

# Citizens Advice service in Scotland

Caithness, Sutherland & Ross

## Holyrood Constituency statistics 2018-19

### Holyrood Constituency

contains the following member bureau(x)

### Caithness, Sutherland & Ross

Caithness CAB, East & Central Sutherland CAB, North West Sutherland CAB and Ross & Cromarty CAB

*\*stats are for the whole service provided by the bureau(x); constituency residents may also be served by other bureaux outwith the constituency*

... dealt with in 2018-19

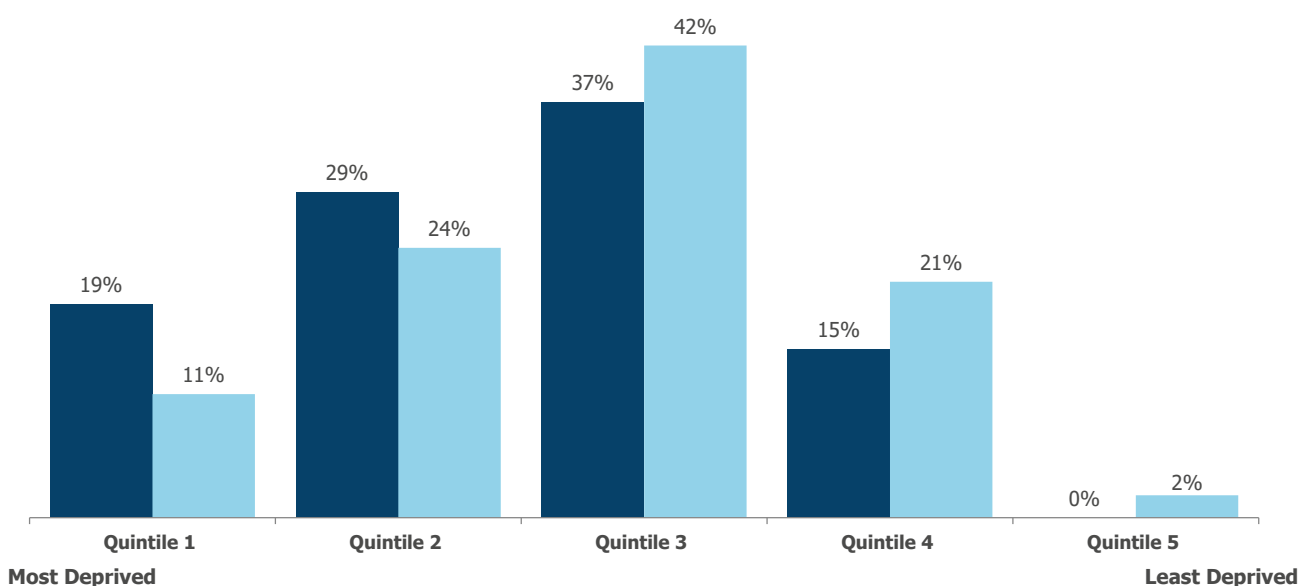
clients	5,110
helping clients gain	£7.4 million

### Areas of advice for Citizens Advice Bureau(x) within constituency

Benefits	14,529	Housing	1,658
Consumer	458	Immigration, Asylum and Nationality	83
Debt	3,302	Legal Proceedings	1,501
Discrimination	10	NHS Concern or Complaint	399
Education	91	Relationship	410
Employment	832	Tax	862
Finance and Charitable Support	1,408	Travel, Transport and Holidays	379
Health and Community Care	442	Utilities and Communications	697

**In total the bureau gave advice 27,061 times**

### Scottish Index of Multiple Deprivation - bureaux clients and population residing in constituency



**■ Clients served by bureau(x)**

*% of clients seen residing in each quintile*

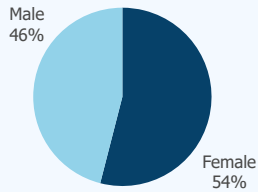
**■ Caithness, Sutherland & Ross**

*% of datazones in constituency that are in each Scottish quintile*

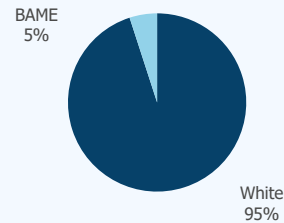
### National profile of clients served by Citizens Advice Bureaux

\*based on a sample from November 2018

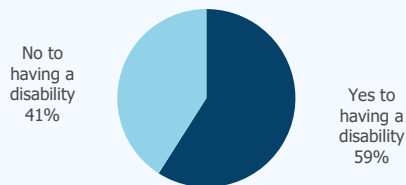
#### Gender



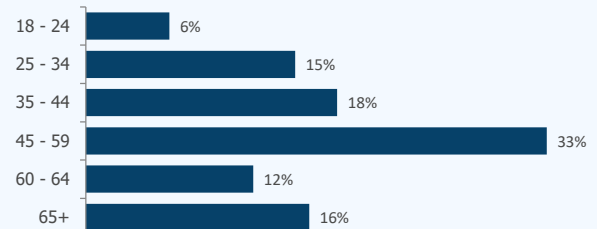
#### Ethnicity



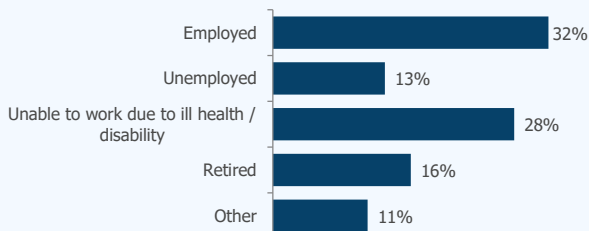
#### Disability



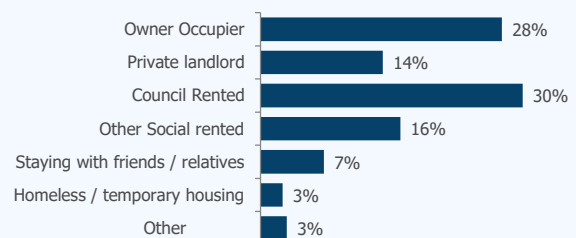
#### Age



#### 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