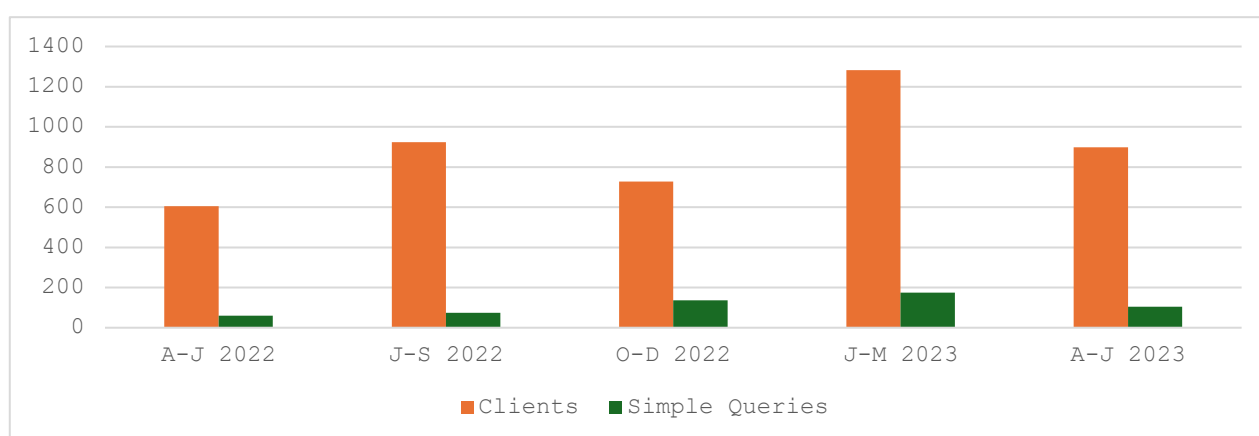


Redditch Q1 2023-2024 Report

Key Statistics

Number of unique clients using the service

	Clients	Simple Queries	Total
A-J 2022	605	60	665
J-S 2022	924	74	998
O-D 2022	727	137	864
J-M 2023	1283	175	1458
A-J 2023	899	105	1004

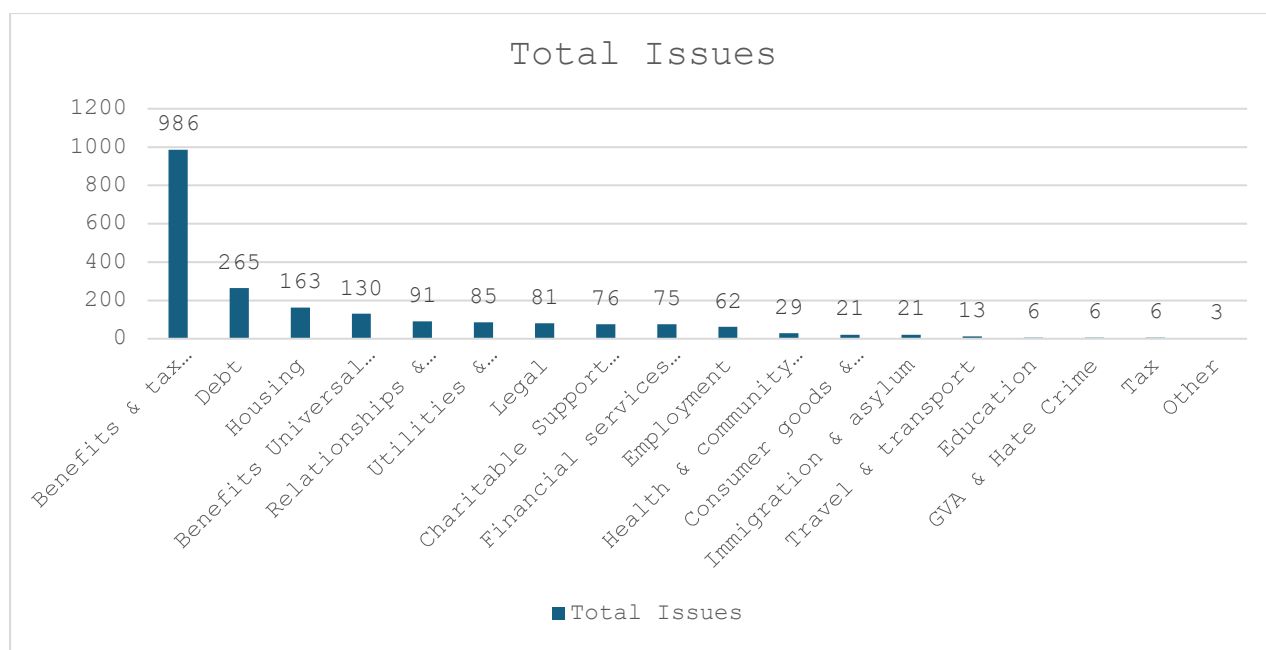


Outcomes

Income gained	£53,363
Re-imbursements, services, loans	£1,413
Debts managed	£253,101
Priority debts	£114,437
Non priority debt	£138,664
Average debt per client	£6,328
Foodbank Vouchers	156
Charitable Support Applications	123

Advice Types and Issue Totals

Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25



Total issues dealt with: 2119

Client Satisfaction Survey Results

*figures are how many clients responding to the question

How easy it was to contact our service?

Very easy	16
Easy	12
Difficult	0
Very Difficult	0

Do you feel more confident about finding information / advice in the future?

I am more confident I would know what to do on my own	16
I am more confident I would know where to get help	12
Not confident, I would only have some idea what to do	0
Not confident at all	0

Do you feel more confident about accessing information and advice online?

