01/04/2020 to 31/03/2021

Key statistics for clients helped in Cove & Southwood



| Summary | Summa | ry |
|---------|-------|----|
|---------|-------|----|

| 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