

Highland & Islands Region

(Clients residing in the region, where postcode is known)

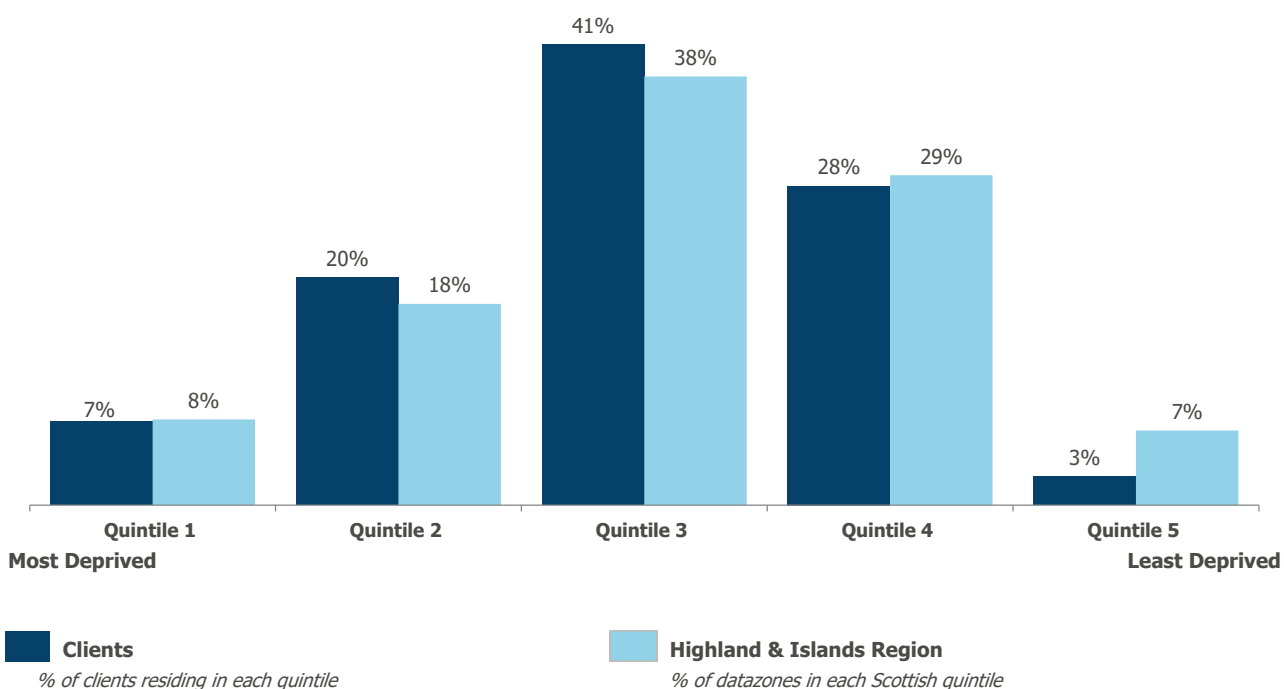
In 2020-21, the CAB service provided advice to...

clients	17,342
helping clients gain	£24.3 million

Areas of advice for clients residing within region

Benefits	47.2%	Housing	5.6%
Consumer	1.2%	Immigration, Asylum and Nationality	1.7%
Debt	11.2%	Legal Proceedings	3.5%
Discrimination	0.3%	NHS Concern or Complaint	2.3%
Education	0.3%	Relationship	1.7%
Employment	6.9%	Tax	3.6%
Finance and Charitable Support	5.4%	Travel, Transport and Holidays	1.5%
Health and Community Care	1.6%	Utilities and Communications	6.0%

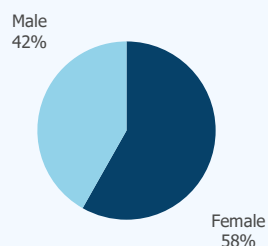
Scottish Index of Multiple Deprivation - clients and population residing within region



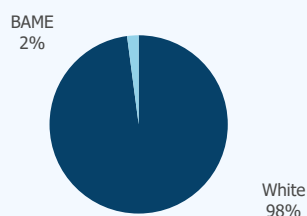
Profile of clients residing within region

(Where the client profile is known)

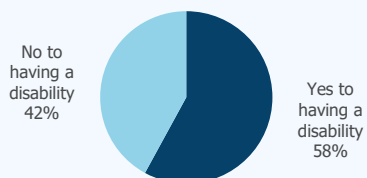
Gender



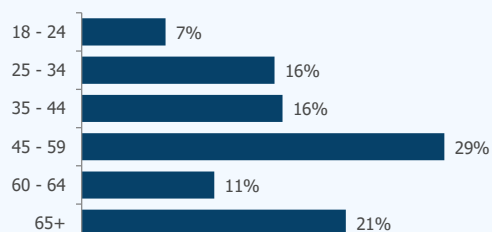
Ethnicity



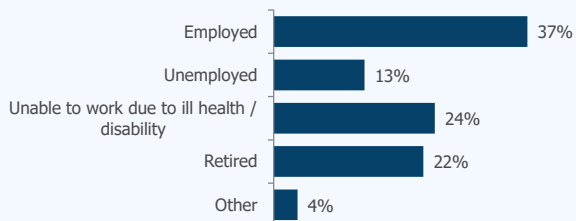
Disability



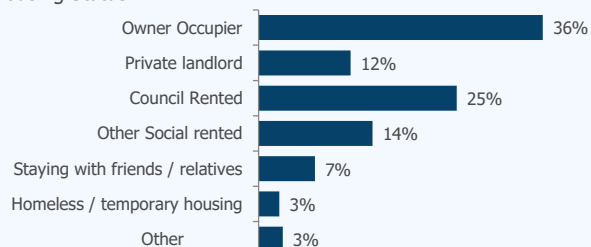
Age



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
Pieces of advice given	647,000
Community Locations	300+
Number of paid staff and volunteers	2,998
Value of volunteer hours annually	£9.4 million