Already confident	5
More confident	17
no internet	2
not confident	4

Has our advice made a difference to your wellbeing or peace of mind?

Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25

A lot	13
Some	10
No difference	4
N/A	1

How happy were you with our service?

Very happy	22
Fairly happy	6
Unhappy	0
Very Unhappy	0

Would you recommend our service?

Yes	28
No	0

Feedback

“A very kind and understanding contact. First class service. Thank you so much Kind regard.”

“It is very nice to have help about situations that you never have been before and have someone direct you.”

“I think it's very good how you are helping with our bills.”

“Service excellent, [CAB representative] was very efficient, polite and knowledgeable. Prefer to come to C/Advice for help one to one. Please don't ever close this office, a great comfort to people ...”

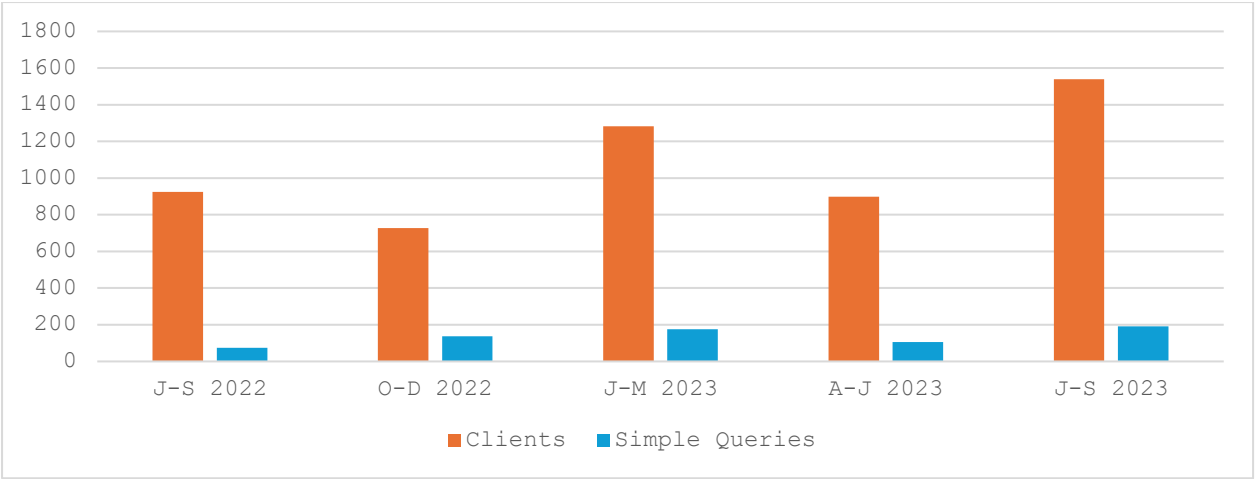
Redditch Q2 2023-2024 Report

Key Statistics

Number of unique clients using the service

	Clients	Simple Queries	Total
J-S 2022	924	74	998
O-D 2022	727	137	864
J-M 2023	1283	175	1458
A-J 2023	899	105	1004
J-S 2023	1539	191	1730

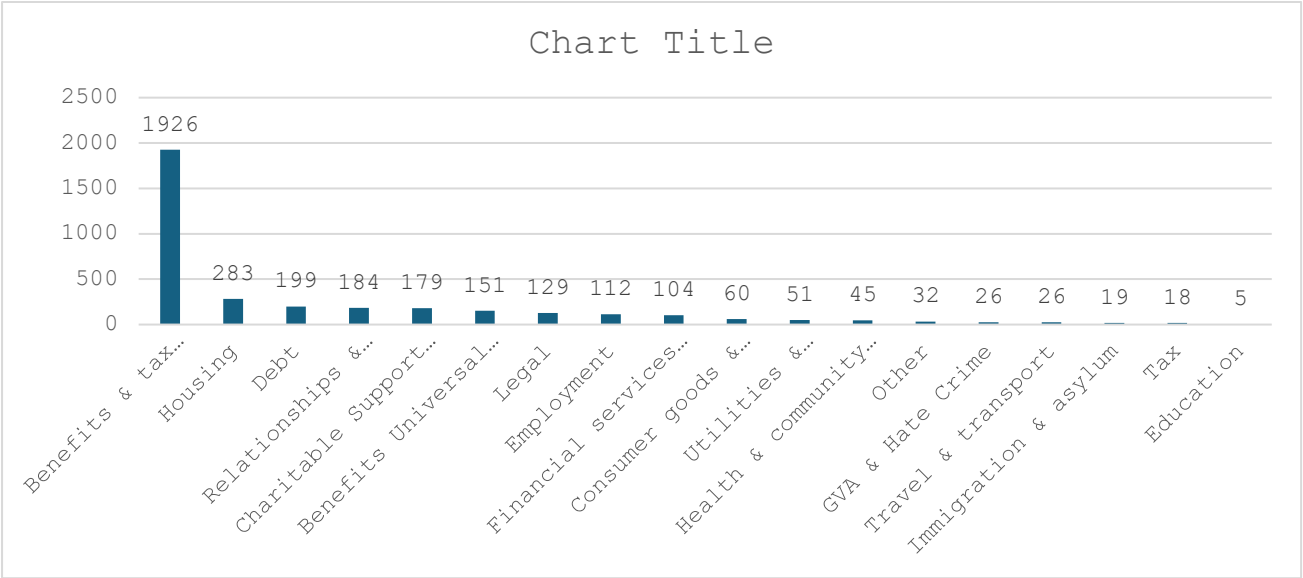
Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25



Outcomes

Income gained	£211,018
Re-imbursements, services, loans	£1,640
Debts managed	£354,692
Priority debts	£85,862
Non priority debt	£268,829
Foodbank Vouchers	78
Charitable Support Applications	99

Advice Types and Issue Totals



Total issues dealt with: 3549

Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25

Client Satisfaction Survey Results

*figures are how many clients responding to the question

How easy it was to contact our service?

