

Citizens Advice service in Scotland

Inverness & Nairn

Holyrood Constituency statistics 2018-19

Holyrood Constituency

Inverness & Nairn

contains the following member bureau(x)

Inverness, Badenoch & Strathspey CAB and Nairn CAB

**stats are for the whole service provided by the bureau(x); constituency residents may also be served by other bureaux outwith the constituency*

... dealt with in 2018-19

clients	5,981
helping clients gain	£7.8 million

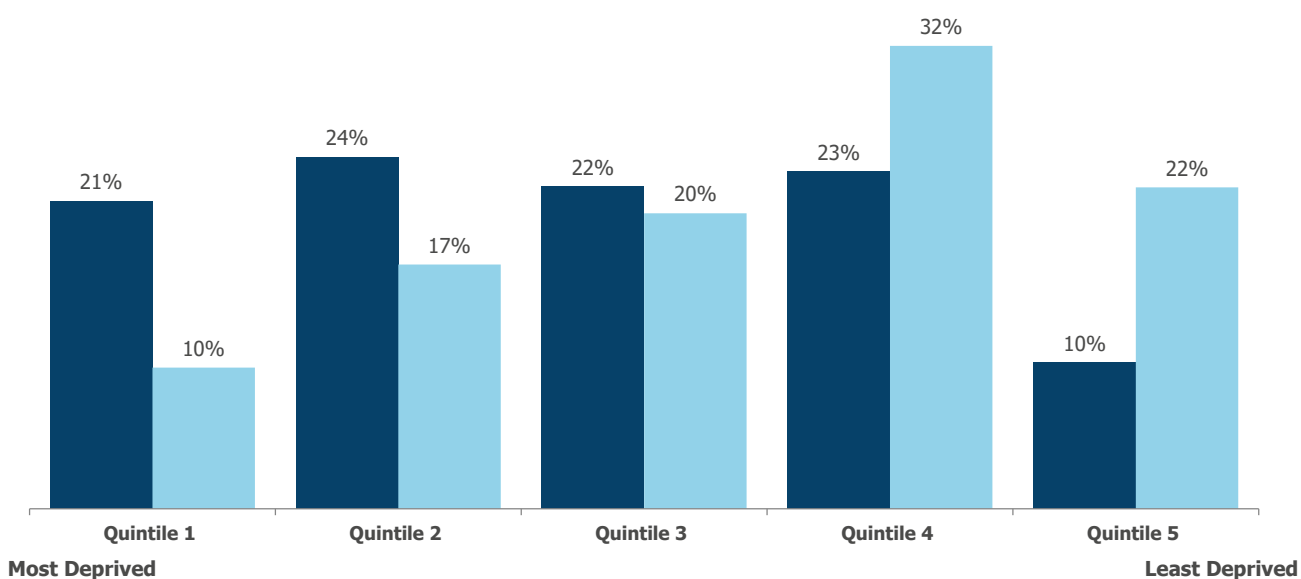
Areas of advice for Citizens Advice Bureau(x) within constituency

Benefits	19,782	Housing	2,362
Consumer	435	Immigration, Asylum and Nationality	182
Debt	3,775	Legal Proceedings	1,786
Discrimination	144	NHS Concern or Complaint	792
Education	82	Relationship	750
Employment	2,475	Tax	1,174
Finance and Charitable Support	1,983	Travel, Transport and Holidays	676
Health and Community Care	1,763	Utilities and Communications	1,176

In total the bureau gave advice

39,337 times

Scottish Index of Multiple Deprivation - bureaux clients and population residing in constituency



■ Clients served by bureau(x)

% of clients seen residing in each quintile

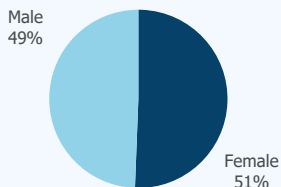
■ Inverness & Nairn

% of datazones in constituency that are in each Scottish quintile

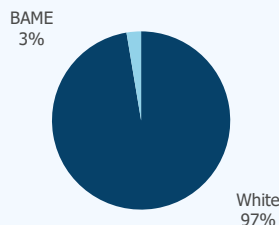
Profile of clients served by Citizens Advice Bureau(x) within constituency

**based on a sample from November 2018*

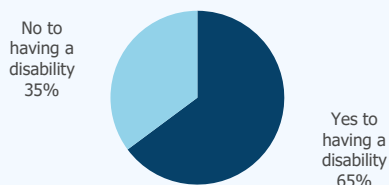
Gender



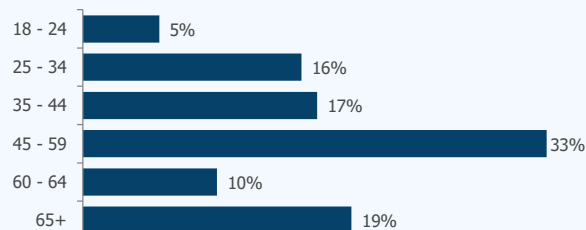
Ethnicity



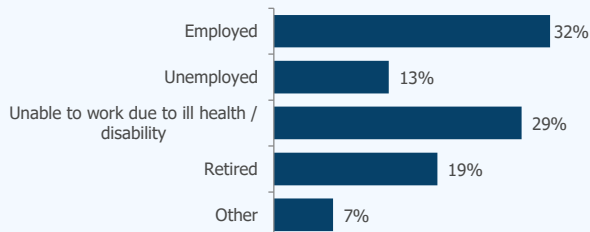
Disability



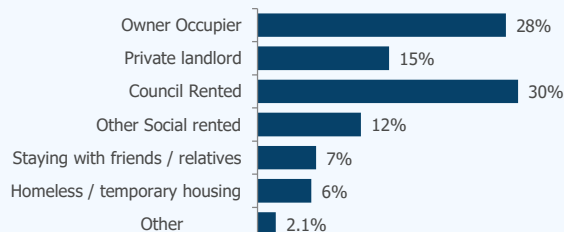
Age



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	272,500
Pieces of advice given	744,000
Community Locations	280+
Number of paid staff and volunteers	3,340
Value of volunteer hours annually	£10.9 million