01/04/2020 to 31/03/2021

Key statistics for clients helped in Wellington

citizens advice Rushmoor

Summary

Clients	202
Quick client contacts	
Issues	790
Activities	979
Cases	236

Outcomes

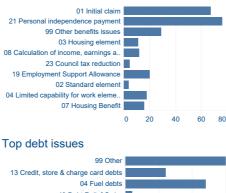
£57,120

Channel (Client and third party)

14% Admin 135
29% Email 280
45% Telephone 439
In person 📃 Letter
Telephone Other
Advicelin Admin
Web chat
Email

	Issues	Clients
Benefits & tax credits	191	63
Benefits Universal Credit	124	49
Consumer goods & services	10	6
Debt	77	33
Discrimination & Hate & GVA	15	9
Education	4	3
Employment	66	30
Financial services & capability	23	14
Health & community care	9	8
Housing	107	41
Immigration & asylum	32	16
Legal	17	10
Other	37	25
Relationships & family	47	24
Тах	4	3
Travel & transport	6	4
Utilities & communications	21	8
Grand Total	790	

Top benefit issues



13 Credit, store & charge card debts				
04 Fuel debts				
49 Debt Relief Order				
16 Water supply & sewerage debts				
08 Rent arrears - private landlords				
17 Unpaid parking penalty & cong. ch				
14 Unsecured personal loan debts				
07 Rent arrears - housing associations				
	0	5	1	0

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% 3% 6% 9% 12% 15% 18% 21%

53% 47% Female Male

Disability / Long-term health

Gender

15

33%	63%			
Disabled Not disabled/no health problem Long-term health condition				
Ethnicity				
50%	29% 13% 5%			

White	Black	Other	
Asian	Mixed		



The charity for your community