

Citizens Advice service in Scotland

Local Authority Statistics 2019-20

West Lothian

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 2019-20

clients	4,908
helping clients gain	£3.0 million

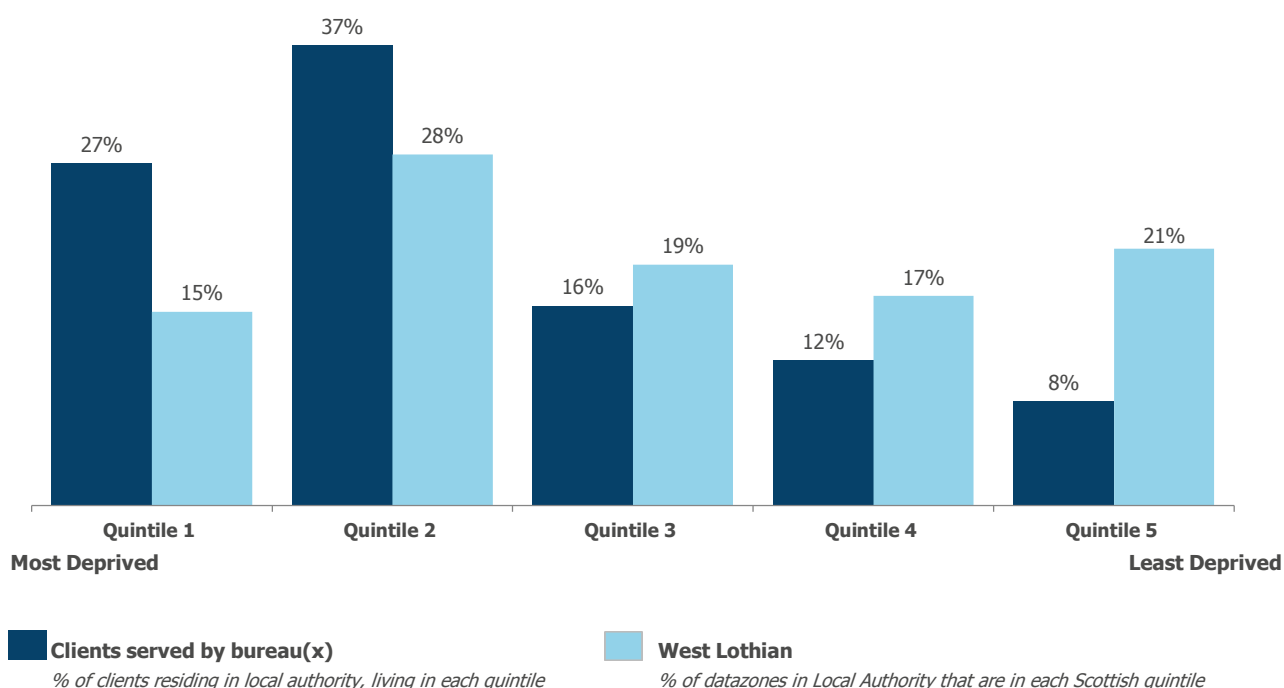
Areas of advice for Citizens Advice Bureau(x) within Local Authority

Benefits	6,366	Housing	958
Consumer	371	Immigration, Asylum and Nationality	215
Debt	1,146	Legal Proceedings	1,020
Discrimination	19	NHS Concern or Complaint	54
Education	70	Relationship	557
Employment	1,110	Tax	655
Finance and Charitable Support	703	Travel, Transport and Holidays	220
Health and Community Care	221	Utilities and Communications	247

In total the bureau gave advice

13,932 times

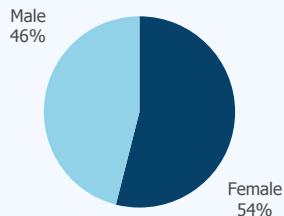
Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



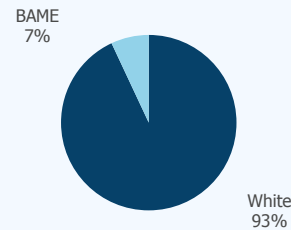
National profile of clients served by Citizens Advice Bureaux

*based on a sample from November 2019

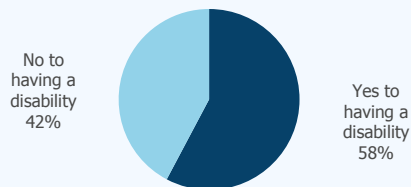
Gender



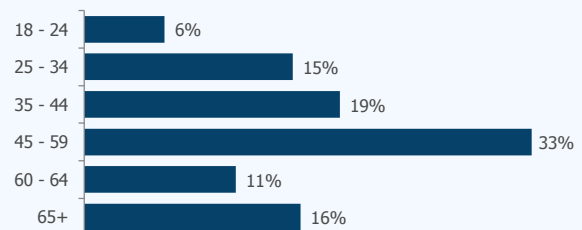
Ethnicity



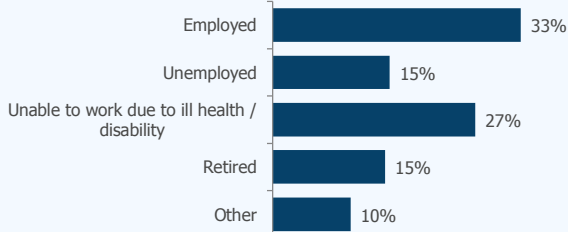
Disability



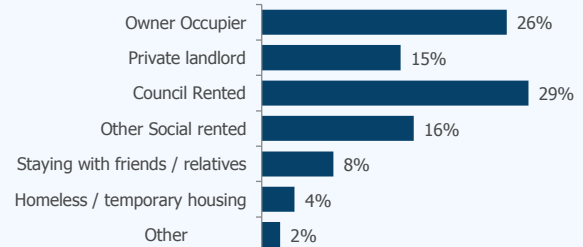
Age



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