

# Key Statistics

Citizens Advice Mole Valley (member)

03/04/2018 29/03/2019



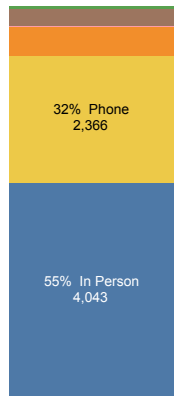
## Summary

<b>Clients</b>	<b>3,035</b>
<b>Quick client contacts</b>	<b>455</b>
<b>Issues</b>	<b>14,901</b>
<b>Activities</b>	<b>7,348</b>
<b>Cases</b>	<b>3,660</b>

## Outcomes

Income gain	£654,594
Re-imbursments, services, loans	£34,096
Debts written off	£112,955
Repayments rescheduled	£2,450

## Channel

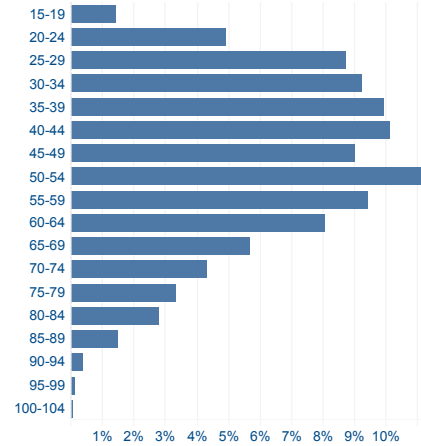


■ In person  
■ Letter  
■ Phone  
■ Email  
■ Webchat  
■ Other

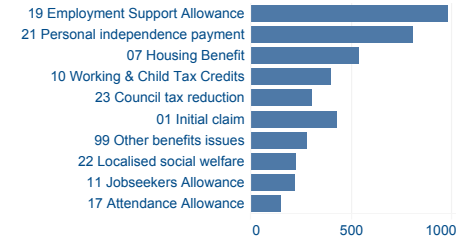
## Issues

Issues	Issues	Clients
Benefits & tax credits	4,699	1,120
Benefits Universal Credit	645	265
Consumer goods & services	500	234
Debt	1,783	433
Discrimination	215	118
Education	54	33
Employment	1,222	436
Financial services & capability	548	208
Health & community care	317	142
Housing	1,457	603
Immigration & asylum	248	99
Legal	706	374
Other	599	263
Relationships & family	1,182	486
Tax	206	116
Travel & transport	212	135
Utilities & communications	308	122
<b>Grand Total</b>	<b>14,901</b>	

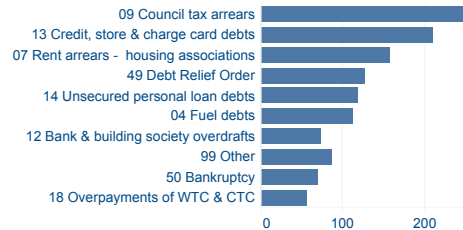
## Age



## Top benefit issues



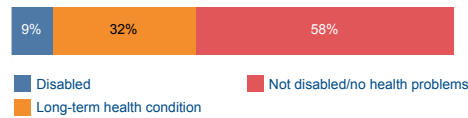
## Top debt issues



## Gender



## Disability / Long-term health



## Ethnicity

