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

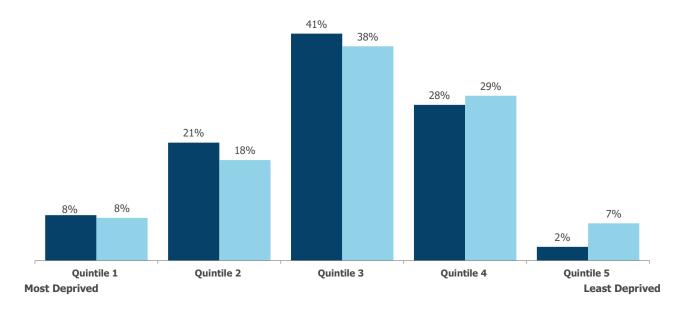
# **Highland & Islands Region**

(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

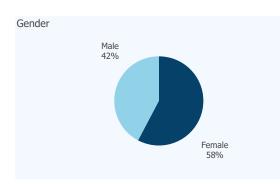
% of clients residing in each quintile

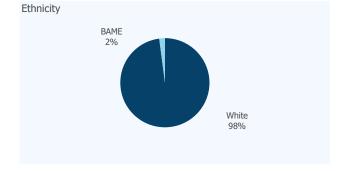
Highland & Islands Region % of datazones in each Scottish quintile

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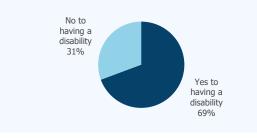
### Profile of clients residing within region

(Where the client profile is known)



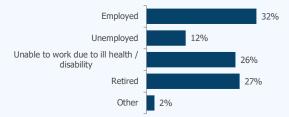


#### Disability



# 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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