

Highland & Islands Region

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

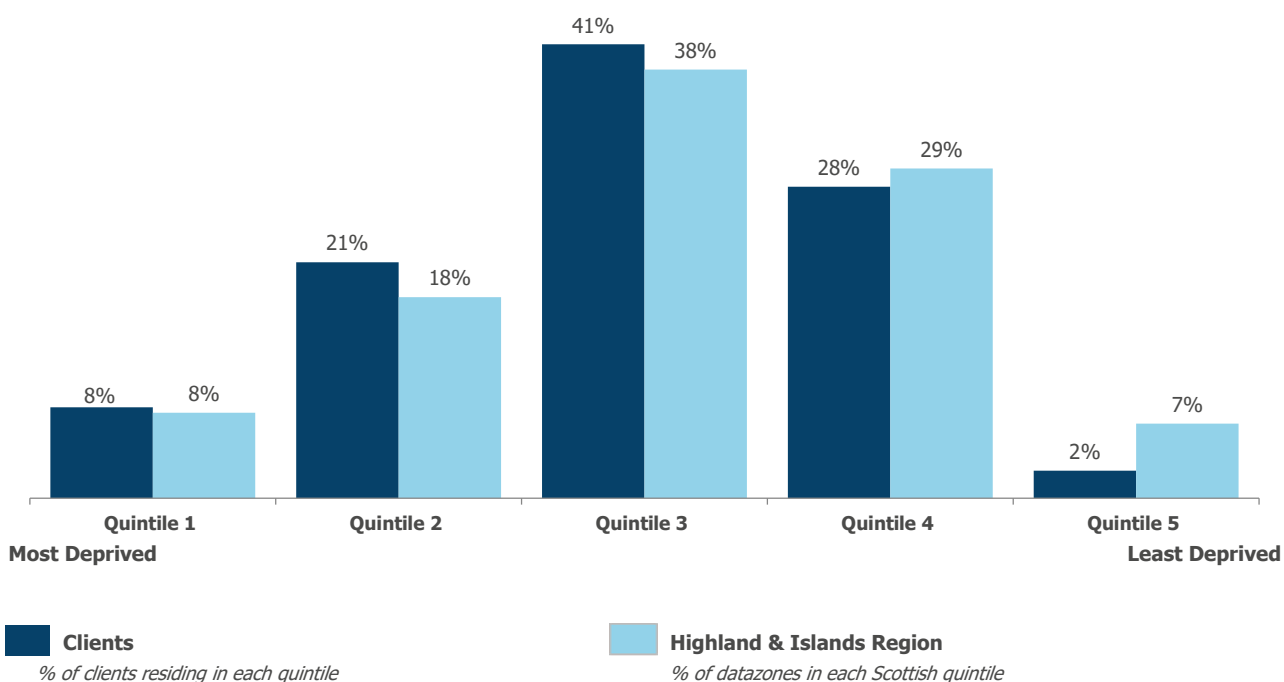
In 2022-23, the CAB service dealt with...

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%	Tax	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%

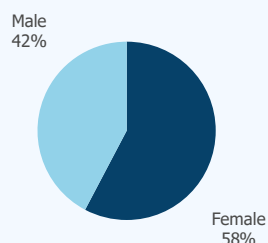
Scottish Index of Multiple Deprivation - clients and population residing within region



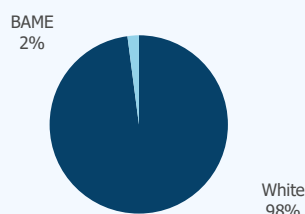
Profile of clients residing within region

(Where the client profile is known)

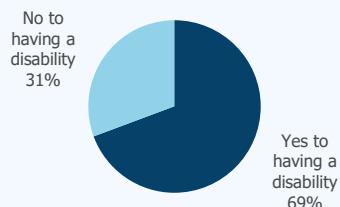
Gender



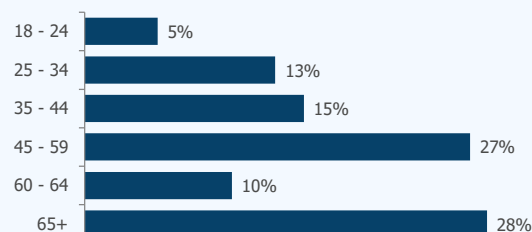
Ethnicity



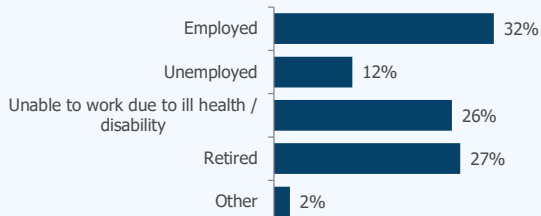
Disability



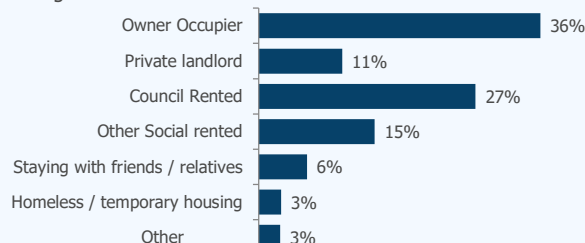
Age



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	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