

Key Statistics

Summary

Clients	173
Quick client contacts	29
Issues	853
Activities	215
Cases	265

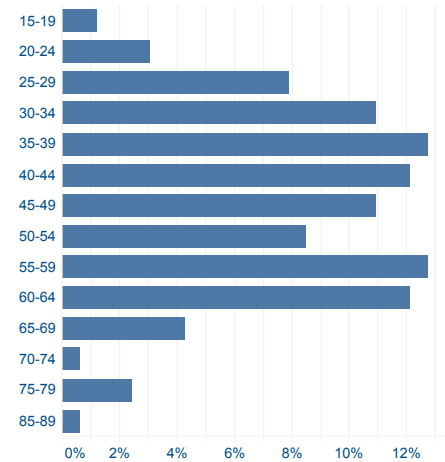
Outcomes

Income gain	£61,023
Re-imbursments, services, loans	£40
Debts written off	£36,883
Repayments rescheduled	£1,180

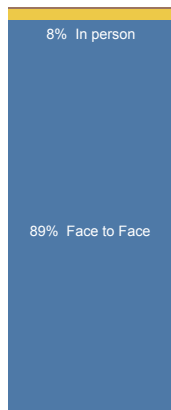
Issues

	Issues	Clients
Benefits & tax credits	260	90
Consumer goods & services	5	4
Debt	196	43
Discrimination	27	16
Education	1	1
Employment	62	21
Financial services & capability	39	19
Health & community care	25	17
Housing	74	35
Immigration & asylum	22	7
Legal	17	12
Other	20	13
Relationships & family	78	33
Tax	5	4
Travel & transport	8	6
Utilities & communications	14	10
Grand Total	853	

Age

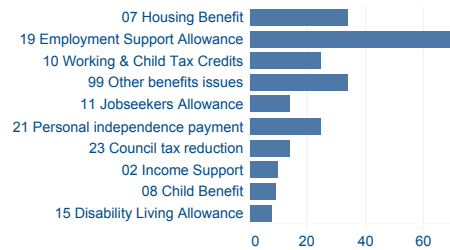


Channel

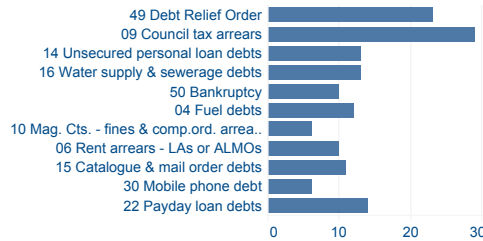


- Face to Face
- In person
- Telephone
- Adviceline Phone
- Letter/Mail

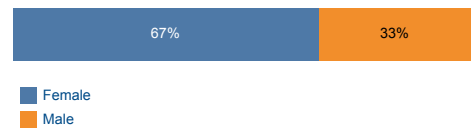
Top benefit issues



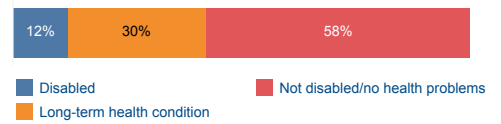
Top debt issues



Gender



Disability / Long-term health



Ethnicity

