

# Citizens Advice service in Scotland

Highland

## Local Authority Statistics 2018-19

### Local Authority

### Highland

Caithness CAB, East & Central Sutherland CAB, Inverness, Badenock & Strathspey CAB, Lochaber CAB, Nairn CAB, North West Sutherland CAB, Ross & Cromarty CAB and Skye & Lochalsh CAB

contains the following member bureau(x)

*\*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

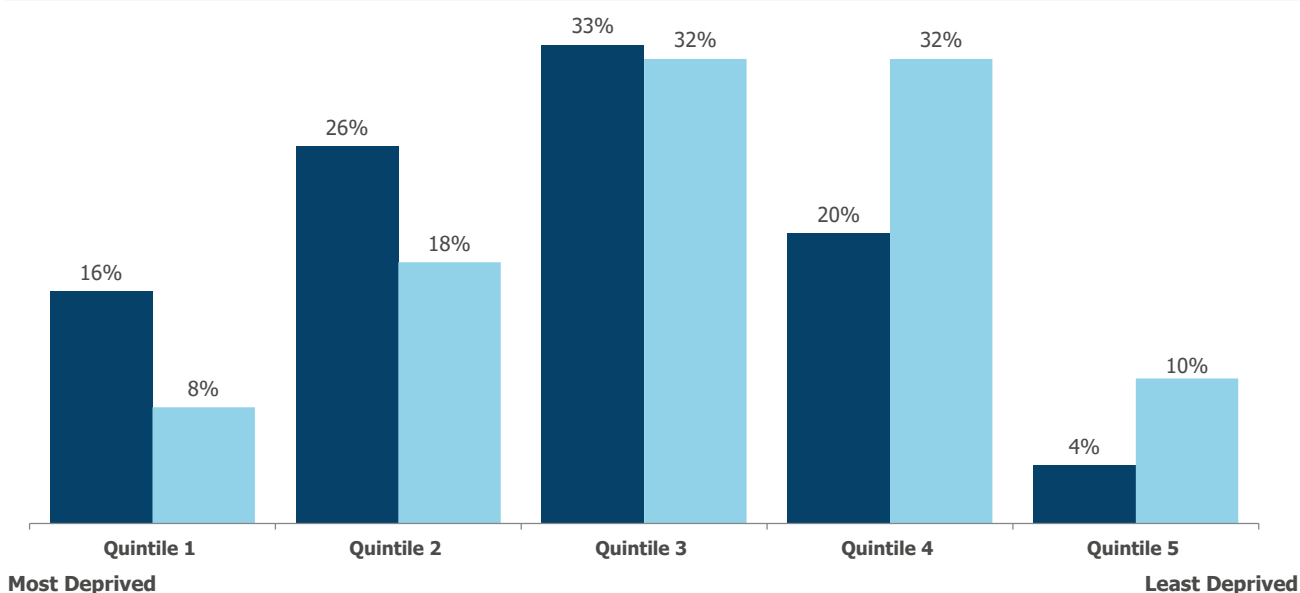
clients	13,346
helping clients gain	£17.9 million

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

Benefits	40,617	Housing	4,651
Consumer	1,187	Immigration, Asylum and Nationality	362
Debt	9,526	Legal Proceedings	3,835
Discrimination	184	NHS Concern or Complaint	1,512
Education	264	Relationship	1,440
Employment	4,325	Tax	2,577
Finance and Charitable Support	3,941	Travel, Transport and Holidays	1,251
Health and Community Care	2,336	Utilities and Communications	2,152

**In total the bureau gave advice 80,160 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*

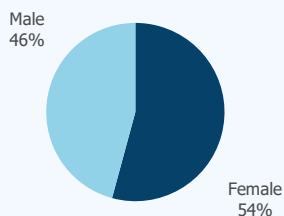
**Highland**

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

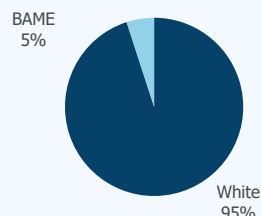
### National profile of clients served by Citizens Advice Bureaux

*\*based on a sample from November 2018*

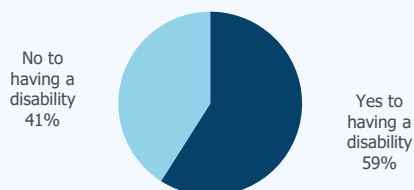
#### Gender



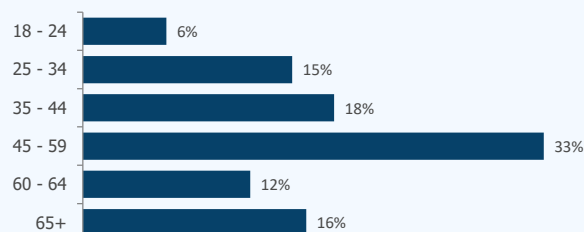
#### Ethnicity



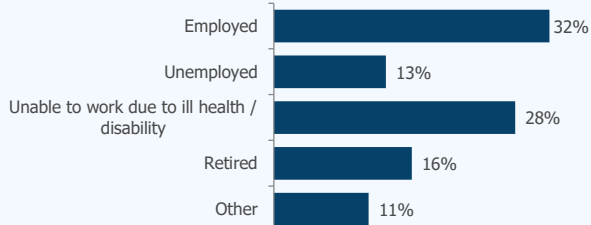
#### Disability



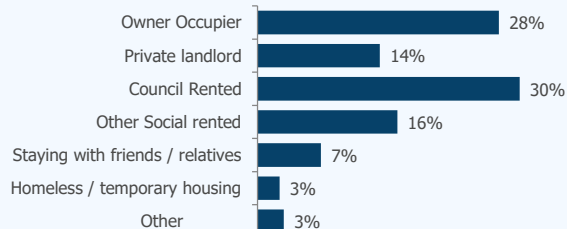
#### Age



#### 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