Key Statistics

Citizens Advice Mole Valley (member)

01/04/2020 31/03/2021

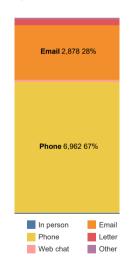


Summary

Clients	4,666		
Oviets alient contacts	328		
Quick client contacts	328		
Issues	19,003		
	,,,,,,		
Activities	10,415		
Cases	4,924		

Outcomes	
Income gain	£306,577
Re-imbursements, services, loans	£15,627
Debts written off	£127,542
Repayments rescheduled	£0
Other	£3,786

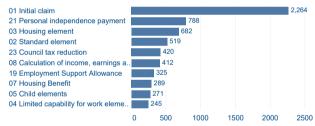
Channel



Issues

	Issues	Clients
Benefits & tax credits	3,299	1,252
Benefits Universal Credit	4,760	1,489
Consumer goods & services	657	332
Debt	1,596	377
Discrimination & Hate & GVA	245	138
Education	75	43
Employment	2,039	779
Financial services & capability	619	197
Health & community care	346	170
Housing	2,085	844
Immigration & asylum	256	124
Legal	703	411
Other	607	316
Relationships & family	1,127	479
Tax	128	83
Travel & transport	266	155
Utilities & communications	195	87
Grand Total	19,003	

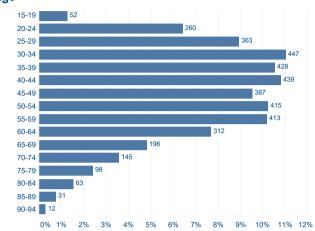
Top benefit issues



Top debt issues

50 Bankruptcy						174
99 Other					155	
13 Credit, store & charge card debts				14	43	
49 Debt Relief Order				131		
09 Council tax arrears				121		
14 Unsecured personal loan debts			86			
04 Fuel debts			83			
07 Rent arrears - housing associations		72	2			
40 3rd party debt collection excl. bailiffs		60				
12 Bank & building society overdrafts		58				
	0	50	100	18	50	200

Age



Gender

Asian

Mixed

