and Holidays	149
Health and Community Care	139	Utilities and Communications	853

***In total the bureau gave advice***

***11,610 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*

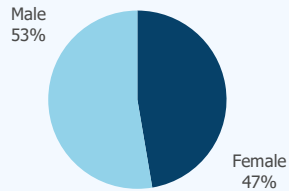
**Stirling**

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

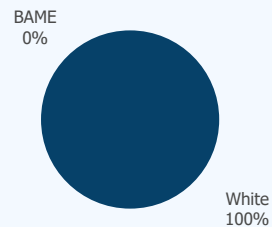
### Profile of clients served by Citizens Advice Bureau within Local Authority

*\*based on a sample from November 2018*

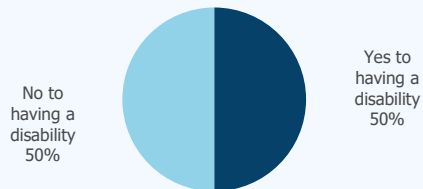
#### Gender



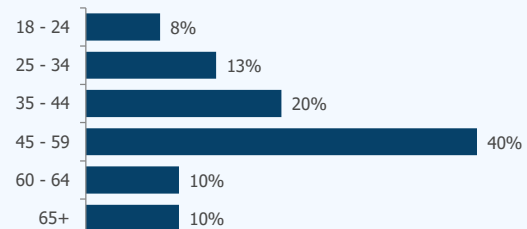
#### Ethnicity



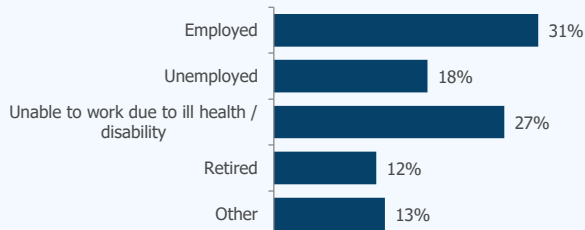
#### Disability



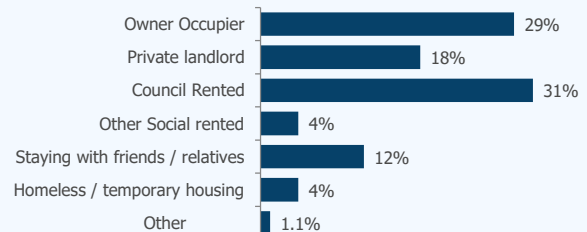
#### Age



#### 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