

Key Statistics

Citizens Advice Newcastle (member)

01/04/2019 31/03/2020



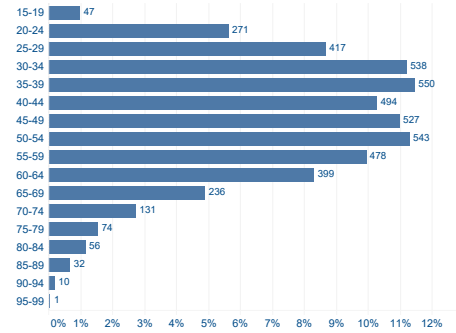
Summary

Clients	5,416
Quick client contacts	7,201
Issues	31,242
Activities	18,153
Cases	6,071
Outcomes	
Income gain	£1,642,365
Re-imburements, services, loans	£899
Debts written off	£582,611
Repayments rescheduled	£24,358
Other	£98,625

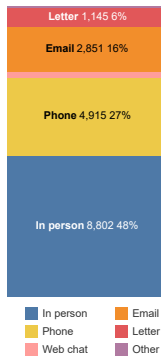
Issues

Issues	Clients
Benefits & tax credits	3,540
Benefits Universal Credit	5,719
Consumer goods & services	530
Debt	11,277
Discrimination & Hate & GVA	29
Education	128
Employment	946
Financial services & capability	1,439
Health & community care	172
Housing	1,244
Immigration & asylum	889
Legal	779
Other	1,531
Relationships & family	747
Tax	305
Travel & transport	196
Utilities & communications	1,771
Grand Total	31,242

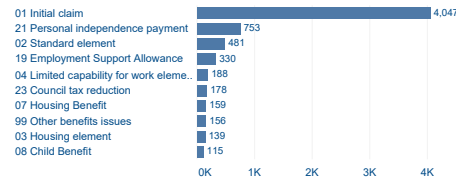
Age



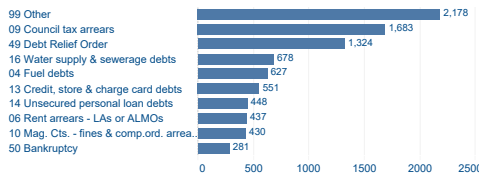
Channel



Top benefit issues



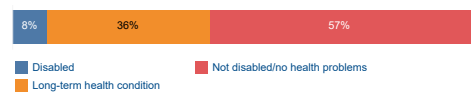
Top debt issues



Gender



Disability / Long-term health



Ethnicity

