

Citizens Advice service in Scotland

Local Authority Statistics 2019-20

Shetland Islands

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 2019-20

clients	1,868
helping clients gain	£2.2 million

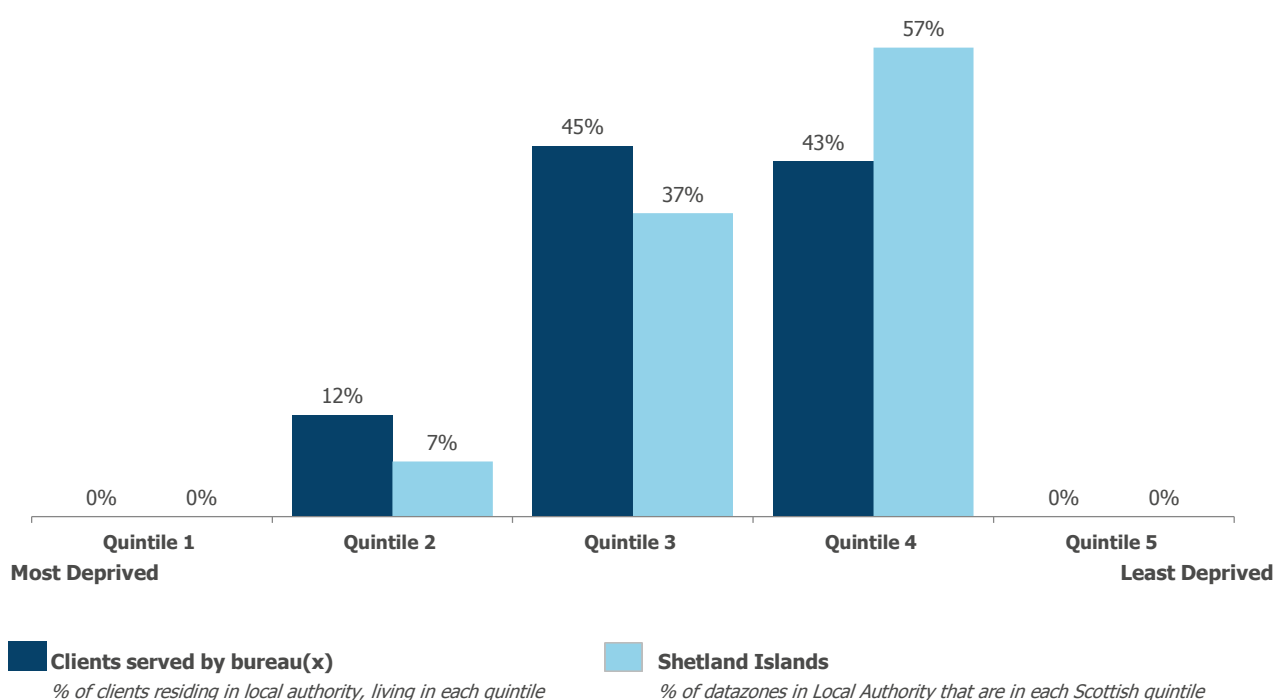
Areas of advice for Citizens Advice Bureau(x) within Local Authority

Benefits	3,832	Housing	119
Consumer	128	Immigration, Asylum and Nationality	163
Debt	350	Legal Proceedings	223
Discrimination	9	NHS Concern or Complaint	112
Education	13	Relationship	192
Employment	204	Tax	290
Finance and Charitable Support	208	Travel, Transport and Holidays	77
Health and Community Care	58	Utilities and Communications	491

In total the bureau gave advice

6,469 times

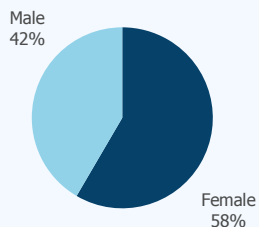
Scottish Index of Multiple Deprivation - bureaux clients and population residing in Local Authority



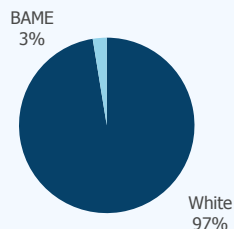
Profile of clients served by Citizens Advice Bureau within Local Authority

**based on a sample from November 2019*

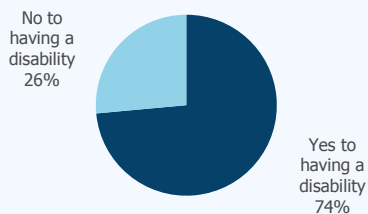
Gender



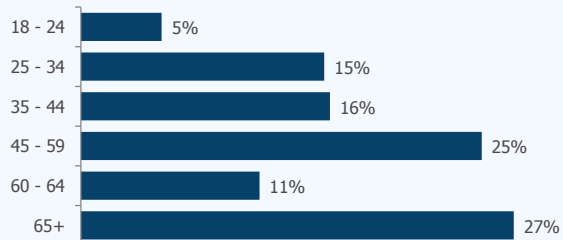
Ethnicity



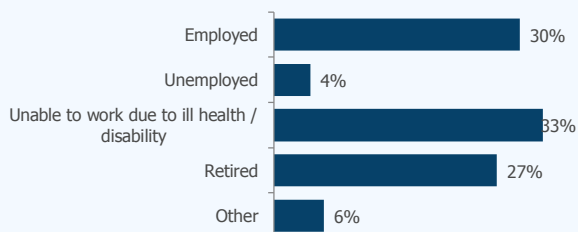
Disability



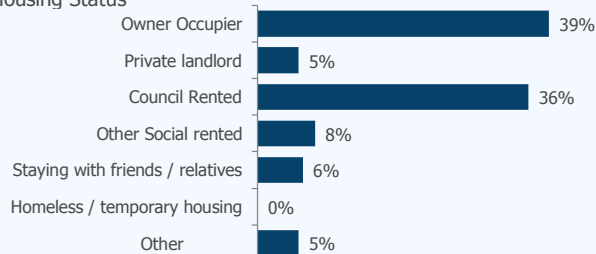
Age



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