

Citizens Advice service in Scotland

Local Authority Statistics 2019-20

Comhairle nan Eilean Siar

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 2019-20

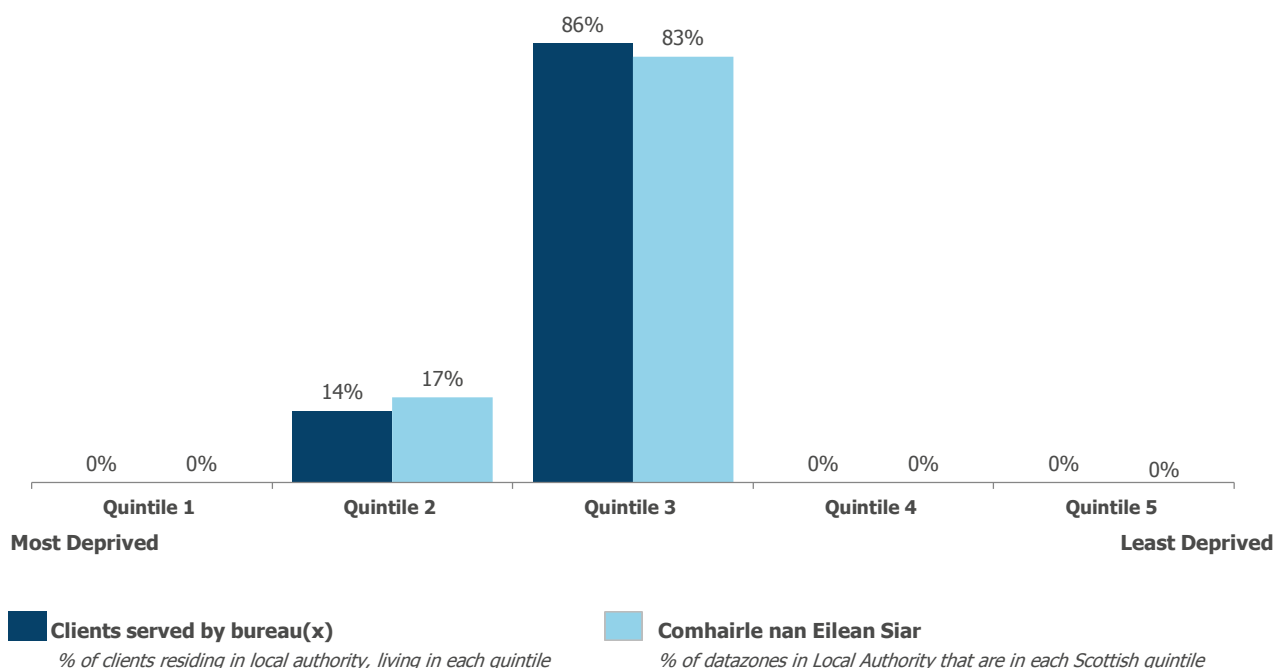
clients	1,080
helping clients gain	£0.6 million

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

Benefits	1,662	Housing	191
Consumer	48	Immigration, Asylum and Nationality	88
Debt	620	Legal Proceedings	111
Discrimination	7	NHS Concern or Complaint	137
Education	18	Relationship	95
Employment	160	Tax	242
Finance and Charitable Support	142	Travel, Transport and Holidays	76
Health and Community Care	61	Utilities and Communications	224

In total the bureau gave advice 3,882 times

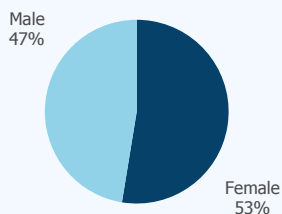
Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



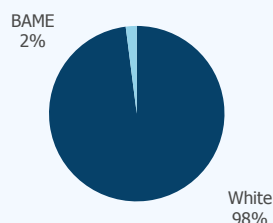
Profile of clients served by Citizens Advice Bureau within Local Authority

*based on a sample from November 2019

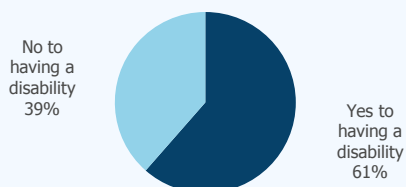
Gender



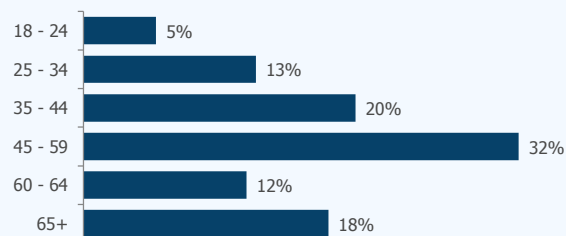
Ethnicity



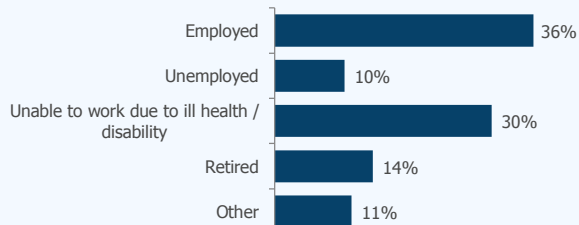
Disability



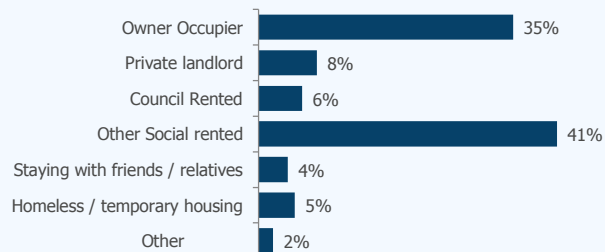
Age



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	188,000
Pieces of advice given	675,000
Community Locations	290+
Number of paid staff and volunteers	3,350
Value of volunteer hours annually	£11 million