Very easy	11
Easy	6
Difficult	2
Very Difficult	3

Do you feel more confident about finding information / advice in the future?

I am more confident I would know what to do on my own	1
I am more confident I would know where to get help	18
Not confident, I would only have some idea what to do	1
Not confident at all	1

Do you feel more confident about accessing information and advice online?

Already confident	2
More confident	7
no internet	1
not confident	8

Has our advice made a difference to your wellbeing or peace of mind?

A lot	10
Some	11
No difference	0
N/A	1

How happy were you with our service?

Very happy	14
Fairly happy	7
Unhappy	0
Very Unhappy	1

Would you recommend our service?

Yes	21
No	1

Feedback

Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25

“Very helpful & friendly people and advisors. It's been good & reassuring having your advisors to talk to.”

“The advice I received was very helpful. Thank you so much.”

“Thank you for the help received.”

“Very nice person and very nice guy to work with, please continue to help and support families.”

“I'm really very happy with all the helpful information that I have been given.”

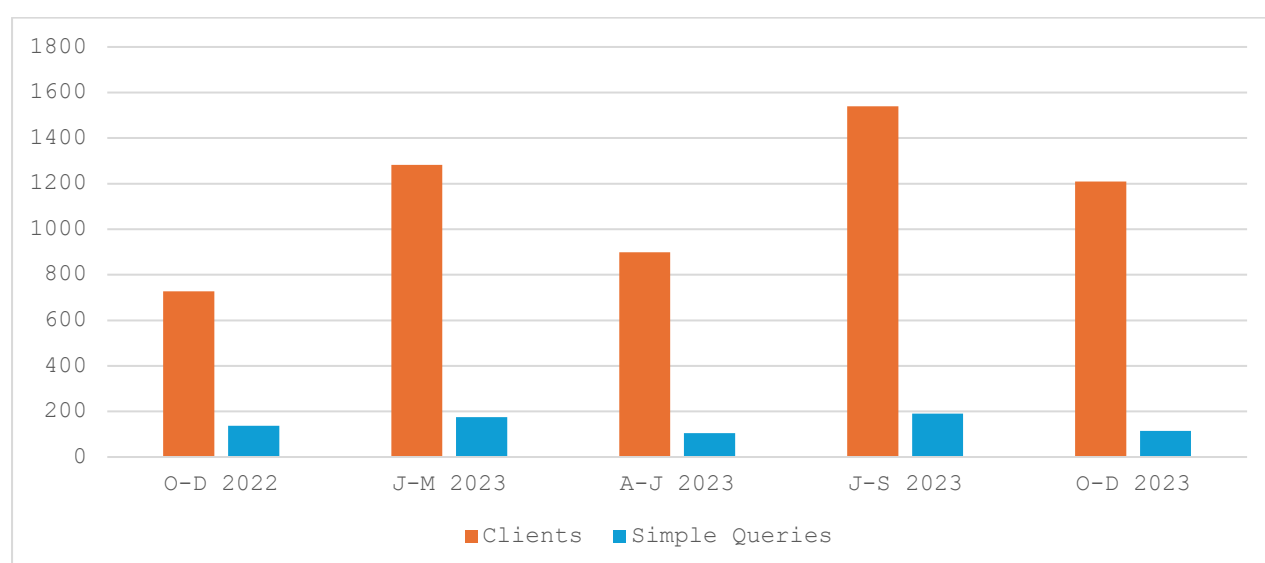
“Lovely [CAB representative] helped me understand what DWP have done. Lovely service from [CAB representative]. Going forward I shall be in touch. Thank you.”

Redditch Q3 2023-2024 Report

Key Statistics

Number of unique clients using the service

	Clients	Simple Queries	Total
J-S 2022	924	74	998
O-D 2022	727	137	864
J-M 2023	1283	175	1458
A-J 2023	899	105	1004
J-S 2023	1539	191	1730
O-D 2023	1209	114	1323

