Bulletin

Thanet Citizens Advice Quarterly Bulletin

October – December 2025

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

Headlines

- We saw **936 clients this quarter,** presenting with a total of **1951 issues.** An average of 2.1 issues per client (slightly down from 2.3 last quarter).
- **Housing-related issues** down from 330 to 280**,** 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 **Personal Independent Payment, with 245 issues**. This was up from the previous quarters figure of **196 PIP issues.**
- Localised Social Welfare provided us with **192** issues. This was slightly down from the previous quarters figure of **236 issues.**
- The top **debt** issue was **other debt, credit store & charge card debts and Council Tax debts**
- Our **telephone adviceline** continues to handle calls from clients within Thanet, handling **27% of all simple queries** last quarter. Volunteers are being trained to expand capacity further.

Merger

We are pleased to be able to confirm that from 1st April 2026, our agency will formally merge with two other advice agencies, Canterbury Citizens Advice and Swale Citizens Advice.

We will be known as Citizens Advice North East Kent (CANEK). Each Office will continue to retain their own personal identity, which is important, as every community is different and will face different challenges. Jaime Cortinas (pictured above) is the Operations Manager for Thanet.

Service Performance

Client issues:

We have recorded a **total of 1951 issues** in this quarter. The top 5 issues make up **72%** of this total:

Benefits & Tax Credits	Housing	Benefits/ Universal Credit	Debt	Relationships & Family
732	280	142	123	126

Reported financial outcomes are:

Income Gain	£245,570
Re-imbursements, services, loans	£22,210
Debts written off	£200
Other	£23,648
TOTAL	**£291,628**

Clients assisted by channel[+]:

Email 25%	Drop In 38%
Telephone 17%	F2F Booked 20%

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

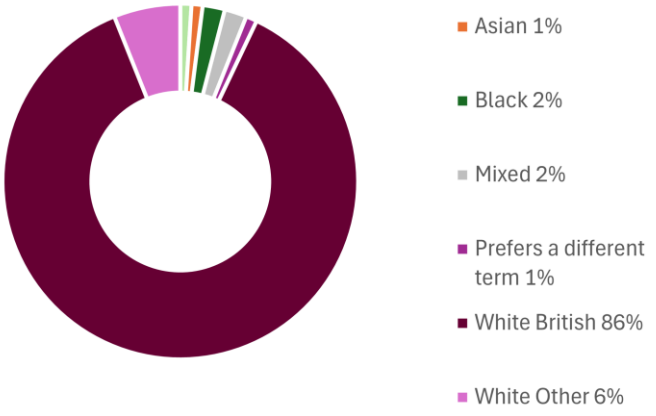
Client Profile

Female 53%

Male 47%

Identify as long-term health conditions or disabled 75%

Ethnicity Reported



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

"Very happy with the help I received from Citizens Advice and I would highly recommend them to anybody that requires assistance"

"If it wasn't for the advice I received I would have never of known that I was entitled to help"

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