SKYE & LOCHALSH CITIZENS ADVICE SERVICE

**Organisational Profile**

Skye & Lochalsh Citizens Advice Bureau is the major provider of information, advice and assistance in the area of Skye & Lochalsh which covers an area in excess of 2700 square kilometres with a population of over 13,000. The main bureau is located in Portree, the Island’s capital. We have two outreaches, one in Broadford and the other on the mainland at Kyle of Lochalsh. Last year our bureau assisted with 4550 enquiry contacts.

We are staffed by trained volunteer advisers under the supervision of the session supervisor, and provide responses to clients’ enquiries covering a whole range of social issues. Despite being a generalist service, most enquiries are concerned with matters related to problems of poverty and deprivation.

The local offices are wholly independent and receive their core funding from The Highland Council. We are an autonomous body under the control of a local Board of Directors.

We are members of Citizens Advice Scotland (the Scottish Association of Citizens Advice Bureaux) and, as such, must meet specific conditions of membership related to standards of service and other matters.

Enquiries are across a wide range of fields, and clients expect high quality advice and assistance (including representation at tribunals and in Court when appropriate) on what are, at times, highly complex matters. The main enquiries at the present time relate to problems with welfare benefits and money; employment; goods and services; housing; and family and personal situations.

*Charity Name: Skye & Lochalsh Citizens Advice Bureau*

*Charity Number: SC022578*