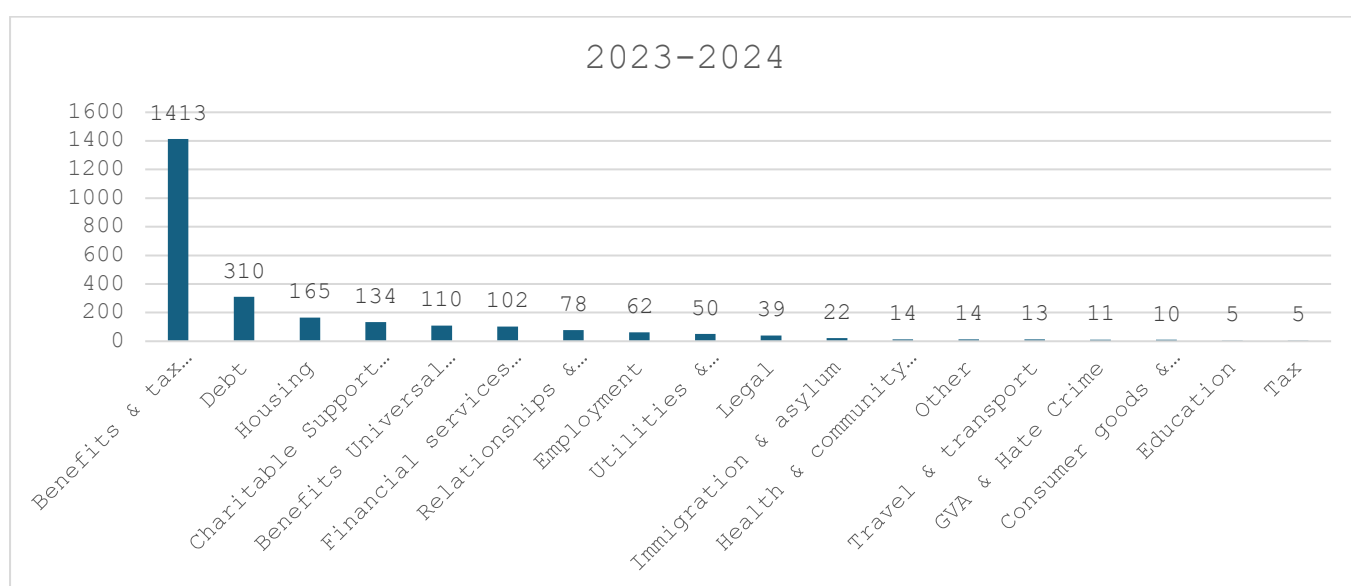


Outcomes

Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25

Income gained	£256,946
Re-imbursements, services, loans	£3,838
Debts managed	£213,897
Priority debts	£121,660
Non priority debt	£92,236
Foodbank Vouchers	78
Charitable Support Applications	99

Advice Types and Issue Totals



Total issues dealt with: **2557**

Client Satisfaction Survey Results

*figures are how many clients responding to the question

How easy it was to contact our service?

Very easy	7
Easy	11
Difficult	6
Very Difficult	2

Do you feel more confident about finding information / advice in the future?

I am more confident I would know what to do on my own	4
I am more confident I would know where to get help	13
Not confident, I would only have some idea what to do	0

Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25

Not confident at all	7
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Do you feel more confident about accessing information and advice online?

Already confident	6
More confident	7
no internet	3
not confident	7

Has our advice made a difference to your wellbeing or peace of mind?

A lot	9
Some	8
No difference	6
N/A	3

How happy were you with our service?

Very happy	17
Fairly happy	5
Unhappy	3
Very Unhappy	1

Would you recommend our service?

Yes	23
No	3

Feedback

"I feel a lot more confident in dealing with my financial situation"

"Very grateful for the help and support given"

"I have so far had two appointments, with more to come, and have been very pleased with the person's kindness, caring and understanding.... Thank You !!"

"Cannot thank you enough for all the support we have had from the service"

"Adviser was extremely helpful and knowledgeable, he gave me information and contact details which enabled me to resolve my issue"

"Thank you for being so patient and pleasant. That's exactly what you need from a service"

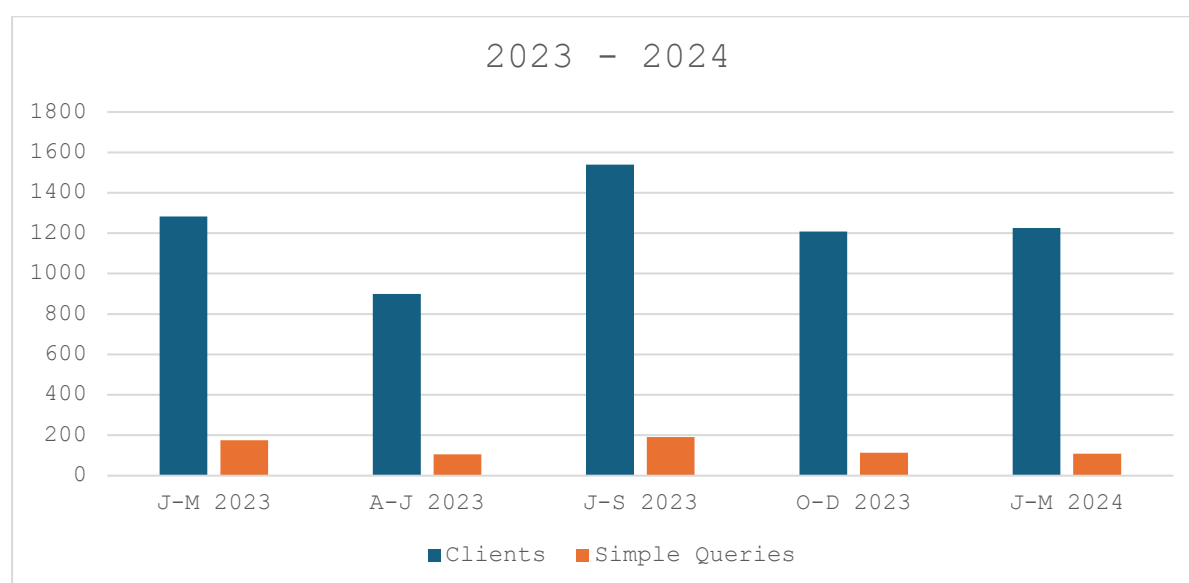
Redditch Q4 2023-2024 Report

Key Statistics

Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25

Number of unique clients using the service

	Clients	Simple Queries	Total
J-M 2023	1283	175	1458
A-J 2023	899	105	1004
J-S 2023	1539	191	1730
O-D 2023	1209	114	1323
J-M 2024	1,226	109	1,335

