

Citizens Advice service in Scotland

Local Authority Statistics 2019-20

Highland

Local Authority

Highland

contains the following member bureau(x) 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

**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

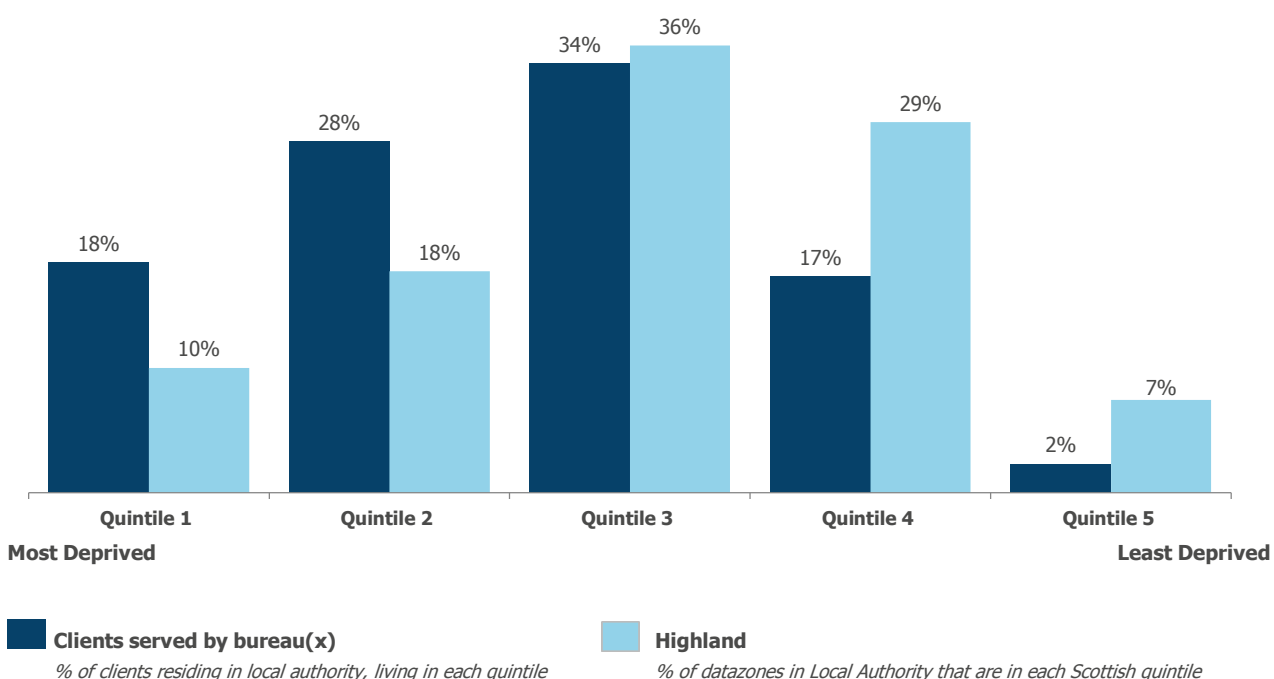
clients	15,260
helping clients gain	£21.1 million

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

Benefits	38,729	Housing	4,236
Consumer	906	Immigration, Asylum and Nationality	1,499
Debt	7,514	Legal Proceedings	2,996
Discrimination	94	NHS Concern or Complaint	1,527
Education	279	Relationship	1,235
Employment	3,105	Tax	2,962
Finance and Charitable Support	4,209	Travel, Transport and Holidays	1,352
Health and Community Care	1,743	Utilities and Communications	2,812

In total the bureau gave advice 75,198 times

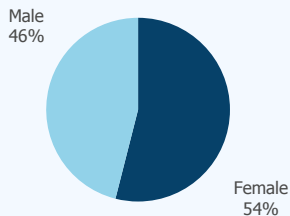
Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



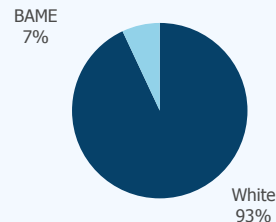
National profile of clients served by Citizens Advice Bureaux

*based on a sample from November 2019

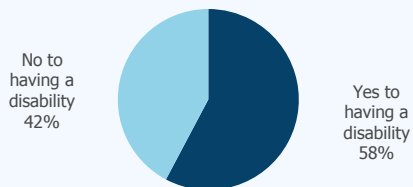
Gender



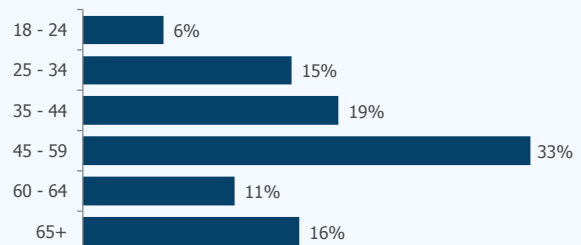
Ethnicity



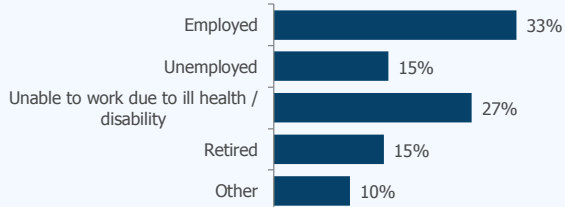
Disability



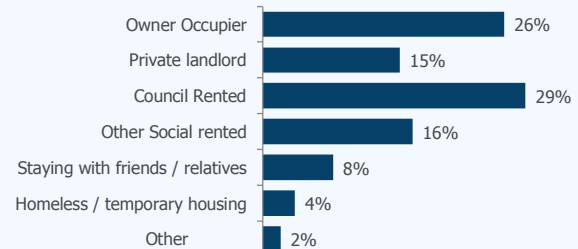
Age



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