Citizens Advice service in Scotland Scottish Electoral Region statistics 2022-23

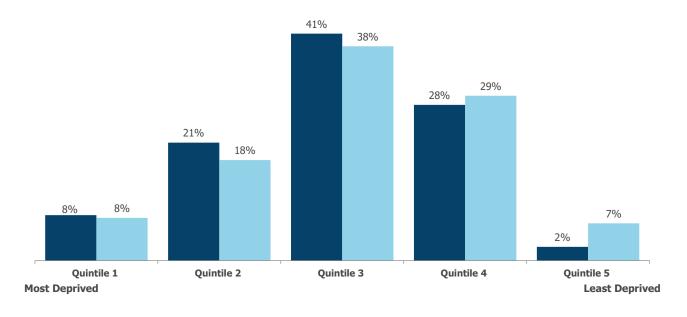
Highland & Islands Region

(Clients residing in the region, where postcode is known)	
In 2022-23, the CAB service dealt with	
clients	20,657
helping clients gain	£23.9 million

Areas of advice for clients residing within region

Benefits	47.3%	Housing	6.8%
Consumer	1.0%	Immigration, Asylum and Nationality	0.8%
Debt	8.9%	Legal Proceedings	3.5%
Discrimination	0.1%	NHS Concern or Complaint	2.5%
Education	0.2%	Relationship	1.7%
Employment	3.5%	Тах	3.6%
Finance and Charitable Support	6.5%	Travel, Transport and Holidays	1.9%
Health and Community Care	1.6%	Utilities and Communications	10.1%

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



Clients

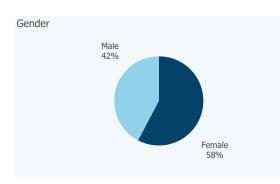
% of clients residing in each quintile

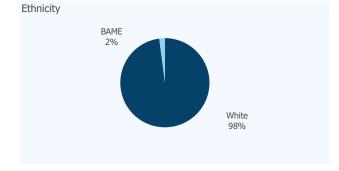
Highland & Islands Region % of datazones in each Scottish quintile

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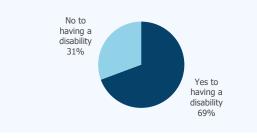
Profile of clients residing within region

(Where the client profile is known)



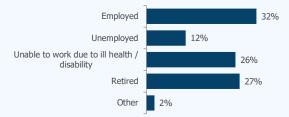


Disability



Age 18 - 24 5% 25 - 34 13% 35 - 44 5 - 59 27% 60 - 64 10% 65+ 28%

Employment





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	184,000
Pieces of advice given	665,500
Community Locations	250
Number of paid staff and volunteers	2,653
Value of volunteer hours annually	£8.2 million

The Scottish Association of Citizens Advice Bureaux – Citizens Advice Scotland (Scottish charity number SC016637) Contact: research@cas.org.uk t: 0131 550 1000 w: www.cas.org.uk

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