Bulletin

Thanet Citizens Advice Quarterly Bulletin

July – September 2025

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

Headlines

- We saw **997 clients this quarter,** presenting with a total of **2264 issues.** An average of 2.3 issues per client (up from 1.9 last quarter).
- **Housing-related issues** are growing again, up 35% from 245 to **330,** including possession proceedings (Section 21 etc), disrepair, unaffordable rent & homelessness.
- The waiting time for **housing assessments** by Thanet District Council has improved from **28 to 16 weeks.**
- The dominant benefit issue recorded was that of **Localised Social Welfare, with 236 issues**. This is consistent with the rollout of the new Housing Support Fund. We dealt with **196 PIP issues.**
- The top **debt** issue was **Water Supply & Sewerage**, which may be due to the recent rise in water costs**.** We have agreed an improved **debt referral** process in collaboration with N&W Kent Citizens Advice.
- Our **telephone adviceline** continues to improve performance, handling **34% of all simple queries** last quarter. Volunteers are being trained to expand capacity further.

Community Outreach

Samantha Stone and Samuel Phillips take the Citizens Advice service out to a variety of venues across the district, including libraries, food banks, social cafes and other community spaces. The aim is to provide quality advice in approachable casual spaces. Ensuring everyone has an opportunity to get the help and advice they need.

They also attend community events to spread the word, such as the Birchington Multiagency day pictured here.

Community Outreach venues

Service Performance

Client issues:

We have recorded a **total of 2264 issues** in this quarter. The top 5 issues make up **72%** of this total:

Benefits & Tax Credits	Housing	Benefits/ Universal Credit	Legal	Relationships & Family
816	330	175	122	189

Reported financial outcomes are:

Income Gain	£178,006
Re-imbursements, services, loans	£17,155
Other	£16,079
TOTAL	**£211,240**

Client Profile

57% Female

43% Male

69% Identify as having long-term health conditions

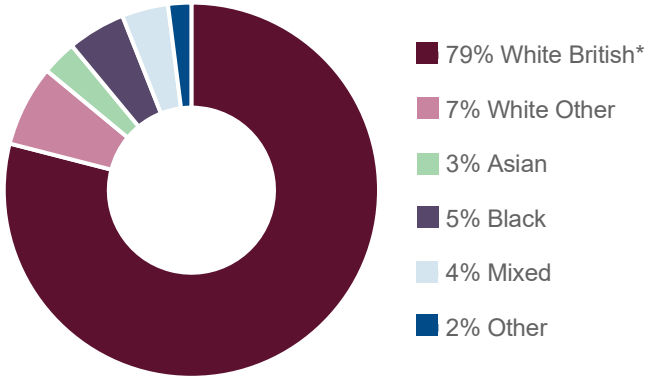
44% of these identify as disabled

Clients assisted by channel[+]:

Email 17%	Drop In 37%
Telephone 26%	F2F Booked 20%

[+]*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, 79% 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

At the Ukranian support group drop in we were able to help Latvina (not her real name) settle into her new life in the UK. She was in temporary accommodation and forced to move often. She has expressed her thanks for our help to get her son into school, set up her bills and payments, and provide support into social housing.

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