

Citizens Advice service in Scotland

Stirling

Local Authority Statistics 2019-20

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 2019-20

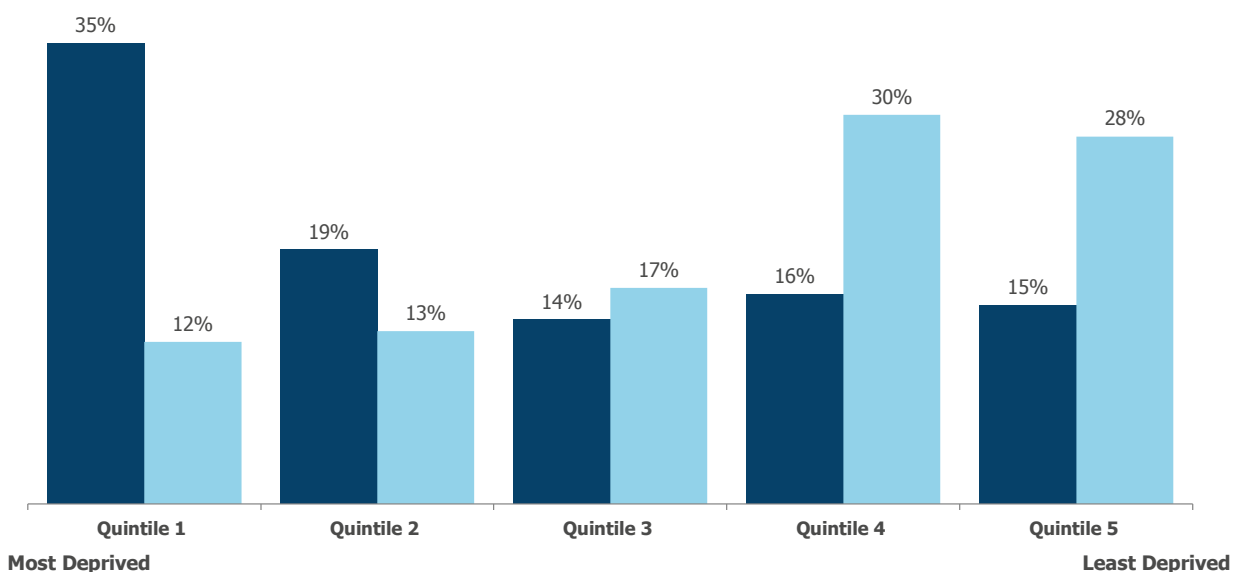
clients	3,291
helping clients gain	£1.5 million

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

Benefits	5,714	Housing	582
Consumer	224	Immigration, Asylum and Nationality	363
Debt	652	Legal Proceedings	1,140
Discrimination	14	NHS Concern or Complaint	29
Education	43	Relationship	384
Employment	810	Tax	195
Finance and Charitable Support	694	Travel, Transport and Holidays	149
Health and Community Care	156	Utilities and Communications	717

In total the bureau gave advice 11,866 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

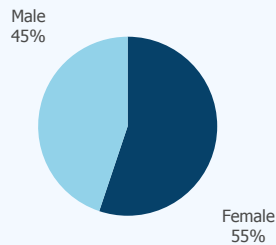
■ Stirling

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

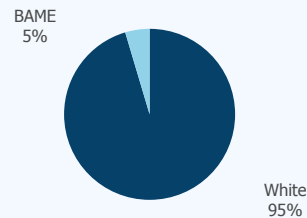
Profile of clients served by Citizens Advice Bureau within Local Authority

**based on a sample from November 2019*

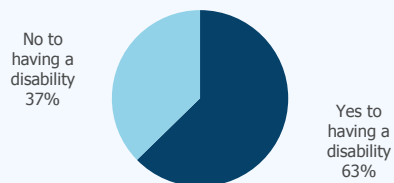
Gender



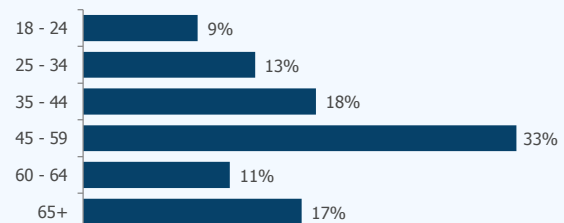
Ethnicity



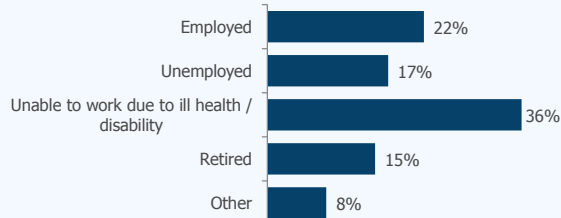
Disability



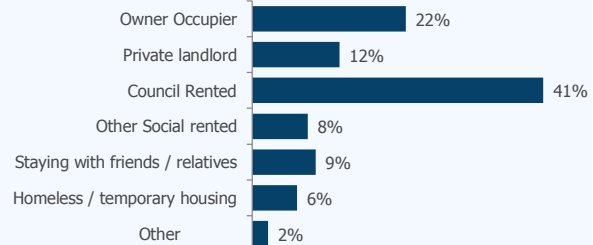
Age



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