

Q1 – 2020-21

Key Statistics

Citizens Advice North Somerset (m..

2020-21 Q1



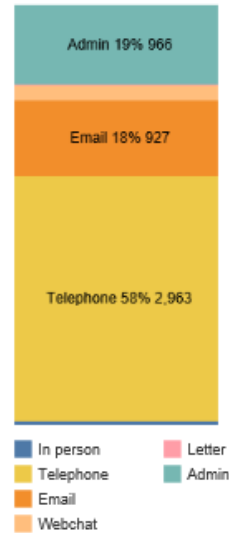
Summary

Clients	2,490
Quick client contacts	327
Issues	5,352
Activities	5,099
Cases	2,056

Outcomes

Income gain	£663,013
Re-imbursments, services, loans	£728
Debts written off	£105,649
Repayments rescheduled	£17,833

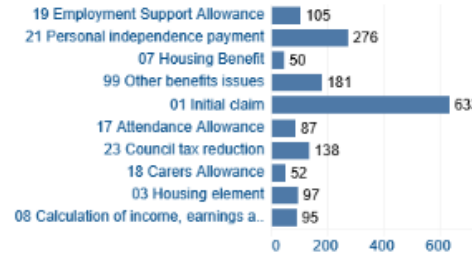
Channel



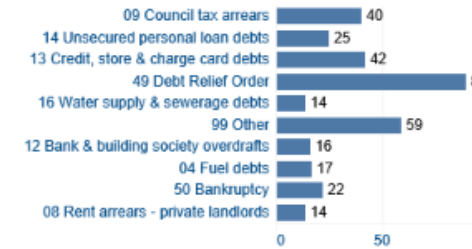
Issues

	Issues	Clients
Benefits & tax credits	1,110	548
Benefits Universal Credit	1,026	505
Consumer goods & services	182	84
Debt	438	187
Discrimination & Hate & GVA	43	31
Education	6	6
Employment	779	426
Financial services & capability	59	52
Health & community care	102	61
Housing	578	322
Immigration & asylum	73	47
Legal	297	169
Other	160	134
Relationships & family	306	189
Tax	44	32
Travel & transport	79	59
Utilities & communications	70	47
Grand Total	5,352	

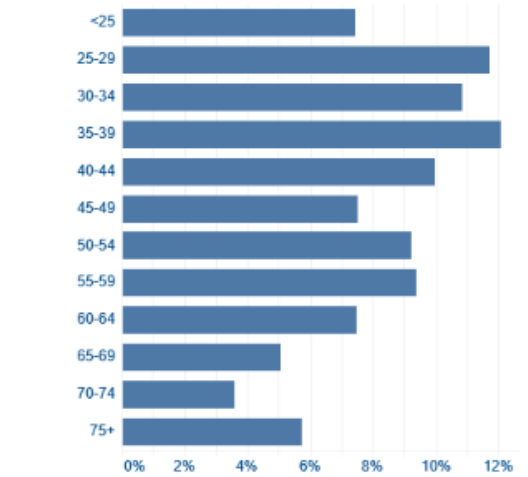
Top benefit issues



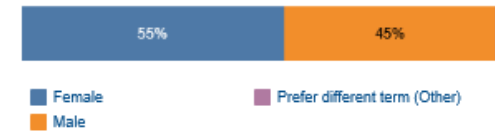
Top debt issues



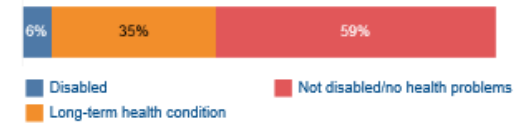
Age



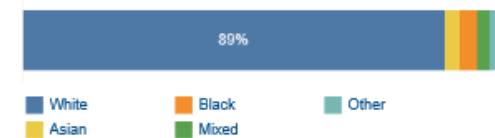
Gender



Disability / Long-term health



Ethnicity



Portishead Town Council

- Portishead East
- Portishead North
- Portishead South
- Portishead West

Issue (part 1) Select Count

Last year (12 months from report date)

	2019-20 Q2			2019-20 Q3			2019-20 Q4			2020-21 Q1			Grand Total
	July	August	September	October	November	December	January	February	March	April	May	June	
Benefits & tax credits	11	14	13	18	14	8	22	10	18	5	5	11	126
Benefits Universal Credit	8	9	8	13	8	1	15	7	13	5	6	8	86
Debt	3	10	7	11	7	6	8	7	6	1	2	5	60
Housing	6	11	4	3	8	4	5	3	5	4	5	5	60
Relationships & family	5	7	2	6	2	2	4	2	6	2	2	4	40
Employment	2	3	1	5	2	1	2	1	8	6	3	7	37
Legal		5	2	3	8	1	7	4	1		3	8	41
Consumer goods & services	2	3	2	4	3		2	5			2	1	23
Utilities & communications	4		1	1	3		2	1	1		2	1	13
Tax	2	1	3	2	1	2	1	3	2				17
Travel & transport	2	2	2	1	1		5	1	2		1	3	20
Immigration & asylum			1	1	2	1	2	2	1			2	12
Financial services & capability		1		1	1		4	3			1	3	14
Health & community care			2	1			2	3	2	2	1	3	13
Other	2	1	2		1		3	3	1	2	1	1	14
Discrimination & Hate & GVA	1					1			1	1			4
Education						1	2						3
Grand Total	34	41	33	47	45	23	50	32	39	20	21	38	327

Graph of issues for last period and previous period

