

### Local Authority

### West Lothian

(Clients residing in the Local Authority area, where postcode is known)

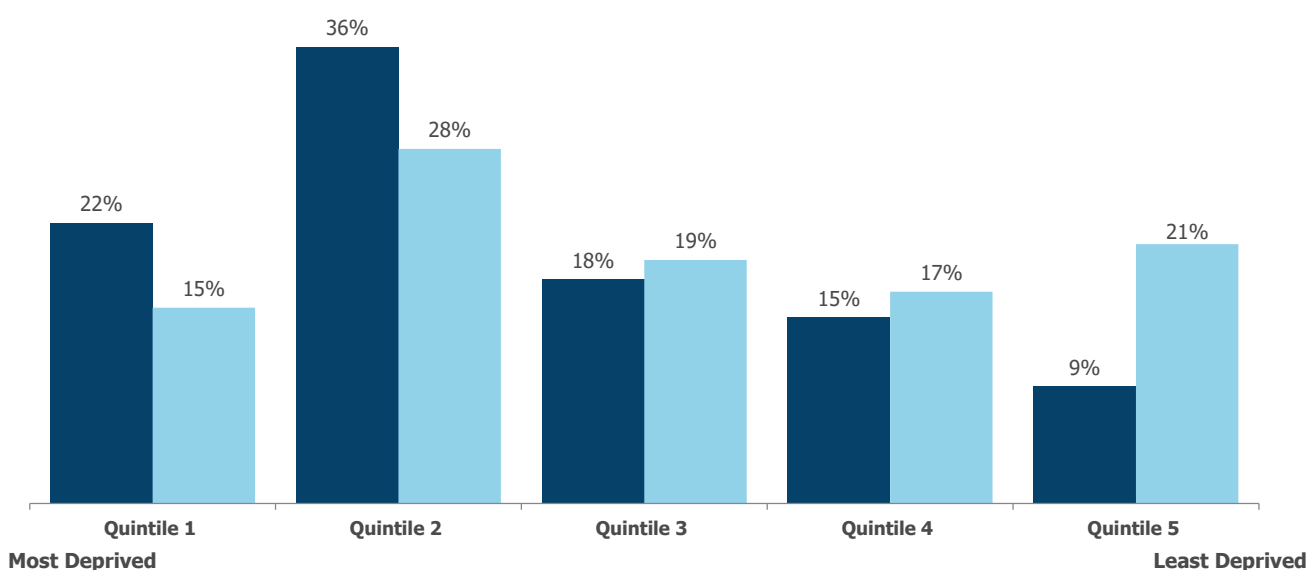
In 2020-21, the CAB service provided advice to...

clients	4,381
helping clients gain	£2.1 million

### Areas of advice for clients residing within Local Authority

Benefits	39.9%	Housing	5.9%
Consumer	2.5%	Immigration, Asylum and Nationality	1.1%
Debt	9.6%	Legal Proceedings	4.7%
Discrimination	0.1%	NHS Concern or Complaint	1.6%
Education	0.5%	Relationship	3.3%
Employment	12.6%	Tax	5.5%
Finance and Charitable Support	6.9%	Travel, Transport and Holidays	1.6%
Health and Community Care	1.3%	Utilities and Communications	2.7%

### Scottish Index of Multiple Deprivation - clients and population residing within Local Authority



**Clients**

% of clients residing in local authority, living in each quintile

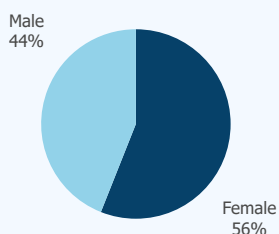
**West Lothian**

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

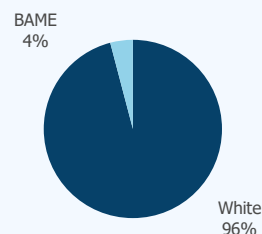
### Profile of clients residing within Local Authority

(Where the client profile is known)

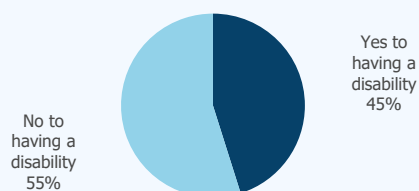
#### Gender



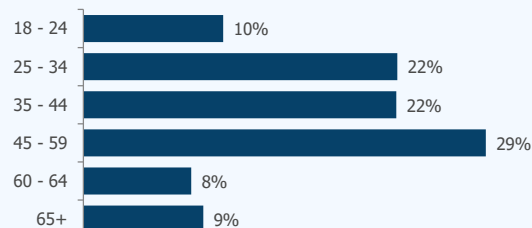
#### Ethnicity



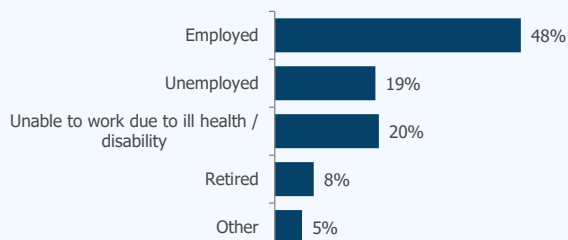
#### Disability



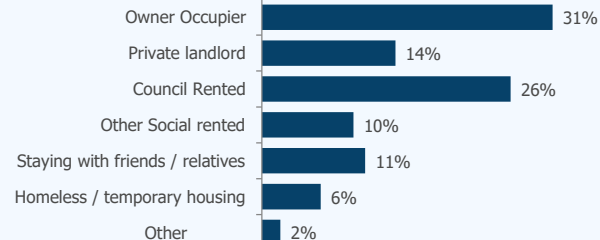
#### Age



#### 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	171,000
Issues discussed	647,000
Community Locations	300+
Number of paid staff and volunteers	2,998
Value of volunteer hours annually	£9.4 million