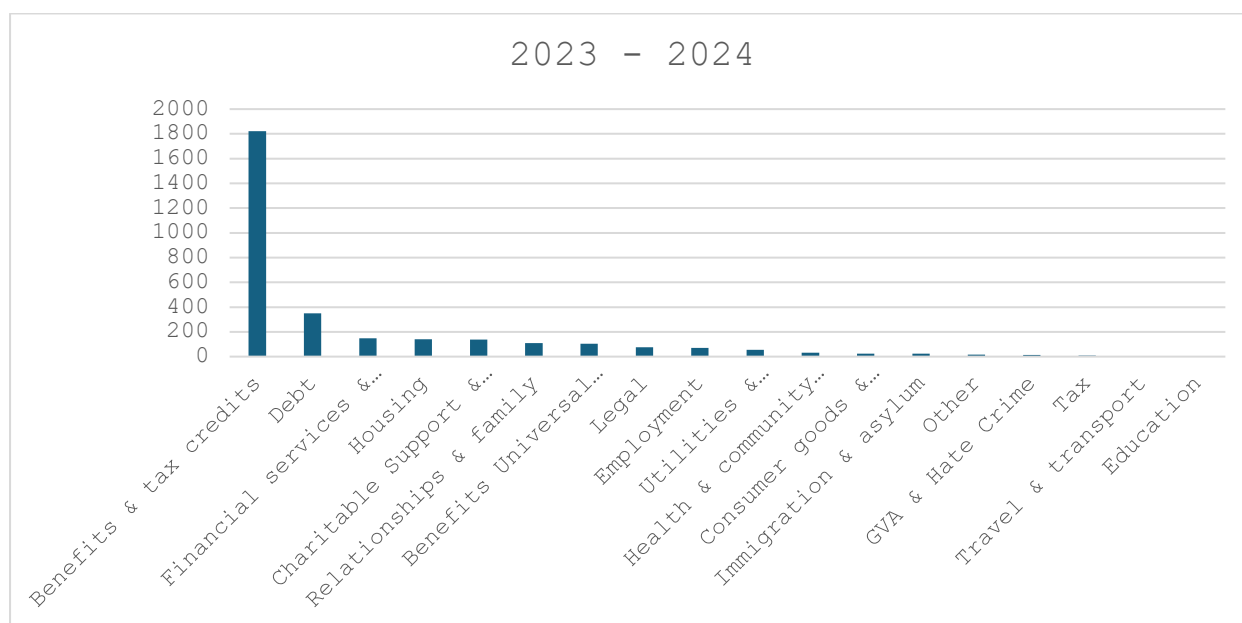


Outcomes

Income gained	£166,827
Re-imbursements, services, loans	£22,239
Debts managed	£175,872
Priority debts	£104,701
Non priority debt	£71,171
Foodbank Vouchers	72
Charitable Support Applications	52

Advice Types and Issue Totals

Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25



Total issues dealt with: **3138**

Client Satisfaction Survey Results

*figures are how many clients responding to the question
(151 sent to clients from CABR received 37)

How easy it was to contact our service?

Very easy	13
Easy	16
Difficult	7
Very Difficult	1

Do you feel more confident about finding information / advice in the future?

I am more confident I would know what to do on my own	7
I am more confident I would know where to get help	19
Not confident, I would only have some idea what to do	0
Not confident at all	9

Do you feel more confident about accessing information and advice online?

Already confident	8
More confident	14
no internet	1
not confident	13

Has our advice made a difference to your wellbeing or peace of mind?

Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25

A lot	11
Some	14
No difference	9
N/A	3

How happy were you with our service?

Very happy	23
Fairly happy	11
Unhappy	2
Very Unhappy	1

Would you recommend our service?

Yes	34
No	3

Feedback

"I feel a lot more confident in dealing with my financial situation"

"Very grateful for the help and support given"

"Cannot thank you enough for all the support we have had from the service"

"Adviser was extremely helpful and knowledgeable, he gave me information and contact details which enabled me to resolve my issue"

"Very helpful, thanks"

"Absolutely amazing, were really really helpful"

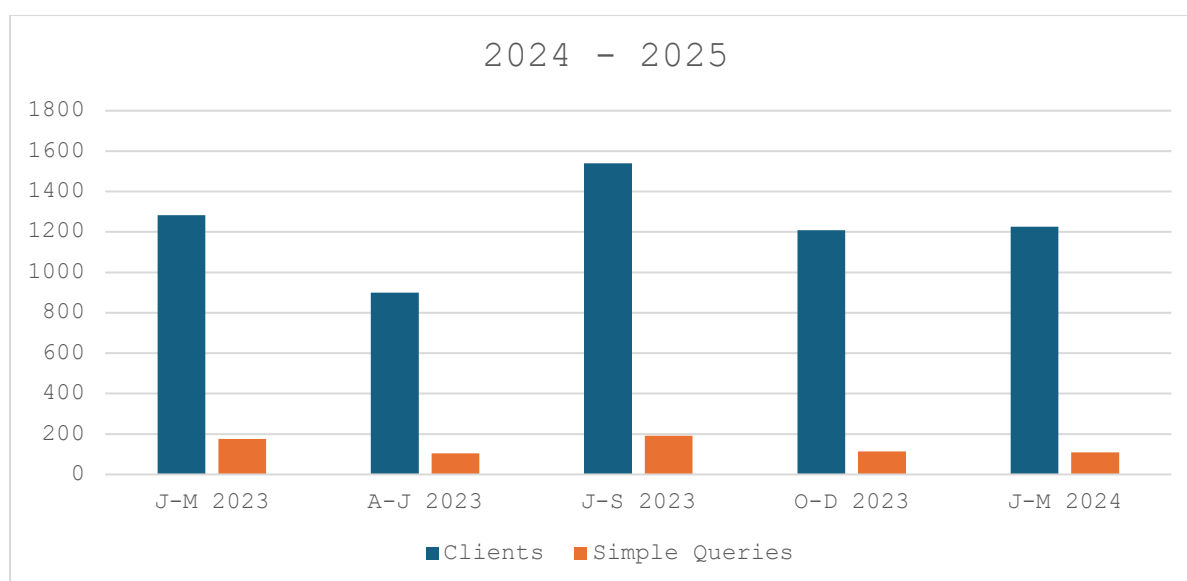
Redditch Q1 2024-2025 Report

Key Statistics

Number of unique clients using the service

	Clients	Simple Queries	Total
A-J 2023	899	105	1,004
J-S 2023	1,539	191	1,730
O-D 2023	1,209	114	1,323
J-M 2024	1,226	109	1,335
A-J 2024	959	205	1,164

Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25

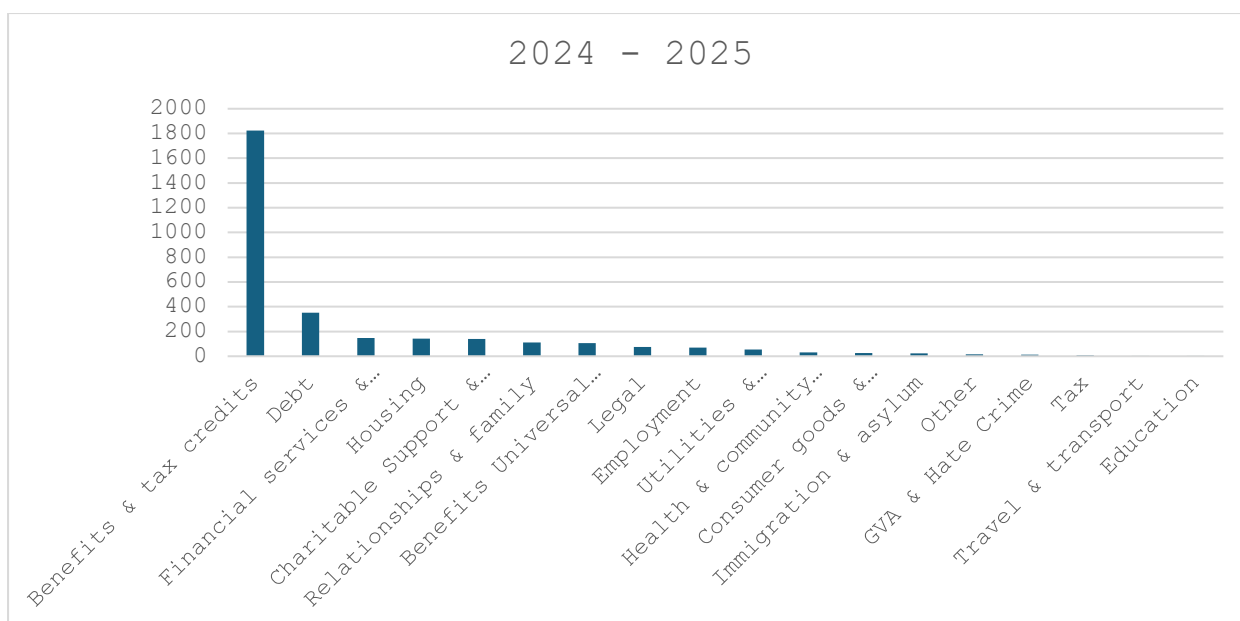


Outcomes

Income gained	£166,827
Re-imbursements, services, loans	£22,239
Debts managed	£175,872
Priority debts	£104,701
Non priority debt	£71,171
Foodbank Vouchers	72
Charitable Support Applications	52

Advice Types and Issue Totals

Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25



Total issues dealt with: **3138**

Client Satisfaction Survey Results

*figures are how many clients responding to the question
(151 sent to clients from CABR received 37)

How easy it was to contact our service?

Very easy	13
Easy	16
Difficult	7
Very Difficult	1

Do you feel more confident about finding information / advice in the future?

I am more confident I would know what to do on my own	7
I am more confident I would know where to get help	19
Not confident, I would only have some idea what to do	0
Not confident at all	9

Do you feel more confident about accessing information and advice online?

Already confident	8
More confident	14
no internet	1
not confident	13

Has our advice made a difference to your wellbeing or peace of mind?

Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25

A lot	11
Some	14
No difference	9
N/A	3

How happy were you with our service?

Very happy	23
Fairly happy	11
Unhappy	2
Very Unhappy	1

Would you recommend our service?

Yes	34
No	3

Feedback

"I left a voicemail and completed an online request and someone called me. She was so extremely helpful. I cannot fault her at all."

"It helps a lot. Adviser explained everything to me in detail"

"thanks for the helpful information in regard to accessing employment assistance and help with my financial situation."

"The adviser was very helpful on the phone and pointed me in the right direction to sort out my problem. I am waiting for my complaint to be processed"

"You really were amazing. I drove from Redditch to find you are not open for drop-in but you allowed me in and I was seen by an adviser quickly. I was really upset and you calmed me down. Thank you for caring and the support you gave me."

"I applied for the household money and the adviser I spoke to helped me send in my documents for checking. I got my voucher for the fund for a new washing machine"

"I applied for the household support fund through your website. I was called by a very nice man who talked me through what was needed. I received a voucher for £450! The whole process was very good and easy. I can now buy clothing for my children."

