

Local Authority

Moray

contains the following member bureau(x)

Moray CAB

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

... dealt with in 2018-19

clients	2,198
helping clients gain	£0.6 million

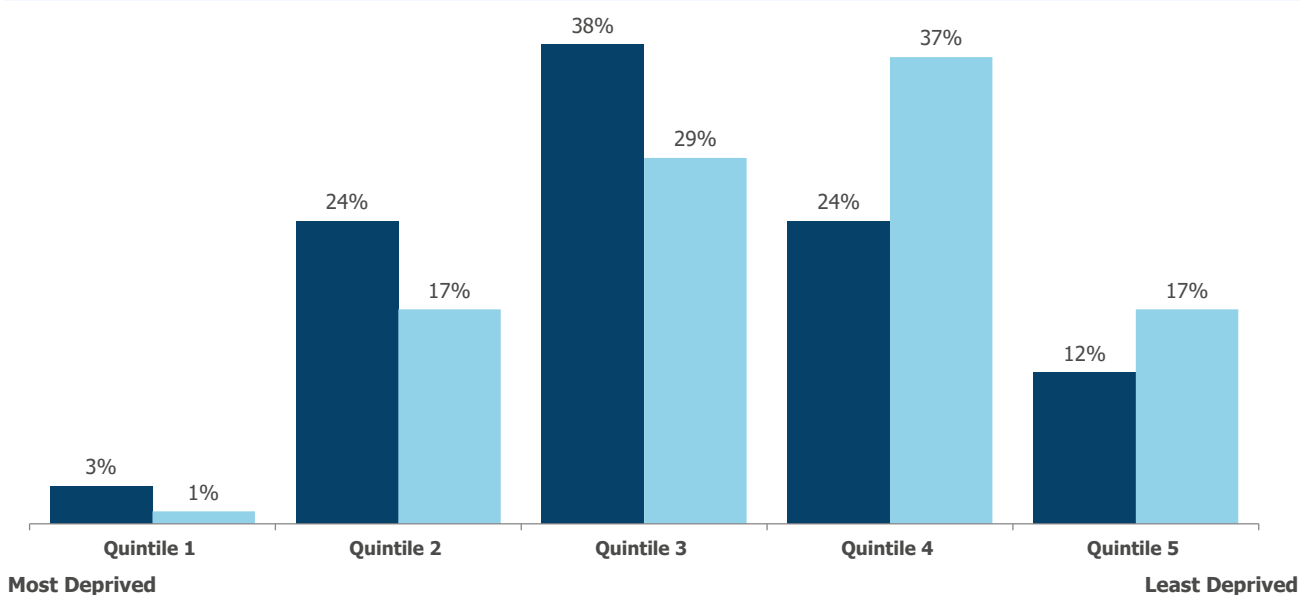
Areas of advice for Citizens Advice Bureau(x) within Local Authority

Benefits	2,451	Housing	574
Consumer	263	Immigration, Asylum and Nationality	58
Debt	481	Legal Proceedings	553
Discrimination	9	NHS Concern or Complaint	577
Education	20	Relationship	305
Employment	488	Tax	147
Finance and Charitable Support	152	Travel, Transport and Holidays	106
Health and Community Care	101	Utilities and Communications	119

In total the bureau gave advice

6,404 times

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



Clients served by bureau(x)

% of clients residing in local authority, living in each quintile

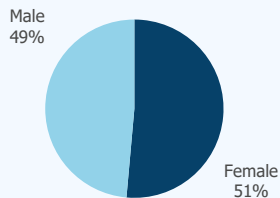
Moray

% of datazones in Local Authority that are in each Scottish quintile

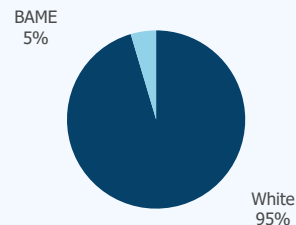
Profile of clients served by Citizens Advice Bureau within Local Authority

**based on a sample from November 2018*

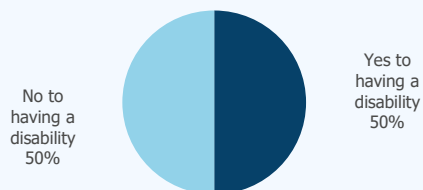
Gender



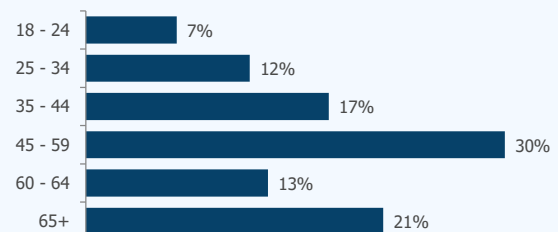
Ethnicity



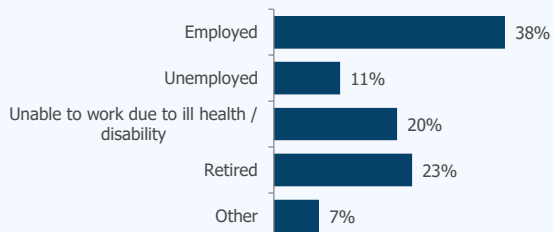
Disability



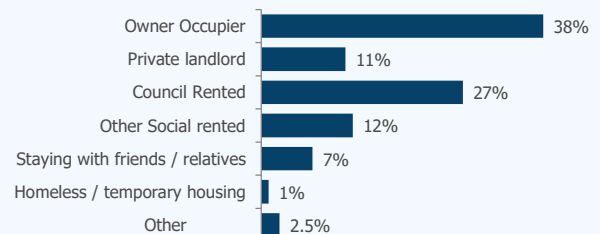
Age



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