

Local Authority

West Lothian

contains the following member bureau(x)

CAB West Lothian

**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	4,087
helping clients gain	£1.6 million

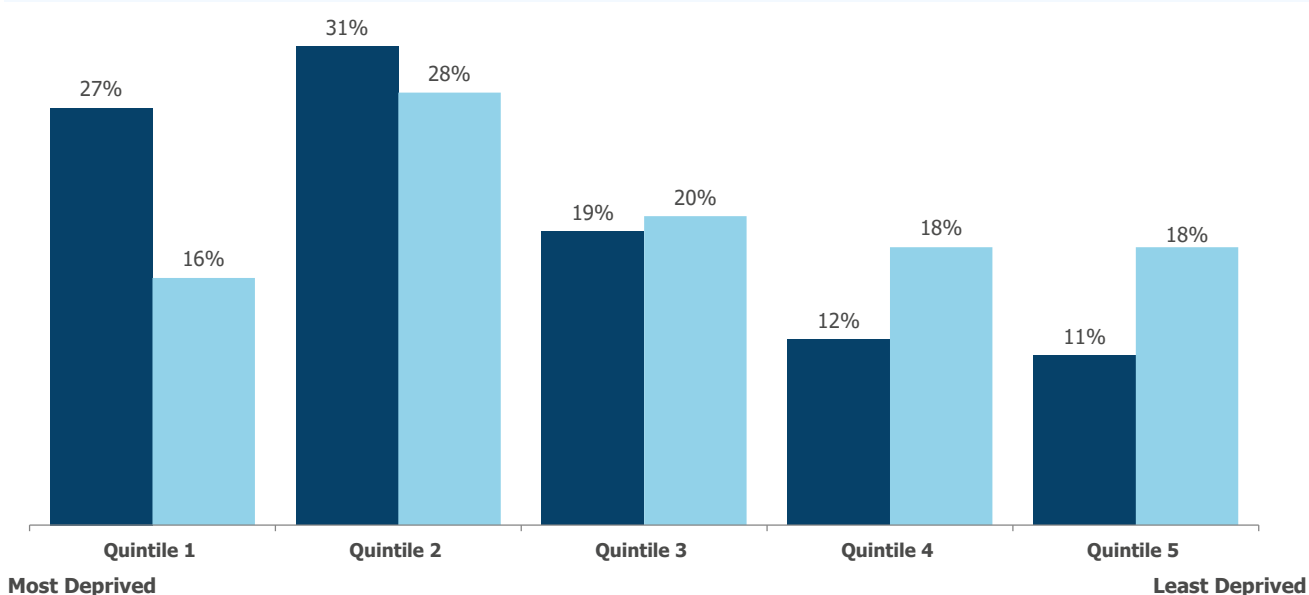
Areas of advice for Citizens Advice Bureau(x) within Local Authority

Benefits	4,448	Housing	981
Consumer	396	Immigration, Asylum and Nationality	127
Debt	1,325	Legal Proceedings	930
Discrimination	15	NHS Concern or Complaint	102
Education	49	Relationship	554
Employment	982	Tax	399
Finance and Charitable Support	605	Travel, Transport and Holidays	210
Health and Community Care	208	Utilities and Communications	385

In total the bureau gave advice

11,716 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

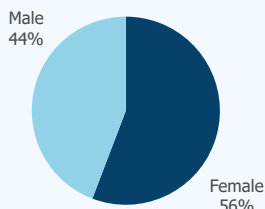
West Lothian

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

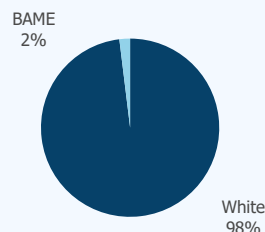
Profile of clients served by Citizens Advice Bureau within Local Authority

**based on a sample from November 2018*

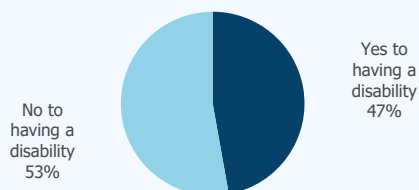
Gender



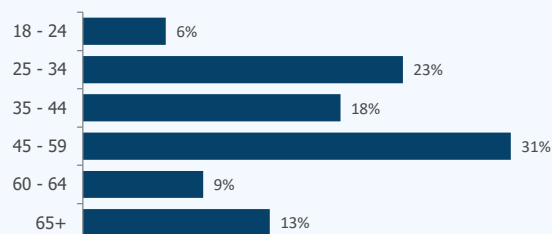
Ethnicity



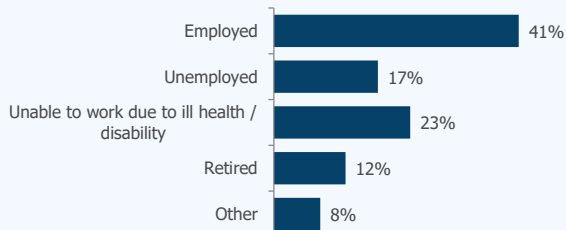
Disability



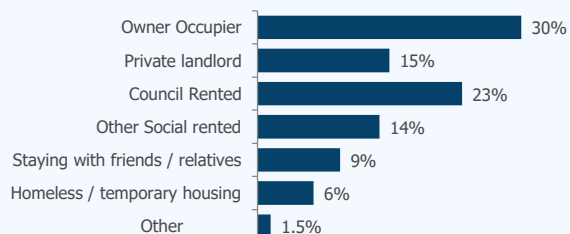
Age



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