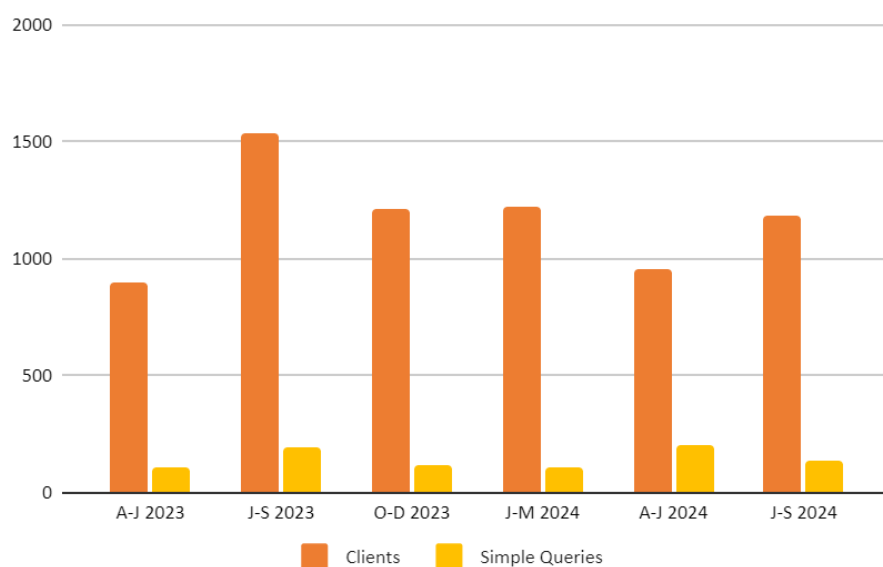
Redditch Q2 2024-2025 Report

Key Statistics

Number of unique clients using the service

Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25

	Clients	Simple Queries	Total
A-J 2023	899	105	1,004
J-S 2023	1,539	191	1,730
O-D 2023	1,209	114	1,323
J-M 2024	1,226	109	1,335
A-J 2024	959	205	1,164
J-S 2024	1,180	142	1,322



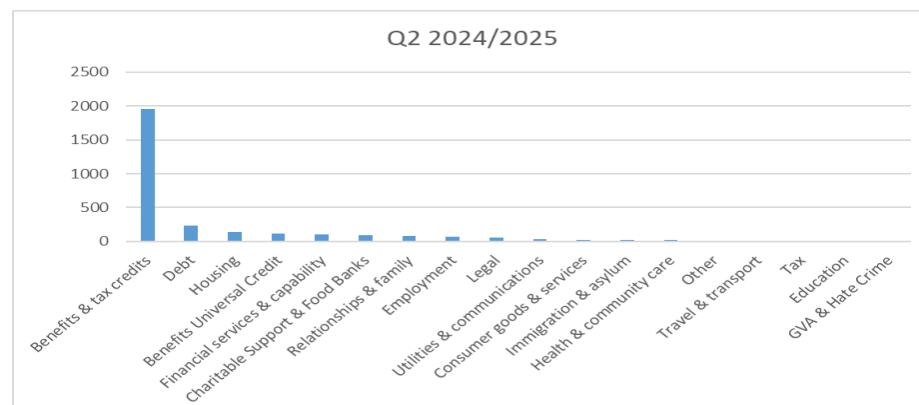
Outcomes

Income gained	£148,180
Re-imbursements, services, loans	£3,778
Debts managed	£94,471
Priority debts	£53,094
Non priority debt	£41,377
Foodbank Vouchers	87

Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25

Charitable Support Applications	38
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Advice Types and Issue Totals



Total issues dealt with: **2,998**

Client Satisfaction Survey Results

*figures are how many clients responding to the question
(230 sent to clients from CABR, received 22)

How easy it was to contact our service?

Very easy	8
Easy	12
Difficult	1
Very Difficult	1

Do you feel more confident about finding information / advice in the future?

I am more confident I would know what to do on my own	4
I am more confident I would know where to get help	15
Not confident, I would only have some idea what to do	0
Not confident at all	3

Do you feel more confident about accessing information and advice online?

Already confident	3
More confident	13
no internet	4
not confident	2

Has our advice made a difference to your wellbeing or peace of mind?

A lot	8
Some	10

Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25

No difference	3
N/A	1

How happy were you with our service?

Very happy	17
Fairly happy	3
Unhappy	1
Very Unhappy	1

Would you recommend our service?

Yes	20
No	2

Feedback

“Thank you for all your help, where there was darkness you were a beacon of light”

“Many thanks to Citizens Advice! You have helped me so many times in the past! In fact, you help me more than many times more like 1 million times! I certainly wouldn't be where I am today without you! And a big thank you to [CAB representative] who is based at Bromsgrove the help and support she has given me is unbelievable thank you again.”

“I received the household support fund from you which I was very grateful for. Everything went really well many many thanks.”

“Excellent service, clear and concise reply”

“Many thanks to [CAB representative] he was very good thank you”

