

Local Authority

Shetland Islands

contains the following member bureau(x)

Shetland Islands 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

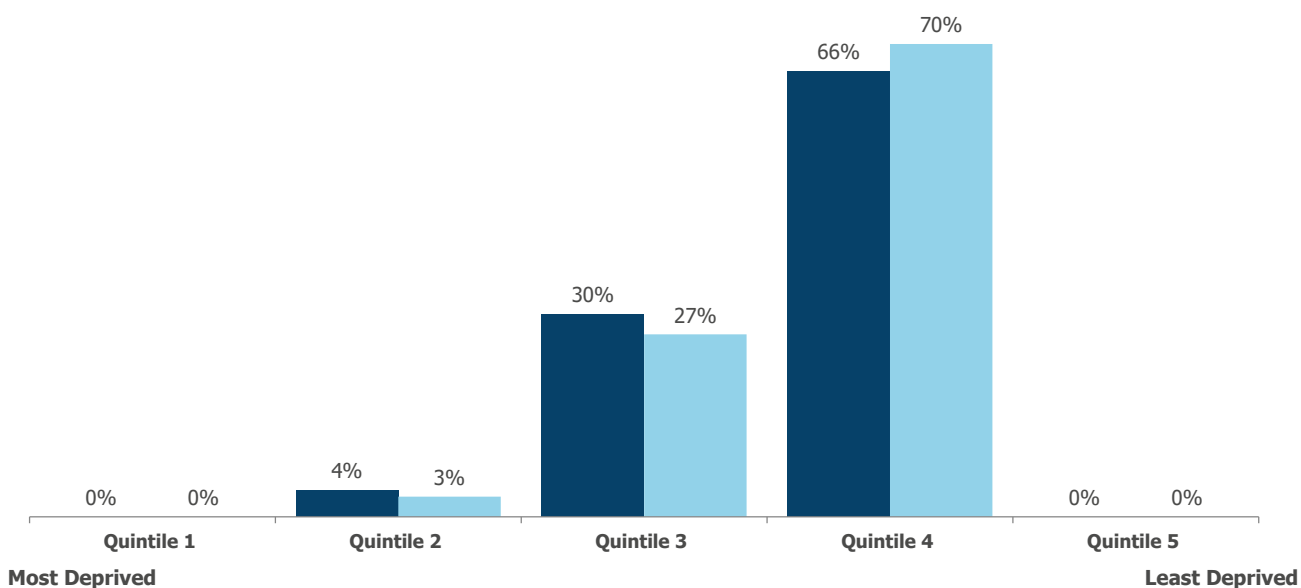
clients	1,722
helping clients gain	£1.7 million

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

Benefits	3,609	Housing	113
Consumer	116	Immigration, Asylum and Nationality	75
Debt	416	Legal Proceedings	284
Discrimination	7	NHS Concern or Complaint	73
Education	5	Relationship	186
Employment	233	Tax	346
Finance and Charitable Support	182	Travel, Transport and Holidays	83
Health and Community Care	82	Utilities and Communications	609

In total the bureau gave advice 6,419 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

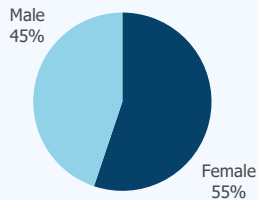
■ Shetland Islands

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

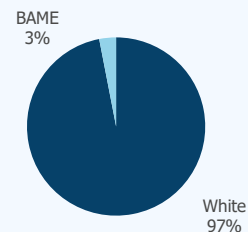
Profile of clients served by Citizens Advice Bureau within Local Authority

**based on a sample from November 2018*

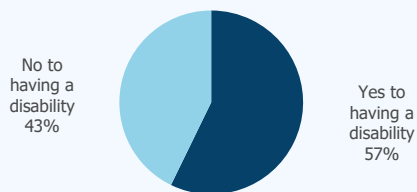
Gender



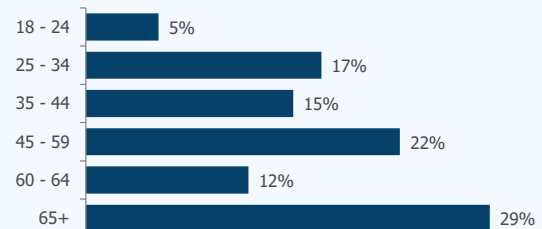
Ethnicity



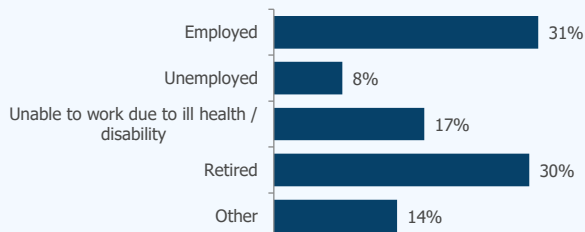
Disability



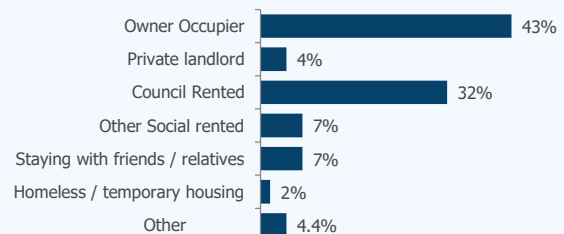
Age



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