

CAW Issues - Feb 23

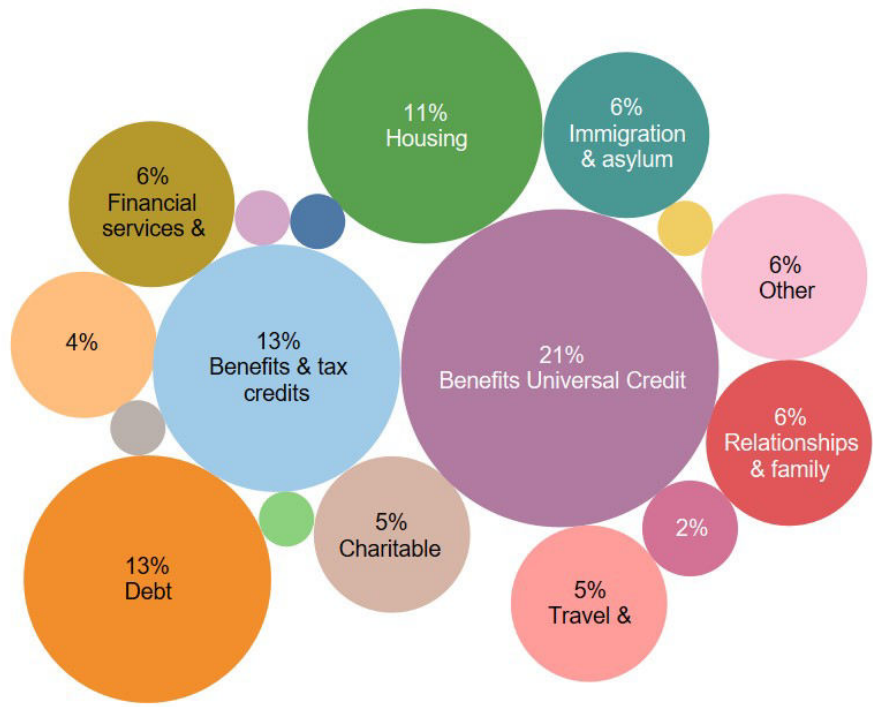
Item 5.1h

	2021-22			2022-23									Grand Total
	Q4			Q1			Q2			Q3			
	January	February	March	April	May	June	July	August	September	October	November	December	
Benefits & tax credits			5	2			1		1	1	1	1	11
Benefits Universal Credit	1	2	3	2	1		2	1			1		9
Charitable Support & Food Banks								1		1	2	2	5
Consumer goods & services		1											1
Debt	2	2	1		1		1				3	1	8
Education		1											1
Employment	2									1	1		4
Financial services & capability	2	2	3	1	1								7
GVA & Hate Crime			1										1
Health & community care						1							1
Housing	2	2	3	1					1				7
Immigration & asylum				1	2	1	1	1			1		2
Legal							1						1
Other	3	1	3										7
Relationships & family			2	1				2					5
Tax	1											2	3
Travel & transport	1			1			1		1				4
Grand Total	8	7	12	6	5	2	6	4	3	3	5	4	38

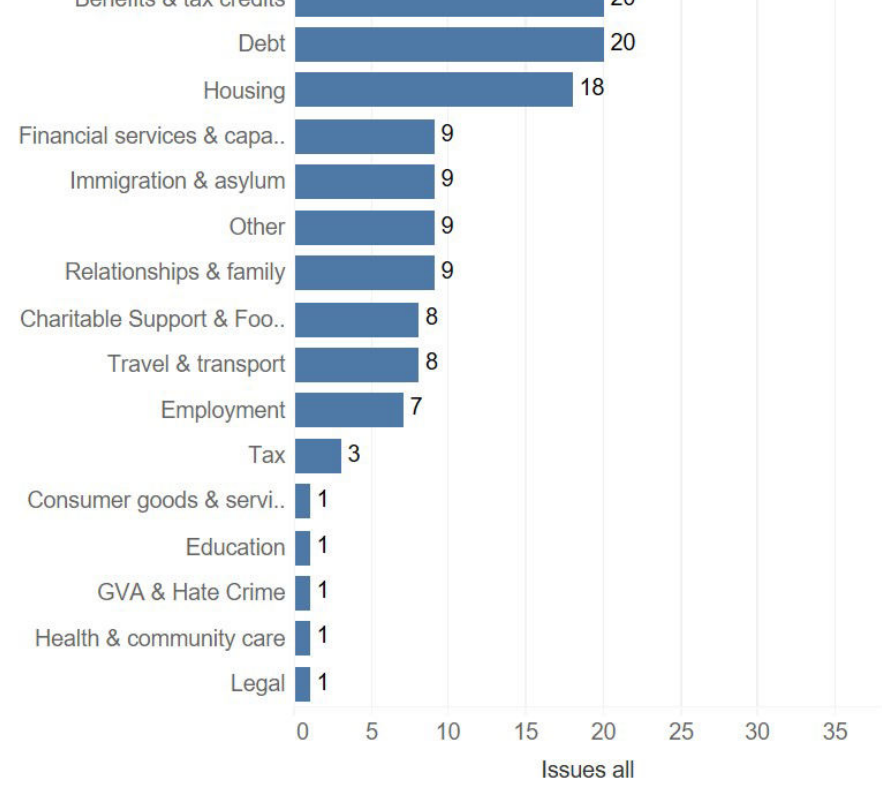
PRIME CHANNEL CLIENTS

Item 5.1h

	2021-22			2022-23											Grand Total
	Q4			Q1			Q2			Q3			Q4		
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	
In person	9	16	11	10	15	12	9	16	7	10	14	13	18	2	95
Adviceline Phone	6	4	4	4	2	3	3	1	2	2	4	3			38
Telephone	18	21	15	9	14	7	8	11	7	10	11	5	11		94
Email	13	13	12	9	13	9	7	12	6	7	13	5	8		88
Web chat	1								1						2
Admin	4	7	4	1	3	3	4	2	2	2	4	3	2		31
Letter	2	1	1		1	1					3	1	1		11
Other	1						1			1					3
Grand Total	34	36	31	25	31	23	20	27	18	23	26	21	30	2	186



- Benefits & tax credits
- Benefits Universal Credit
- Charitable Support & Food Banks
- Consumer goods & services
- Debt
- Education
- Employment
- Financial services & capability
- GVA & Hate Crime
- Health & community care
- Housing
- Immigration & asylum
- Legal
- Other
- Relationships & family
- Tax
- Travel & transport



Issues all