

Citizens Advice service in Scotland

Highland

Local Authority Statistics 2020-21

Local Authority

Highland

(Clients residing in the Local Authority area, where postcode is known)

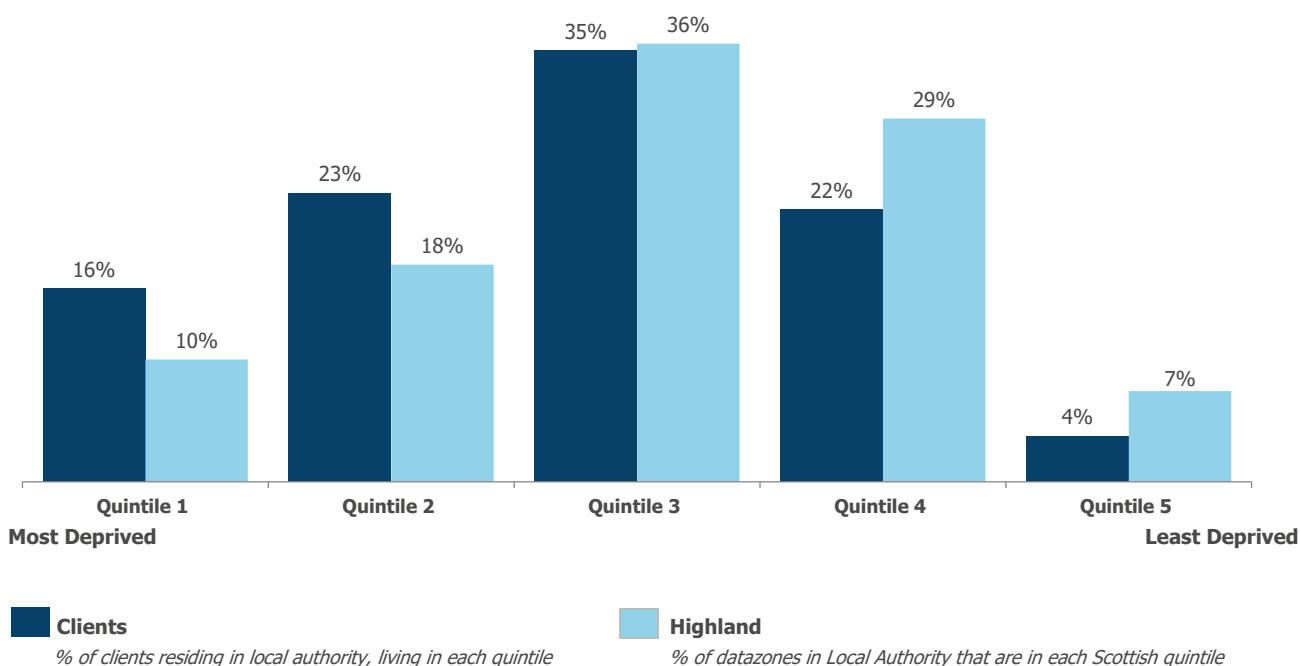
In 2020-21, the CAB service provided advice to...

clients	10,302
helping clients gain	£16.2 million

Areas of advice for clients residing within Local Authority

Benefits	47.1%	Housing	5.9%
Consumer	1.2%	Immigration, Asylum and Nationality	1.6%
Debt	10.9%	Legal Proceedings	3.9%
Discrimination	0.4%	NHS Concern or Complaint	1.8%
Education	0.3%	Relationship	1.6%
Employment	7.2%	Tax	3.4%
Finance and Charitable Support	5.6%	Travel, Transport and Holidays	1.5%
Health and Community Care	1.9%	Utilities and Communications	5.6%

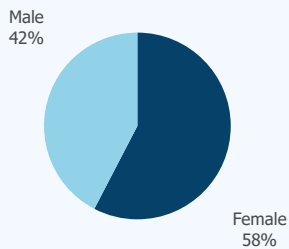
Scottish Index of Multiple Deprivation - clients and population residing within Local Authority



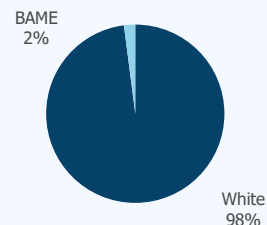
Profile of clients residing within Local Authority

(Where the client profile is known)

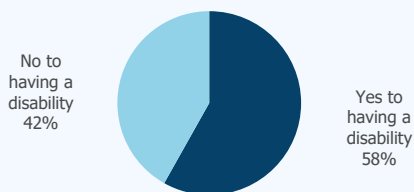
Gender



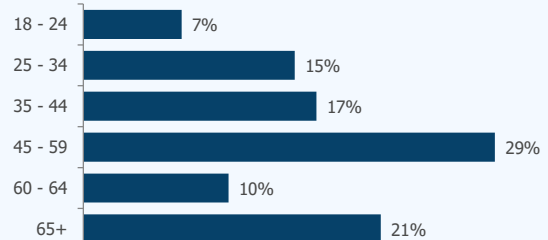
Ethnicity



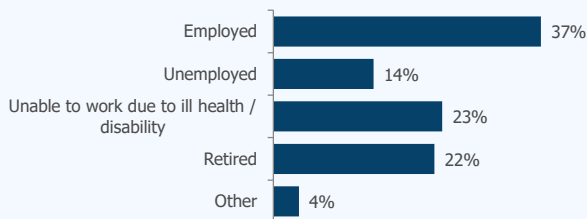
Disability



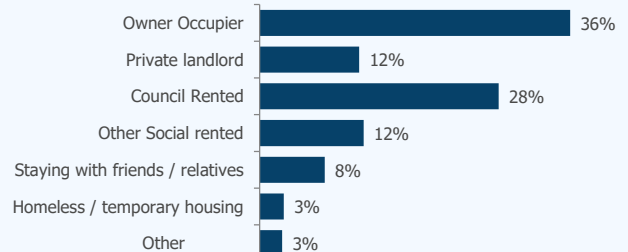
Age



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	171,000
Issues discussed	647,000
Community Locations	300+
Number of paid staff and volunteers	2,998
Value of volunteer hours annually	£9.4 million