

# ITEM 8 – CITIZENS ADVICE NEW FOREST – ADDITIONAL APPENDIX

## Key Statistics

New Forest (member)

01/04/2019 31/03/2020



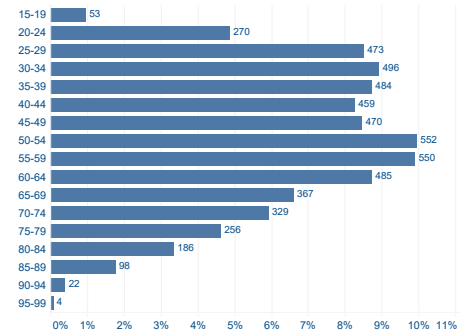
### Summary

<b>Clients</b>	<b>5,889</b>
<b>Quick client contacts</b>	<b>992</b>
<b>Issues</b>	<b>16,045</b>
<b>Activities</b>	<b>15,842</b>
<b>Cases</b>	<b>6,433</b>
<b>Outcomes</b>	
Income gain	£147,142
Re-imburements, services, loans	£12,935
Debts written off	£185,562
Repayments rescheduled	£6,162
Other	£51,463

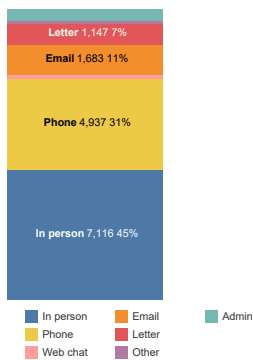
### Issues

Issues	Clients
Benefits & tax credits	1,354
Benefits Universal Credit	738
Consumer goods & services	412
Debt	670
Discrimination & Hate & GVA	73
Education	87
Employment	806
Financial services & capability	239
Health & community care	214
Housing	888
Immigration & asylum	124
Legal	516
Other	303
Relationships & family	869
Tax	111
Travel & transport	184
Utilities & communications	174
<b>Grand Total</b>	<b>16,045</b>

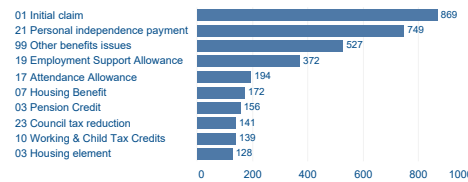
### Age



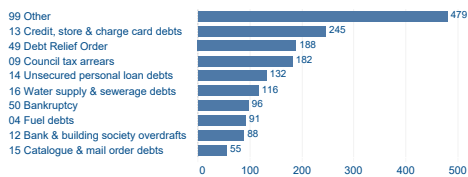
### Channel



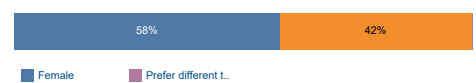
### Top benefit issues



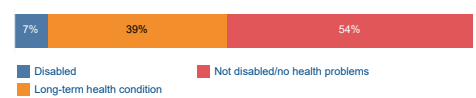
### Top debt issues



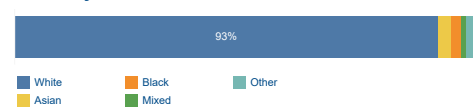
### Gender



### Disability / Long-term health



### Ethnicity





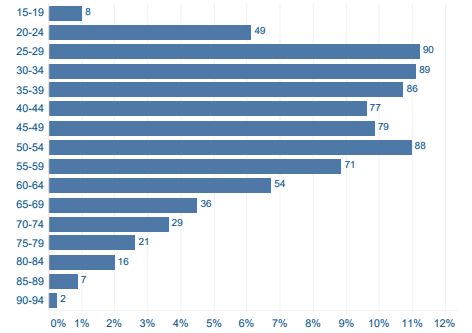
## Summary

<b>Clients</b>	<b>847</b>
<b>Quick client contacts</b>	<b>88</b>
<b>Issues</b>	<b>2,030</b>
<b>Activities</b>	<b>1,992</b>
<b>Cases</b>	<b>752</b>
<b>Outcomes</b>	
Income gain	£11,770
Debts written off	£47,417
Repayments rescheduled	£542
Other	£1,180

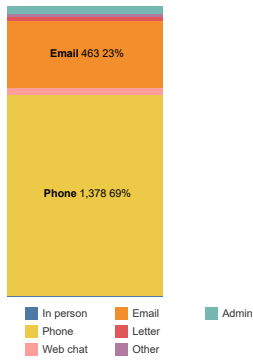
## Issues

Issues	Clients
Benefits & tax credits	123
Benefits Universal Credit	151
Consumer goods & services	35
Debt	66
Discrimination & Hate & GVA	10
Education	4
Employment	208
Financial services & capability	31
Health & community care	42
Housing	97
Immigration & asylum	8
Legal	42
Other	65
Relationships & family	86
Tax	9
Travel & transport	24
Utilities & communications	20
<b>Grand Total</b>	<b>2,030</b>

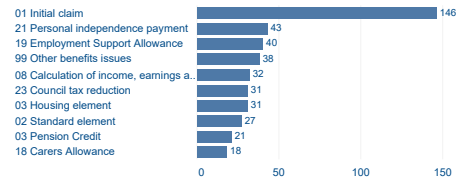
## Age



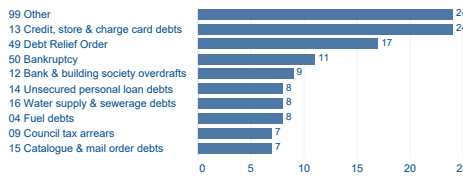
## Channel



## Top benefit issues



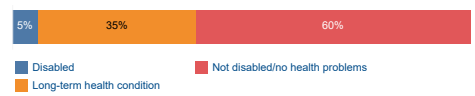
## Top debt issues



## Gender



## Disability / Long-term health



## Ethnicity

