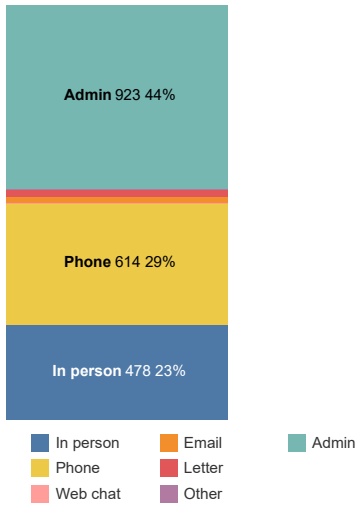


Summary

| | |
|---------------------------------|--------------|
| Clients | 371 |
| Quick client contacts | |
| Issues | 1,965 |
| Activities | 2,090 |
| Cases | 530 |
| Outcomes | |
| Income gain | £246,532 |
| Re-imbursments, services, loans | £888 |
| Debts written off | £98,954 |
| Other | £7,227 |

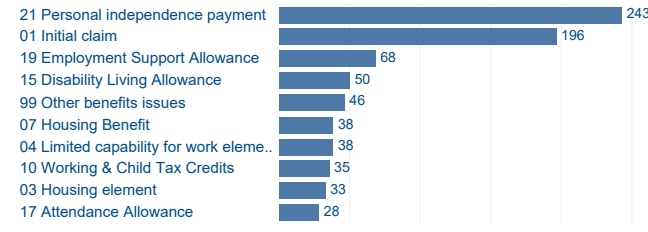
Channel



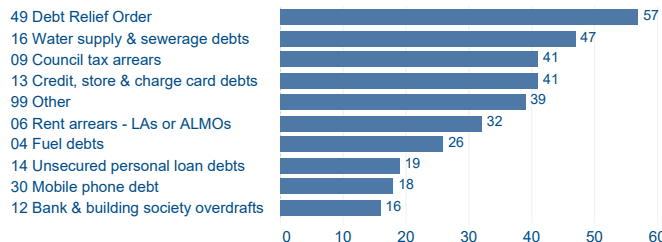
Issues

| Issues | Clients |
|---------------------------------|--------------|
| Benefits & tax credits | 168 |
| Benefits Universal Credit | 92 |
| Consumer goods & services | 18 |
| Debt | 73 |
| Discrimination & Hate & GVA | 6 |
| Education | 1 |
| Employment | 39 |
| Financial services & capability | 27 |
| Health & community care | 10 |
| Housing | 38 |
| Immigration & asylum | 6 |
| Legal | 21 |
| Other | 118 |
| Relationships & family | 37 |
| Tax | 7 |
| Travel & transport | 9 |
| Utilities & communications | 20 |
| Grand Total | 1,965 |

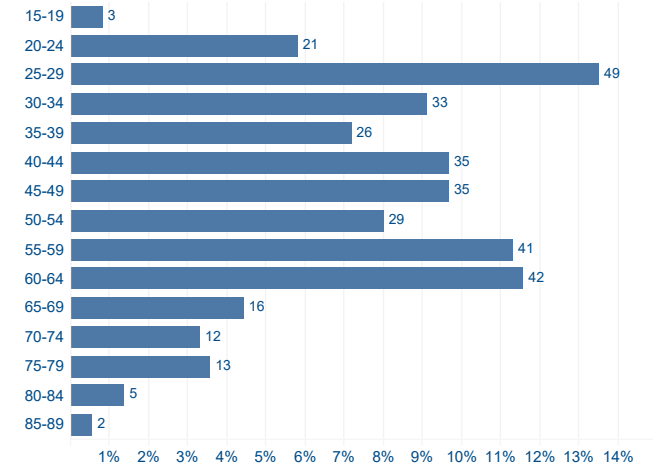
Top benefit issues



Top debt issues



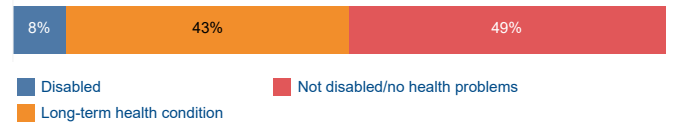
Age



Gender



Disability / Long-term health



Ethnicity

