

Local Authority

Comhairle nan Eilean Siar

contains the following member bureau(x)

Western Isles Citizens Advice Service

**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 2018-19

clients	1,163
helping clients gain	£1.0 million

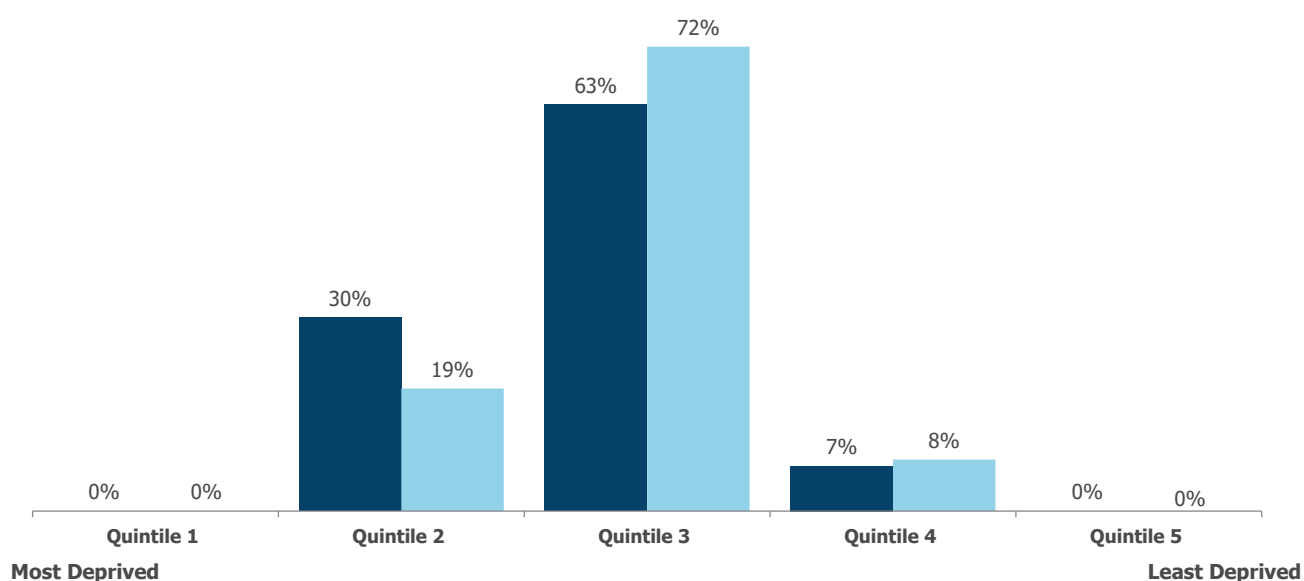
Areas of advice for Citizens Advice Bureau(x) within Local Authority

Benefits	2,074	Housing	266
Consumer	108	Immigration, Asylum and Nationality	29
Debt	798	Legal Proceedings	159
Discrimination	13	NHS Concern or Complaint	84
Education	35	Relationship	104
Employment	194	Tax	298
Finance and Charitable Support	195	Travel, Transport and Holidays	98
Health and Community Care	79	Utilities and Communications	206

In total the bureau gave advice

4,740 times

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



■ Clients served by bureau(x)

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

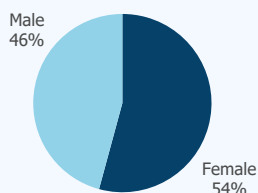
■ Comhairle nan Eilean Siar

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

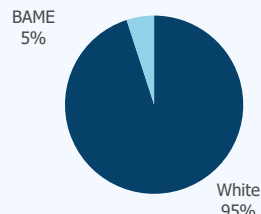
National profile of clients served by Citizens Advice Bureaux

**based on a sample from November 2018*

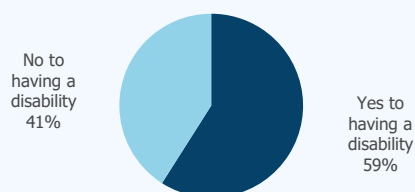
Gender



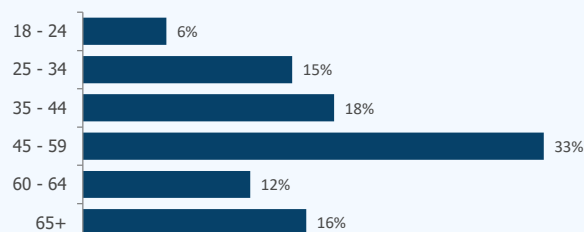
Ethnicity



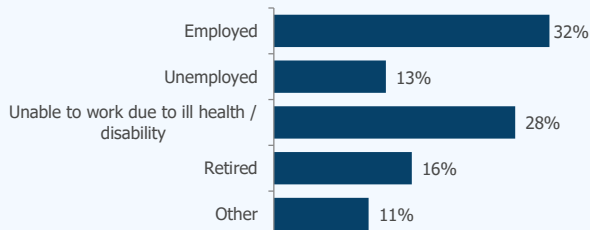
Disability



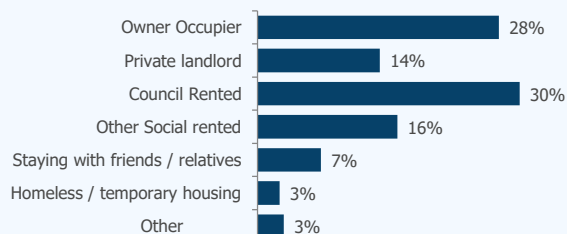
Age



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