

Citizens Advice service in Scotland

Orkney Islands

Local Authority Statistics 2018-19

Local Authority

Orkney Islands

contains the following member bureau(x)

Orkney 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	1,104
helping clients gain	£1.6 million

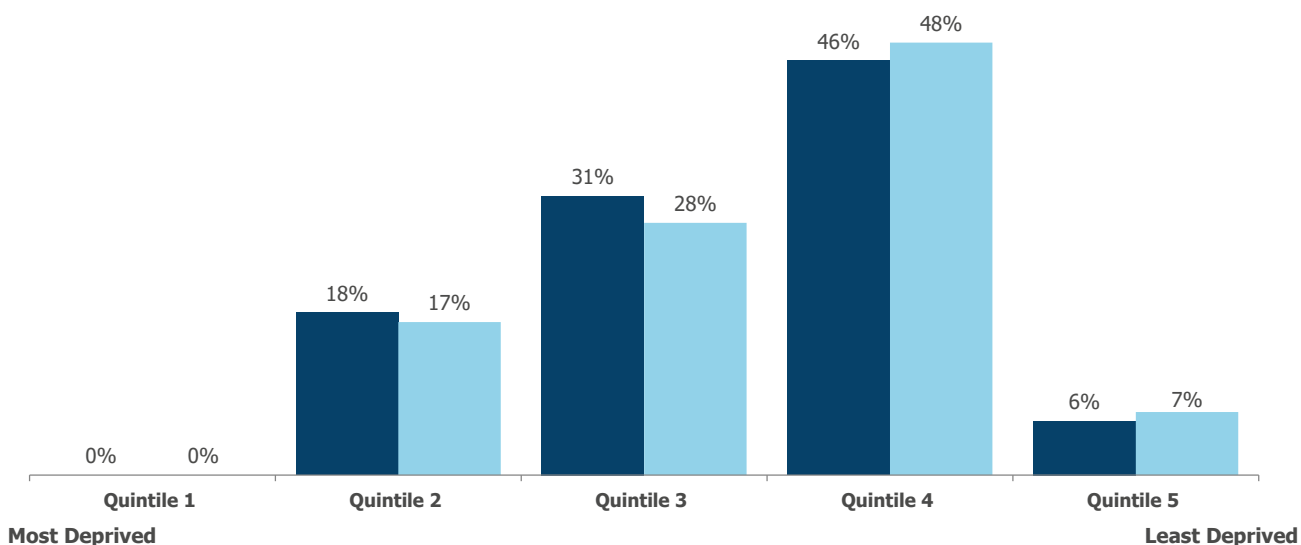
Areas of advice for Citizens Advice Bureau(x) within Local Authority

Benefits	3,140	Housing	100
Consumer	77	Immigration, Asylum and Nationality	38
Debt	2,561	Legal Proceedings	295
Discrimination	9	NHS Concern or Complaint	565
Education	12	Relationship	113
Employment	135	Tax	293
Finance and Charitable Support	484	Travel, Transport and Holidays	77
Health and Community Care	61	Utilities and Communications	129

In total the bureau gave advice

8,089 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

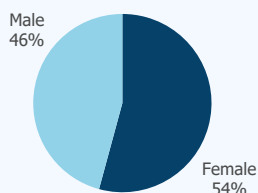
■ Orkney Islands

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

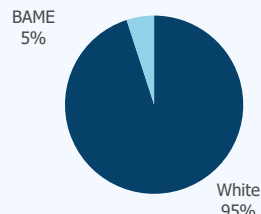
National profile of clients served by Citizens Advice Bureaux

**based on a sample from November 2018*

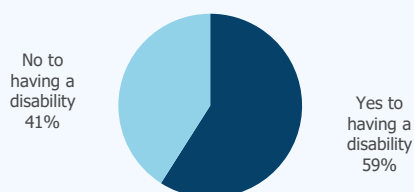
Gender



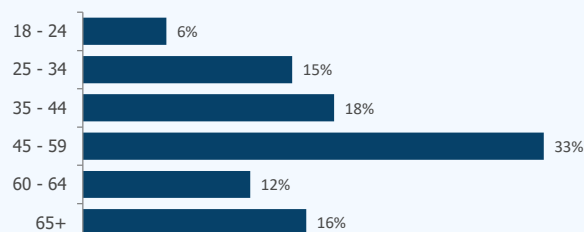
Ethnicity



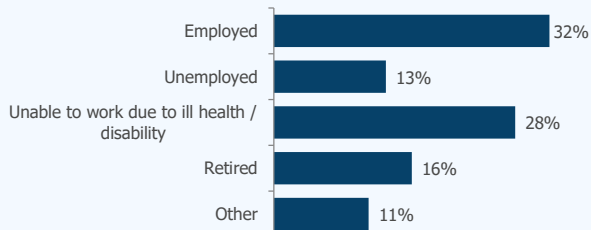
Disability



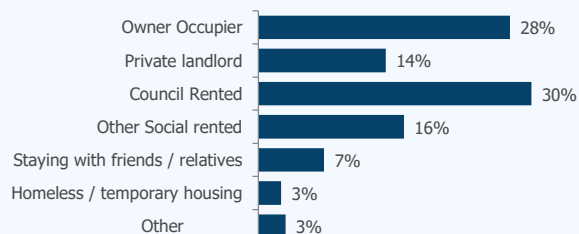
Age



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