

# Citizens Advice service in Scotland

## Local Authority Statistics 2019-20

Moray

### 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 2019-20

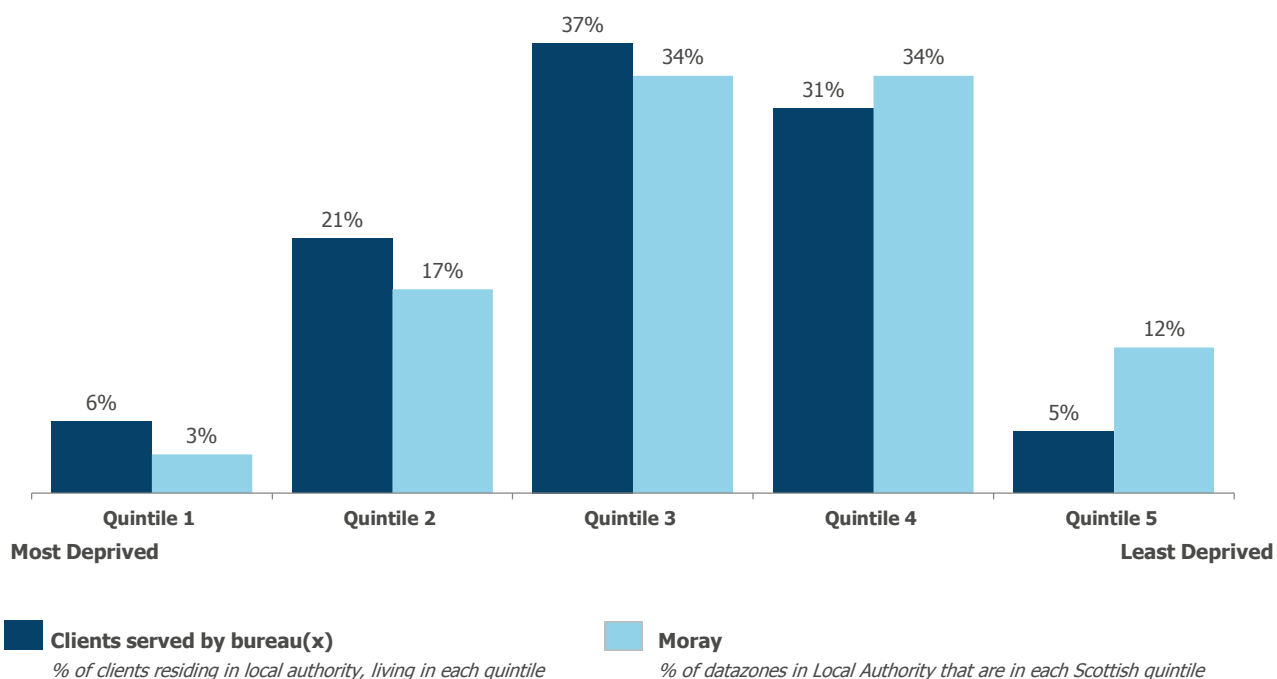
clients	2,480
helping clients gain	£1.0 million

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

Benefits	3,750	Housing	571
Consumer	225	Immigration, Asylum and Nationality	405
Debt	561	Legal Proceedings	537
Discrimination	13	NHS Concern or Complaint	440
Education	22	Relationship	303
Employment	542	Tax	290
Finance and Charitable Support	341	Travel, Transport and Holidays	182
Health and Community Care	155	Utilities and Communications	173

**In total the bureau gave advice 8,510 times**

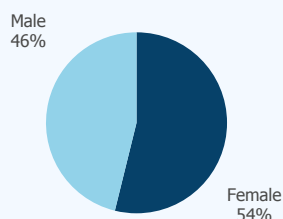
### Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



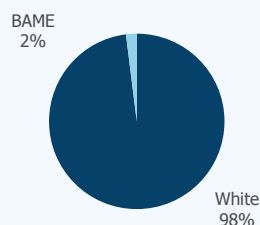
### Profile of clients served by Citizens Advice Bureau within Local Authority

*\*based on a sample from November 2019*

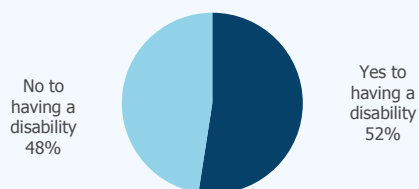
#### Gender



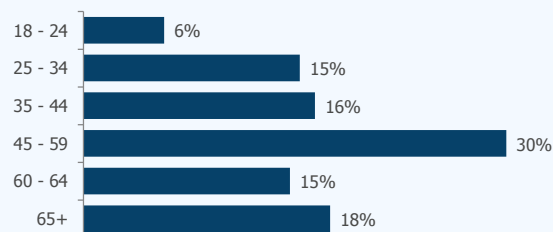
#### Ethnicity



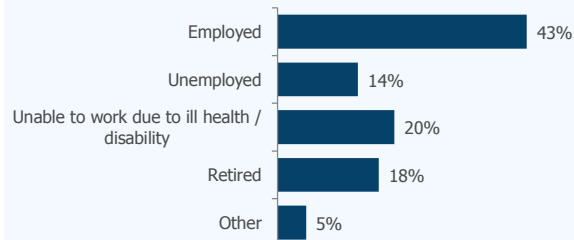
#### Disability



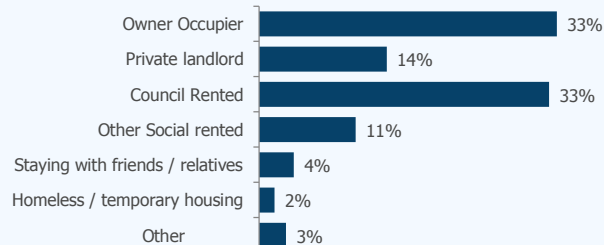
#### Age



#### 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	188,000
Pieces of advice given	675,000
Community Locations	290+
Number of paid staff and volunteers	3,350
Value of volunteer hours annually	£11 million