Citizens Advice service in Scotland
Scottish Electoral Region statistics 2021-22

West Scotland Region

(Clients residing in the region, where postcode is known)

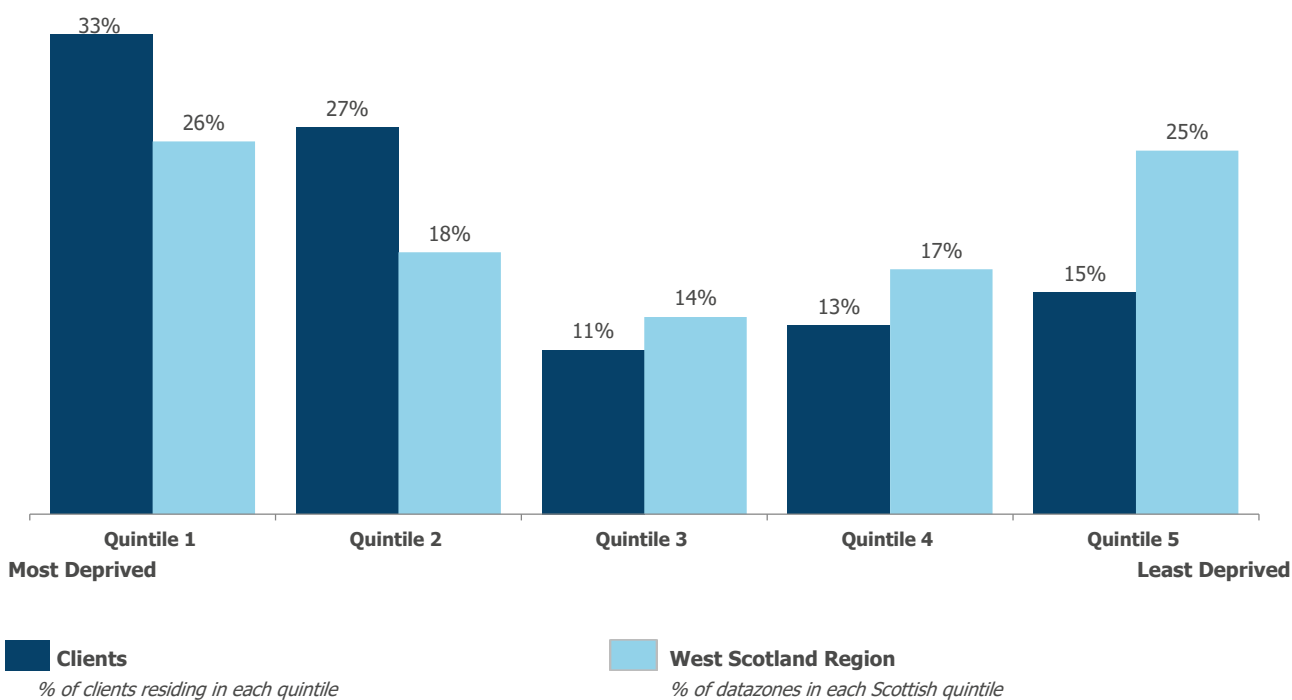In 2021-22, the CAB service provided advice to…

clients	17,061
helping clients gain	£10.8 million

Areas of advice for clients residing within region

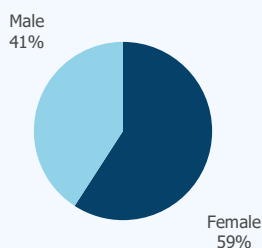|			
Benefits	44.1%	Housing	5.9%
Consumer	2.0%	Immigration, Asylum and Nationality	0.8%
Debt	14.8%	Legal Proceedings	3.3%
Discrimination	0.2%	NHS Concern or Complaint	2.5%
Education	0.4%	Relationship	1.7%
Employment	3.8%	Tax	3.9%
Finance and Charitable Support	5.2%	Travel, Transport and Holidays	2.0%
Health and Community Care	5.2%	Utilities and Communications	4.4%

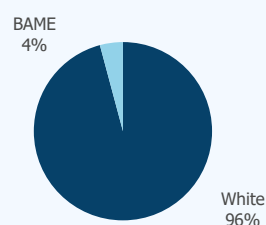## Scottish Index of Multiple Deprivation - clients and population residing within region

	Quintile 1	Quintile 2	Quintile 3	Quintile 4	Quintile 5
Clients	33%	27%	11%	13%	15%
West Scotland Region	26%	18%	14%	17%	25%

Most Deprived / **Least Deprived**

Clients
% of clients residing in each quintile

West Scotland Region
% of datazones in each Scottish quintile

Profile of clients residing within region

(Where the client profile is known)

Gender

Male 41%

Female 59%

Ethnicity

BAME 4%

White 96%

Disability

No to having a disability 43%

Yes to having a disability 57%

Age

Age	%
18 - 24	6%
25 - 34	15%
35 - 44	18%
45 - 59	30%
60 - 64	10%
65+	21%

Employment

Employment	%
Employed	37%
Unemployed	14%
Unable to work due to ill health / disability	27%
Retired	19%
Other	3%

Housing Status

Housing Status	%
Owner Occupier	34%
Private landlord	12%
Council Rented	28%
Other Social rented	12%
Staying with friends / relatives	9%
Homeless / temporary housing	3%
Other	1%
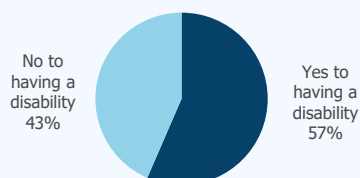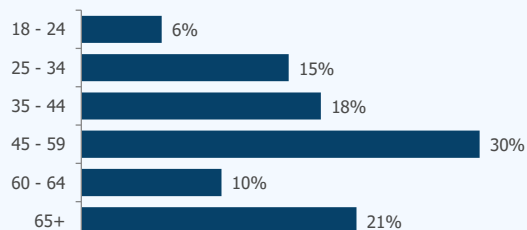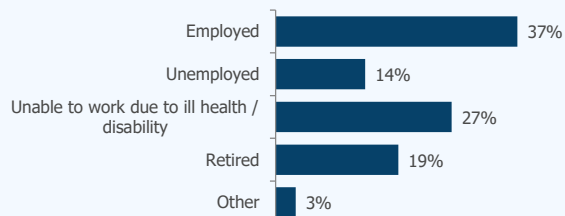
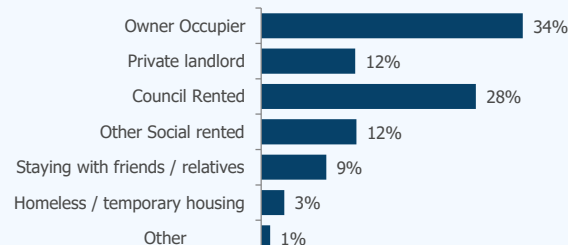### Citizens Advice service in Scotland includes....

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	174,500
Pieces of advice given	640,500
Community Locations	280+
Number of paid staff and volunteers	2,615
Value of volunteer hours annually	£7.7 million