

Key Statistics

Citizens Advice Mole Valley (memb..

2017-18

Q1
Q2
Q3
Q4



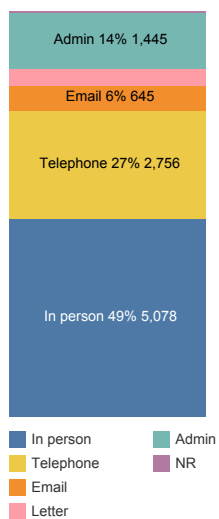
Summary

| | |
|-----------------------|--------|
| Clients | 3,085 |
| Quick client contacts | 303 |
| Issues | 15,040 |
| Activities | 10,391 |
| Cases | 4,211 |

Outcomes

| | |
|----------------------------------|----------|
| Income gain | £442,064 |
| Re-imbursements, services, loans | £19,330 |
| Debts written off | £138,273 |
| Repayments rescheduled | £14,453 |

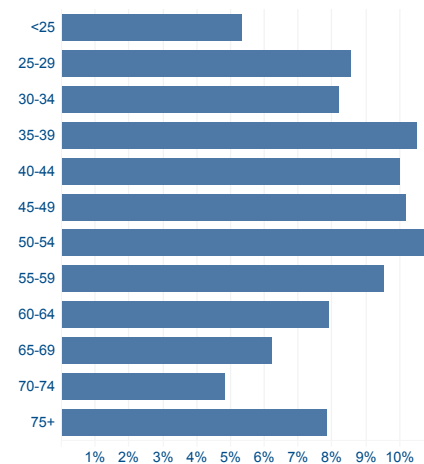
Channel



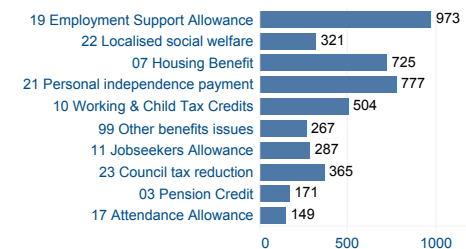
Issues

| Issues | Clients |
|---------------------------------|---------------|
| Benefits & tax credits | 5,381 |
| Benefits Universal Credit | 114 |
| Consumer goods & services | 391 |
| Debt | 2,093 |
| Discrimination & Hate & GVA | 236 |
| Education | 56 |
| Employment | 1,087 |
| Financial services & capability | 568 |
| Health & community care | 329 |
| Housing | 1,481 |
| Immigration & asylum | 166 |
| Legal | 637 |
| Other | 735 |
| Relationships & family | 1,069 |
| Tax | 150 |
| Travel & transport | 189 |
| Utilities & communications | 358 |
| Grand Total | 15,040 |

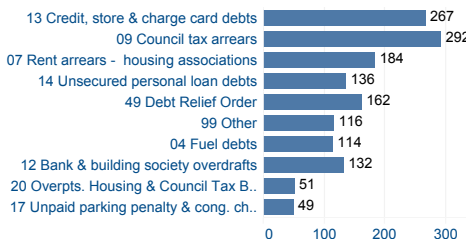
Age



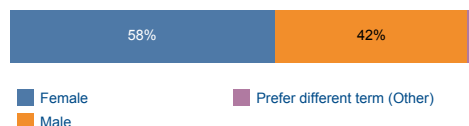
Top benefit issues



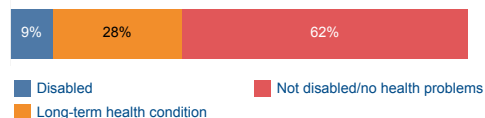
Top debt issues



Gender



Disability / Long-term health



Ethnicity

