

Citizens Advice service in Scotland

Local Authority Statistics 2019-20

Orkney Islands

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 2019-20

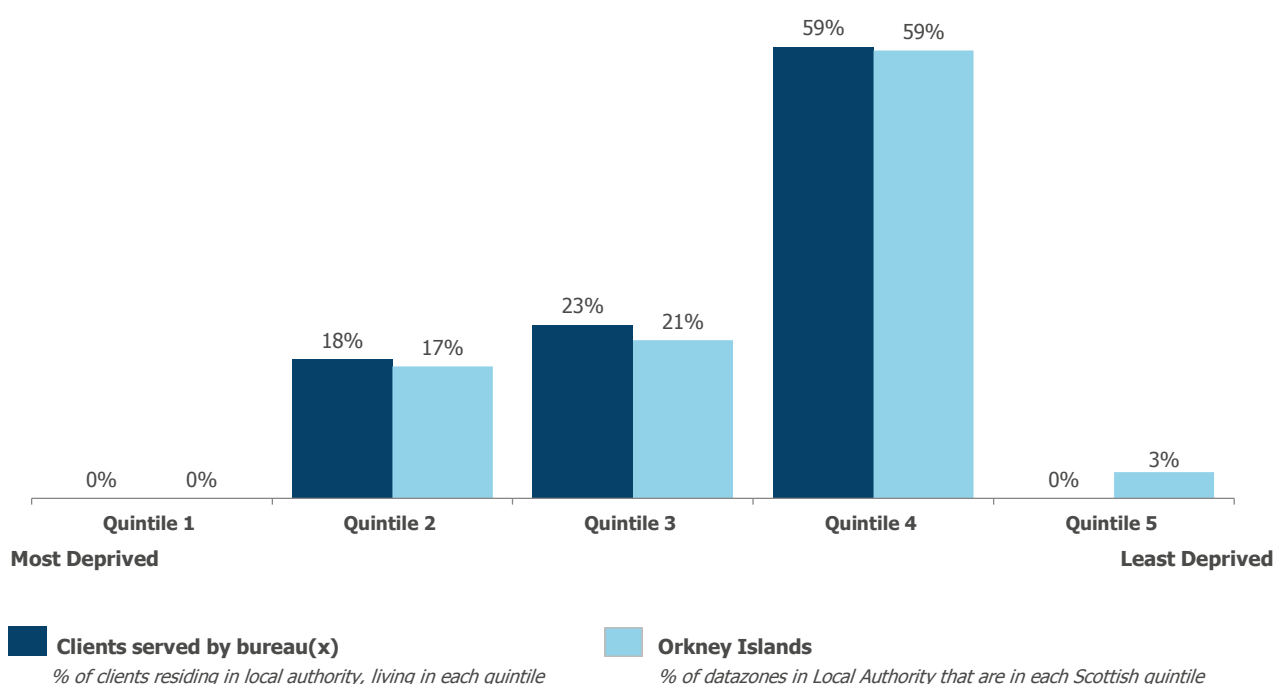
clients	1,014
helping clients gain	£1.6 million

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

Benefits	2,840	Housing	122
Consumer	24	Immigration, Asylum and Nationality	42
Debt	2,284	Legal Proceedings	89
Discrimination	2	NHS Concern or Complaint	480
Education	12	Relationship	81
Employment	92	Tax	257
Finance and Charitable Support	549	Travel, Transport and Holidays	101
Health and Community Care	57	Utilities and Communications	154

In total the bureau gave advice 7,186 times

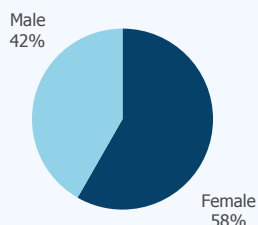
Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



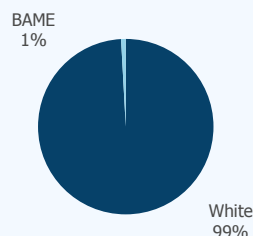
Profile of clients served by Citizens Advice Bureau within Local Authority

*based on a sample from November 2019

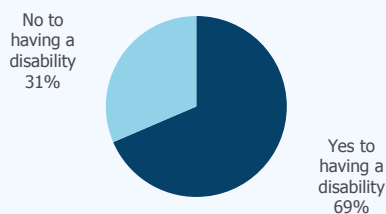
Gender



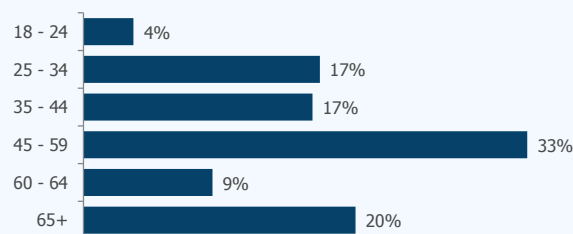
Ethnicity



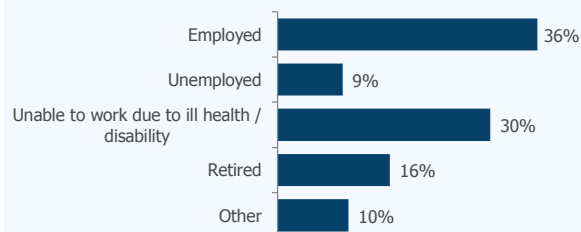
Disability



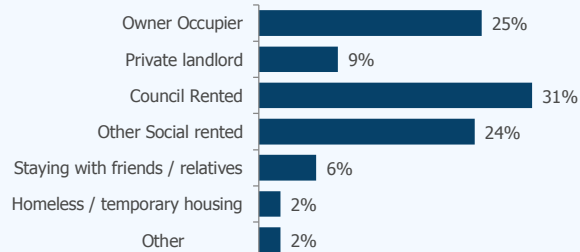
Age



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