

Citizens Advice service in Scotland

Local Authority Statistics 2019-20

West Dunbartonshire

Local Authority

West Dunbartonshire

contains the following member bureau(x)

West Dunbartonshire 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	4,930
helping clients gain	£2.1 million

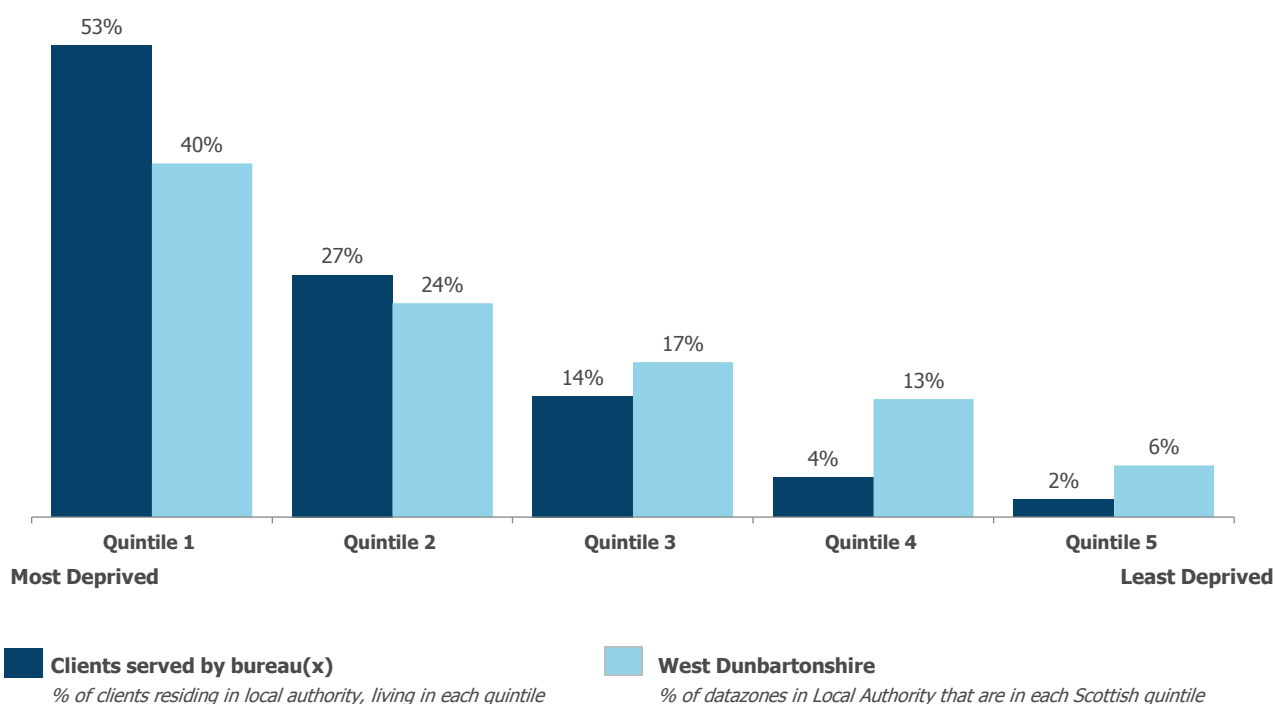
Areas of advice for Citizens Advice Bureau(x) within Local Authority

Benefits	9,871	Housing	863
Consumer	275	Immigration, Asylum and Nationality	155
Debt	2,748	Legal Proceedings	1,054
Discrimination	37	NHS Concern or Complaint	24
Education	65	Relationship	347
Employment	1,005	Tax	884
Finance and Charitable Support	546	Travel, Transport and Holidays	332
Health and Community Care	222	Utilities and Communications	904

In total the bureau gave advice

19,332 times

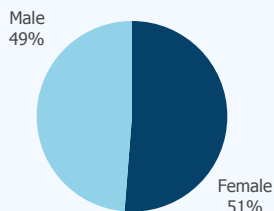
Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



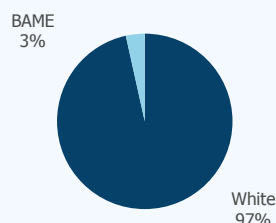
Profile of clients served by Citizens Advice Bureau within Local Authority

**based on a sample from November 2019*

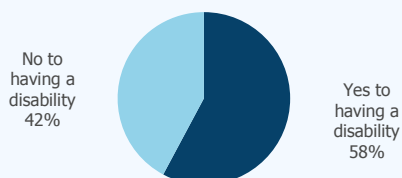
Gender



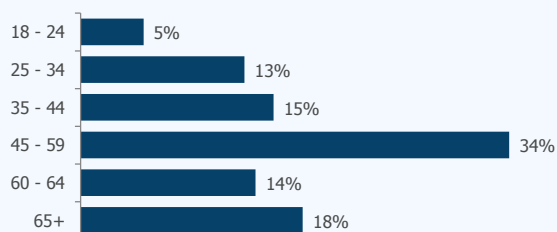
Ethnicity



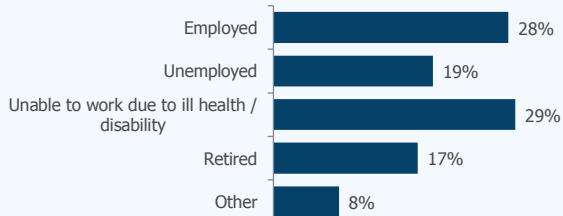
Disability



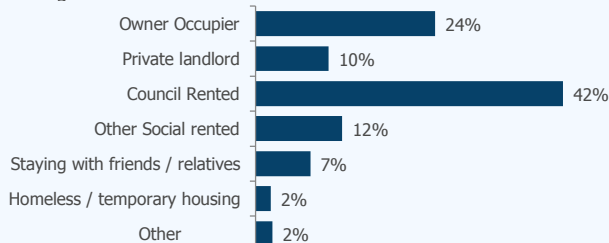
Age



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