

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

	January 2015		February 2015		March 2015		April 2015		May 2015		June 2015		Jul-15	
	Enquiry type	Additional support provided	Enquiry type	Additional support provided	Enquiry type	Additional support provided	Enquiry type	Additional support provided	Enquiry type	Additional support provided	Enquiry type	Additional support provided	Enquiry type	Additional support provided
Benefits & tax credits	150	56	124	49	174	60	119	48	132	36	106	42	101	39
Income Support	6	2	9	3	4	2	3	2	11	5	3	0	2	1
Pension Credit	4	2	4	2	3	1	1	0	3	3	3	0	4	3
Social Fund Loans-Budgeting	0	0	0	0	2	0	1	1	0	0	0	0	2	0
Housing Benefit	46	20	41	20	59	25	43	19	45	15	28	16	33	17
Benefit cap													1	0
Child Benefit	7	3	2	1	7	1	4	1	4	1	1	0	1	0
Working & Child Tax Credits	11	5	12	5	15	3	12	2	10	4	12	3	6	0
Jobseekers Allowance	7	2	7	3	7	2	8	2	1	0	9	1	6	4
National Insurance	0	0	1	0	0	0	0	0	0	0	0	0	0	0
State Retirement Pension	1	0	1	0	2	0	2	1	0	0	1	0	1	0
Incapacity Benefit	1	1	1	1	0	0	1	0	1	0	0	0	0	0
Disability Living Allowance	10	6	5	2	9	2	0	0	4	0	1	0	0	0
DLA-Mobility Component	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Attendance Allowance	0	0	0	0	0	0	1	0	1	0	2	2	0	0
Carers Allowance	1	1	0	0	2	1	0	0	3	0	1	0	1	0
Employment Support Allowance	26	9	12	3	29	10	18	8	15	3	17	10	14	5
Universal credit	2	1	2	0	1	0	2	0	0	0	2	0	1	0
Personal independence payment	7	1	3	2	3	3	5	3	7	0	7	5	5	1
Localised social welfare	1	1	1	0	0	0	1	1	0	0	0	0	0	0
Council tax reduction	4	0	3	1	4	1	5	3	8	3	1	0	9	3
Complaints	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Other benefits issues	16	2	20	6	26	9	12	5	19	2	18	5	15	4
Consumer goods & services	22	1	23	4	23	4	22	0	8	1	10	2	5	2
Debt	77	39	64	30	123	42	67	14	51	21	54	37	88	36
Discrimination	4	0	6	1	8	0	1	0	3	0	1	0	6	1
Education	2	0	4	1	4	1	5	0	6	1	6	0	3	0
Employment	66	2	51	7	79	14	62	1	36	0	33	3	40	4
Financial services & capability	3	0	13	5	26	7	5	4	5	0	4	3	9	4
Health & community care	5	0	6	2	6	0	2	0	4	0	2	1	1	0
Housing	116	23	130	26	153	21	121	15	93	11	96	22	86	8
Actual homelessness	9	2	2	0	4	0	7	0	4	1	3	0	2	1
Threatened homelessness	8	3	14	2	13	2	5	0	7	1	9	2	7	1
LA homelessness service	1	0	1	1	2	0	4	0	2	0	6	2	1	0
Access to & provision of accomm	4	0	3	1	9	2	7	0	6	0	7	1	2	0
Local Authority housing	19	6	33	6	28	5	24	3	19	3	16	4	9	1
Housing association property	9	2	23	7	20	4	18	5	16	2	10	2	15	4
Private sector rented property	49	5	42	7	54	7	35	3	23	3	31	8	39	1
Owner occupier property	5	0	2	1	9	0	3	1	2	0	3	1		0
Environmental & neighbour issues	3	1	3	1	3	0	8	1	2	1	8	1	4	0
Other housing issues	9	4	7	0	11	1	10	2	12	0	3	1	7	0
Immigration & asylum	12	0	11	1	15	5	14	0	12	1	13	2	10	0
Legal	26	2	23	3	35	2	36	3	21	1	15	1	20	2
Other	5	0	3	0	16	1	18	3	4	1	2	1	9	2
Relationships & family	25	2	33	1	47	4	19	0	17	3	16	1	27	0
Tax	7	1	3	0	10	3	8	3	4	2	2	0	3	0
Travel & transport	3	0	6	2	3	0	2	1	5	0	5	1	6	1
Utilities & communications	7	3	23	6	19	10	3	0	3	0	6	1	7	3
Grand Total	530	129	523	138	741	174	504	92	404	78	371	117	421	102
Number of calls (new enquiries only)	439		385		455		314		237		236		282	

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.

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

	Aug-15		Jan - Aug 2015	
	Enquiry type	Additional support provided	Enquiry type	Additional support provided
Benefits & tax credits	118	55	1,024	385
Income Support	3	0	41	15
Pension Credit	4	2	26	13
Social Fund Loans-Budgeting	0	0	5	1
Housing Benefit	29	12	324	144
Benefit cap	1	0	2	2
Child Benefit	5	3	31	10
Working & Child Tax Credits	11	4	89	26
Jobseekers Allowance	5	3	50	17
National Insurance	0	0	1	0
State Retirement Pension	0	0	8	1
Incapacity Benefit	0	0	4	2
Disability Living Allowance	4	2	33	12
DLA-Mobility Component	0	0	0	0
Attendance Allowance	1	1	5	3
Carers Allowance	1	0	9	2
Employment Support Allowance	26	10	157	58
Universal credit	0	0	10	1
Personal independence payment	8	5	45	20
Localised social welfare	0	0	3	2
Council tax reduction	4	4	38	15
Complaints	0	0	1	0
Other benefits issues	16	8	142	41
Consumer goods & services	8	1	121	15
Debt	56	34	580	253
Discrimination	3	0	32	2
Education	1	1	31	4
Employment	36	3	403	34
Financial services & capability	3	1	68	24
Health & community care	4	0	30	3
Housing	82	13	877	139
Actual homelessness	6	1	37	5
Threatened homelessness	6	2	69	13
LA homelessness service	2	0	19	3
Access to & provision of accomm	4	0	42	4
Local Authority housing	11	3	159	31
Housing association property	9	1	120	27
Private sector rented property	21	3	294	37
Owner occupier property	1	0	25	3
Environmental & neighbour issues	7	2	38	7
Other housing issues	15	1	74	9
Immigration & asylum	9	1	96	10
Legal	29	3	205	17
Other	3	0	60	8
Relationships & family	18	1	202	12
Tax	4	0	41	9
Travel & transport	7	1	37	6
Utilities & communications	5	2	73	25
Grand Total	386	116	3,880	946
Number of calls (new enquiries only)	201		2,066	

Enquiry type shows the numbers of discrete issues or as
 Additional support provided means that an appointment v
 Advice Station is unable to identify specific reasons why t
 the client receiving all the help they needed in the phone