01/04/2020 to 31/03/2021

Key statistics for clients helped in Cove & Southwood



Summary	Summa	ry
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Clients	118
Quick client contacts	
Issues	439
Activities	534
Cases	129

Outcomes



Channel (Client and third party)

17% Admin 91			
23% Email 125			
10% Adviceline Phone 54			
46% Telephone 245			
245			
245 In person Letter			
245 In person Letter Telephone Other			

	Issues	Clients
Benefits & tax credits	104	38
Benefits Universal Credit	35	14
Consumer goods & services	12	9
Debt	78	19
Discrimination & Hate & GVA	7	3
Employment	46	18
Financial services & capability	5	5
Health & community care	14	10
Housing	48	22
Immigration & asylum	15	11
Legal	17	9
Other	18	12
Relationships & family	31	14
Travel & transport	4	4
Utilities & communications	5	4
Grand Total	439	

Top benefit issues



0

5

10

15

Age 15-19 20-24 25-29 30-34 35-39 40-44 45-49 50-54 55-59 60-64 65-69 70-74 75-79 80-84 0% 2% 4% 6% 8% 10% 12%

Gender

53%	47%
Female	

Male

Disability / Long-term health

8%	41%	51%
Disabl	ed erm health condition	Not disabled/no health problems
Ethnic	city	

	80%		9%	4%
White Asian	Black Mixed	Other		



The charity for your community