01/04/2020 to 31/03/2021

Key statistics for clients helped in Knellwood

citizens advice Rushmoor

Summary

Clients	97
Quick client contacts	
Issues	423
Activities	529
Cases	120
Outcomes	

Outcomes

£20,307

Channel (Client and third party)

21% Adr 112	min		
17% Em 91	nail		
47% Telephone 247			
In person	Letter		
Telephone	Other		
Advicelin	Admin		
Web chat			

Issues		
	Issues	Clients
Benefits & tax credits	96	29
Benefits Universal Credit	77	23
Consumer goods & services	5	3
Debt	61	13
Discrimination & Hate & GVA	3	1
Education	2	2
Employment	25	13
Financial services & capability	15	9
Health & community care	14	7
Housing	51	20
Immigration & asylum	10	6
Legal	9	8
Other	12	8
Relationships & family	28	14
Tax	4	3
Travel & transport	4	4
Utilities & communications	7	2
Grand Total	423	

Top benefit issues



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 80-84 85-89 0% 2% 4% 6% 8% 10% 12% 14% 16%

58% 42% Female Male Disability / Long-term health 54% S% 41% 54% Disabled Not disabled/no health problems Ethnicity

Gender

	89%	11%
Asian White		



The charity for your community