Summary		Issues			Age		
			Issues	Clients	15-19	3	
lients	99	Benefits & tax credits	105	29	20-24	4	
		Benefits Universal Credit Consumer goods & services	98 13	25 7	25-29	4	
uick client contacts		Debt	119	25			
ssues	522	Education	1	1	30-34	•	
ssues	522	Employment	24	8	35-39	6	
Activities	603	Financial services & capability	54	19	40-44	7	
		GVA & Hate Crime	4	2	45-49	8	
Cases	131	Health & community care	1	1		•	
		Housing	29	20	50-54		
Outcomes		Immigration & asylum	5	2	55-59		9
		Legal	12	8	60-64		11
ncome gain	£57,517	Other	22	12	65-69	8	
Re-imbursements, services, loans	£1,030	Relationships & family	19	11			
Debts written off	£18,609	Tax	6	4	70-74	4	
Repayments rescheduled	£10,102	Travel & transport Utilities & communications	2 8	6	75-79	2	
Other	£17,153	Grand Total	522	U	0%	2% 4% 6% 8% 10	% 12% 14% 16%
41 7% 56 9%		01 Initial claim 21 Personal independence payment 19 Employment Support Allowance 28 General Benefit Entitlement 02 Standard element	20 16 15	51	Female	66%	34%
139 23%		23 Council tax reduction 03 Housing element 04 Limited capability for work eleme 99 Other benefits issues 07 Housing Benefit	12 10 8 7 7 10 20 30	40 50	Male	Long-term health	54%
50 8%		Top debt issues			Disabled	Not disabled/no heal	th problems
283 47%	Video Call Other Letter In person Web chat Email Adviceline Phone Telephone	13 Credit, store & charge card debts         49 Debt Relief Order         04 Fuel debts         09 Council tax arrears         48 Individual Voluntary Arrangement         99 Other Debt         06 Rent arrears - LAs or ALMOs         52 Breathing Space Moratorium         32 Debts to friends and family         60 Debt Assessment	10 10 9 7 6 5	21 19	<ul> <li>Long-term health</li> <li>Ethnicity</li> <li>White</li> <li>Asian</li> </ul>	96%	

The **Client** figure at the top left of the dashboard represents the total number of unique clients with one or more case notes in the period.

The number before the issue on the **Top benefit issues** chart, and **Top debt issues** chart is the code for the issue and does not represent the number of issues.

The **Quick client contacts** number is a count of Simple Queries. For example, we would record a simple query for someone who came in to an office, picked up a leaflet and left, but didn't need any in-depth advice or case management.

Because we don't ask for the clients address when completing a simple query, this will always be blank for a ward dashboard.