

Key Statistics

East Hertfordshire (member)

01/04/2018 28/03/2019



Summary

Clients	4,364
Quick client contacts	1,483
Issues	11,914
Activities	8,426
Cases	3,959

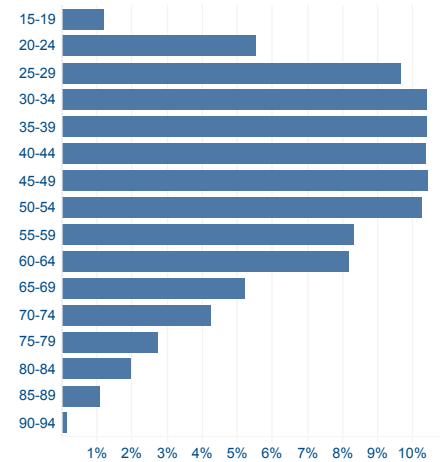
Outcomes

Income gain	£558,316
Re-imbursments, services, loans	£13,927
Debts written off	£11,816
Repayments rescheduled	£5,828

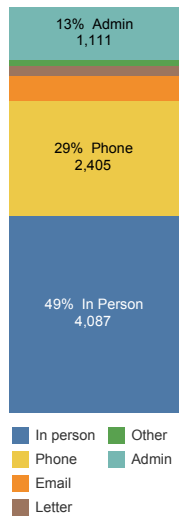
Issues

	Issues	Clients
Benefits & tax credits	3,396	1,430
Benefits Universal Credit	467	289
Consumer goods & services	468	210
Debt	1,402	528
Discrimination	89	58
Education	73	43
Employment	1,076	515
Financial services & capability	212	142
Health & community care	224	107
Housing	1,303	685
Immigration & asylum	212	113
Legal	740	402
Other	422	190
Relationships & family	1,208	631
Tax	192	128
Travel & transport	272	181
Utilities & communications	158	85
Grand Total	11,914	

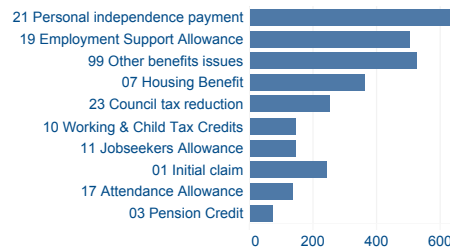
Age



Channel



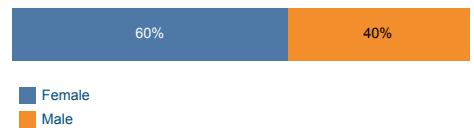
Top benefit issues



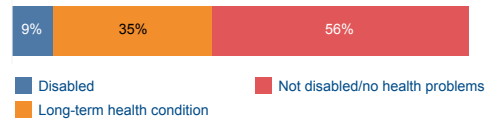
Top debt issues



Gender



Disability / Long-term health



Ethnicity

