

Redditch Statistics

2021 – 2022

Q4

Client Numbers

(Clients are only counted only once per month even if they have contacted us a number of times during that month)

Month	Clients	Simple Queries	Total
April	193	52	245
May	192	48	240
June	218	64	282
Totals	603	164	767
July	211	35	246
August	212	47	259
September	239	24	263
Totals	662	106	768
October	201	29	230
November	217	15	232
December	162	7	169
Totals	580	51	631
January	254	16	270
February	243	28	271
March	248	27	275
Totals	745	71	816

*We are now able to pick up Redditch clients that have been helped by other offices. These numbers have been included to show all Redditch clients helped in the period

Appointments

When clients need further help with their advice issue, they are given an appointment with an adviser.

April - June	85
July - September	77
October - December	94
January - March	135

Visits to our Website

Number of people who have accessed our CABR website during this quarter was **1,475**.

Client Advice Issues

	Issues		Issues
Q1	1,306	Q3	1,410
Q2	1,494	Q4	1,631

Areas of Main Advice

	Benefits	U.C.	Employment	Debt	Housing	Relationships	Other	Totals
Q1	277	160	93	259	103	92	322	1,306
%	21%	13%	7%	20%	8%	7%	24%	100%
Q2	296	200	128	252	87	123	408	1,494
%	19%	12%	9%	18%	7%	9%	26%	100%
Q3	358	196	82	177	96	88	413	1,410
%	24%	14%	6%	13%	7%	6%	30%	100%
Q4	538	154	86	152	179	121	401	1,631
%	33%	10%	5%	9%	11%	7%	25%	100%

Appendix 1a



Redditch Statistics 2022 – 2023

Q1 April – June 2022 – 2023

Clients - Clients are only counted once per month even if they have contacted us a number of times during that month

No. Clients = 605

No. Simple Queries = 60

Total = 665

Partner Referrals = 25

Outcomes

Debts Managed = £158,281

Income gained = £40,137

Volunteers

Total no. = 26

Q1 April – June 2022

Clients

(Clients are only counted only once per month even if they have contacted us a number of times during that month)

Month	Clients	Simple Queries	Total
April	201	14	215
May	192	21	213
June	212	25	237
Totals	605	60	665

