

Please get in touch if you require additional information on any of the data included in this report.

Headlines

- We saw **943 clients this quarter**, presenting with a total of **1821 issues**. An average of 1.9 issues per client.
- There were **245 housing-related issues**, including possession proceedings (Section 21 etc), disrepair, unaffordable rent & homelessness. An improvement from 308 the previous quarter.
- The dominant benefit issue recorded was that of Personal Independence Payment. We dealt with **195 PIP issues**.
- The top **debt** issue was Council Tax arrears where we had **24 issues**.
- We have commenced **Debt Assessments** to help clients identify issues, referring them on to a specialist debt adviser should they wish to address their debts.
- Our new **telephone adviceline handled 25%** of all clients, which increased from 7% last quarter. Volunteers are being trained to expand capacity further.



RISE Street Count

We work closely with other teams in the community. Earlier this year **Samuel Phillips** joined the **RISE team** for the local street count, helping to spread the word that ensuring that Citizens Advice is there to support them with a range of issues that street homeless clients face.

[Rise – Street Count](#)
[Citizens Advice Thanet](#)

Service Performance

Client issues:

We have recorded a **total of 1821 issues** in this quarter. The top 5 issues make up **68%** of this total:



Benefits
& Tax Credits

500



Housing

245



Benefits/
Universal Credit

187



Debt

157



Relationships
& Family

152

Reported financial outcomes are:

Income Gain	£125,233
Re-imbursements, services, loans	£1,800
Other	£2,508
TOTAL	£129,541

Client Profile



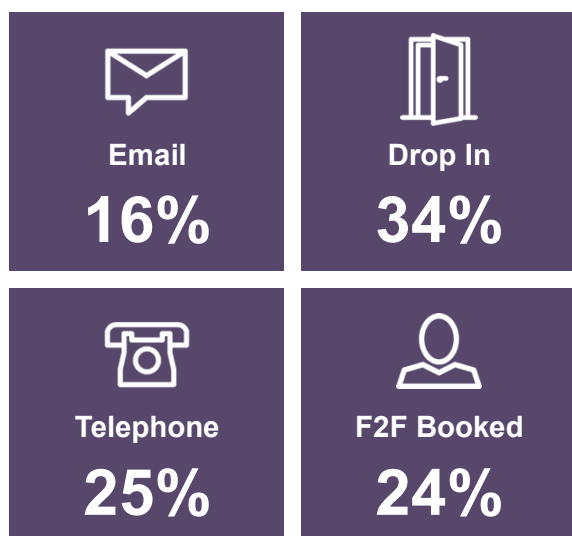
57% Female

43% Male

57% Identify as having long-term health conditions

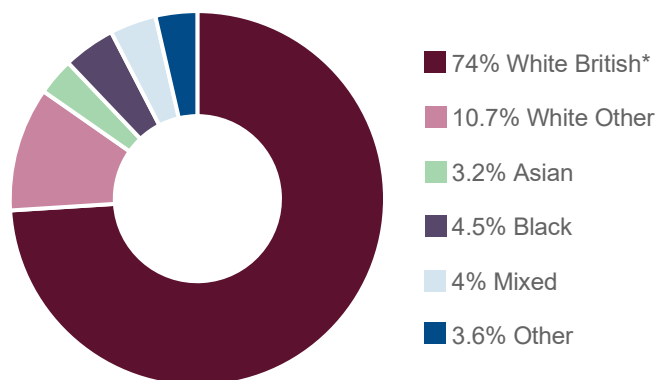
12% Identify as disabled

Clients assisted by channel[†]:



[†]First contact may lead to an interview for full assistance.

Ethnicity reported:



**The 2021 Census reported that Thanet is a predominantly White British population, at 93%. Of our clients, 74% identify as White British.*

Service Quality

Our services are reviewed each quarter by Citizens Advice national organisation to ensure we are meeting required standards.

Quality Advice Assessment (QAA)	Accuracy	Consistency
Client Outcome	Green	Green
Case Administration	Green	Green



Client Feedback

"I had a housing related issue regarding a house fire and I was having issues with my landlord. They [Citizens Advice] helped me get out of my contract through a clause and stop unnecessarily paying rent when we were already paying damages and going through insurance. They were superb in helping us and advising us in an incredibly difficult time."

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