

Analysis of Advice Station enquiries in 2014 - please note callers often have more than one enquiry

	2014 Total		Monthly average - 2014	
	Enquiry type	Additional support provided	Enquiry type	Additional support provided
Benefits & tax credits	972	161	81	13
Income Support	55	8	5	1
Pension Credit	26	6	2	0
Social Fund Loans-Budgeting	2	0	0	0
Housing Benefit	285	56	24	5
Child Benefit	36	5	3	0
Working & Child Tax Credits	89	15	7	1
Jobseekers Allowance	72	6	6	0
National Insurance	3	0	0	0
State Retirement Pension	12	1	1	0
Incapacity Benefit	5	1	0	0
Disability Living Allowance	36	8	3	1
DLA-Mobility Component	7	2	1	0
Attendance Allowance	9	1	1	0
Carers Allowance	18	2	1	0
Employment Support Allowance	121	22	10	2
Universal credit		0	0	0
Personal independence payment	30	7	3	1
Localised social welfare	5	1	0	0
Council tax reduction	43	8	4	1
Complaints	1	0	0	0
Other benefits issues	117	12	10	1
Consumer goods & services	200	4	17	1
Debt	710	280	59	23
Discrimination	21	1	2	0
Education	46	2	4	0
Employment	540	11	45	1
Financial services & capability	26	1	2	0
Health & community care	45	3	4	0
Housing	1,083	68	90	5
Actual homelessness	27	2	2	0
Threatened homelessness	110	16	9	1
LA homelessness service	12	1	1	0
Access to & provision of accomm	47	1	4	0
Local Authority housing	169	15	14	1
Housing association property	139	17	12	2
Private sector rented property	376	8	31	0
Owner occupier property	51	0	4	0
Environmental & neighbour issues	37	3	3	0
Other housing issues	115	5	10	1
Immigration & asylum	162	3	14	1
Legal	287	6	24	1
Other	82	4	7	0
Relationships & family	287	3	24	0
Tax	55	8	5	1
Travel & transport	45	3	4	0
Utilities & communications	42	1	4	1
Grand Total	4,603	559	386	47
Number of calls (new enquiries only)	3,421		285	

Enquiry type shows the numbers of discrete issues or aspects of a problem discussed on a call NOT the numbers of calls.

Additional support provided means that an appointment was made at the CAB

Advice Station is unable to identify specific reasons why further assistance did not take place but likely reasons include:

the client receiving all the help they needed in the phone call, the client being signposted elsewhere, the client not showing for their appointment