Redditch Q3 2024-2025 Report

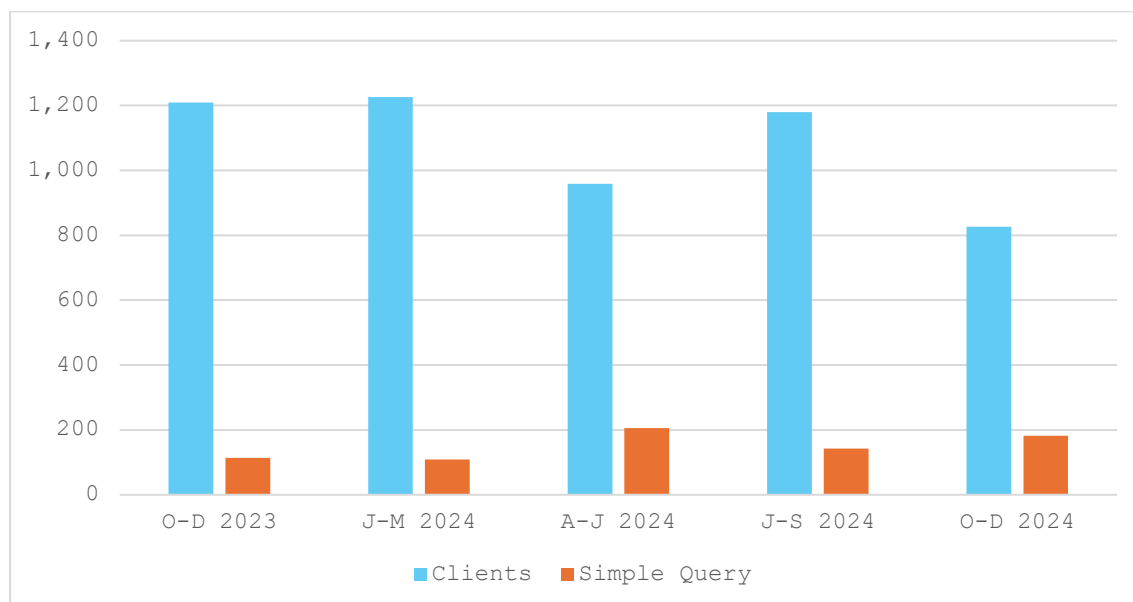
Key Statistics

Number of unique clients using the service

	Clients	Simple Queries	Total
O-D 2023	1,209	114	1,323
J-M 2024	1,226	109	1,335

Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25

A-J 2024	959	205	1,164
J-S 2024	1,180	142	1,322
O-D 2024	826	182	1,008

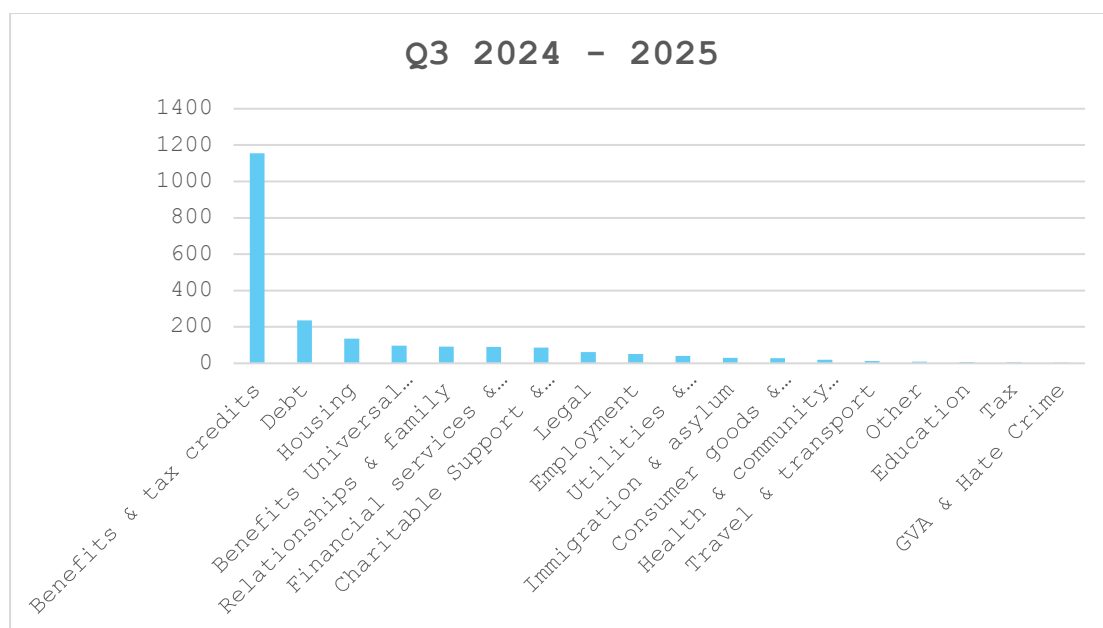


Outcomes

Income gained	£104,029
Re-imbursements, services, loans	£2,706
Debts managed	£104,029
Priority debts	£63,748
Non priority debt	£88,724
Foodbank Vouchers	77
Charitable Support Applications	47

Advice Types and Issue Totals

Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25



Total issues dealt with: **2,364**

Client Satisfaction Survey Results

*figures are how many clients responding to the question
(165 sent to clients from CABR, received 19)

How easy it was to contact our service?

Very easy	8
Easy	11
Difficult	0
Very Difficult	0

Do you feel more confident about finding information / advice in the future?

I am more confident I would know what to do on my own	4
I am more confident I would know where to get help	13
Not confident, I would only have some idea what to do	2
Not confident at all	0

Do you feel more confident about accessing information and advice

Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25

online?

Already confident	3
More confident	8
no internet	2
not confident	6

Has our advice made a difference to your wellbeing or peace of mind?

A lot	9
Some	8
No difference	1
N/A	1

How happy were you with our service?

Very happy	17
Fairly happy	1
Unhappy	1
Very Unhappy	0

Would you recommend our service?

Yes	19
No	0

Feedback

“The adviser was amazing, caring, understanding but above all very knowledgeable, this lady goes above and beyond with added empathy.”

“Received exceptional service and help. Staff very empathetic. Highly recommend CABR.”

“Felt listened to and supported with the correct information thank you”

Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25

“I was impressed as after leaving a message saying it might be 5 days before you replied, I had a call within 2 hours as I did have a deadline I had to meet. I got the help I needed and the result I wanted. Thank you.”

“The adviser at Bromsgrove Citizens Advice was extremely helpful - took time to listen and was friendly and interested in helping me find more information. Thank you for your help.”

“Very helpful and very, very patient with me, also very understanding and professional thank you.”

Redditch Q4 2024-2025 Report

Key Statistics

Number of unique clients using the service

	Clients	Simple Queries	Total
J-M 2024	1,226	109	1,335
A-J 2024	959	205	1,164
J-S 2024	1,180	142	1,322
O-D 2024	826	182	1,008
J-M 2025	1,309	244	1,553

Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25

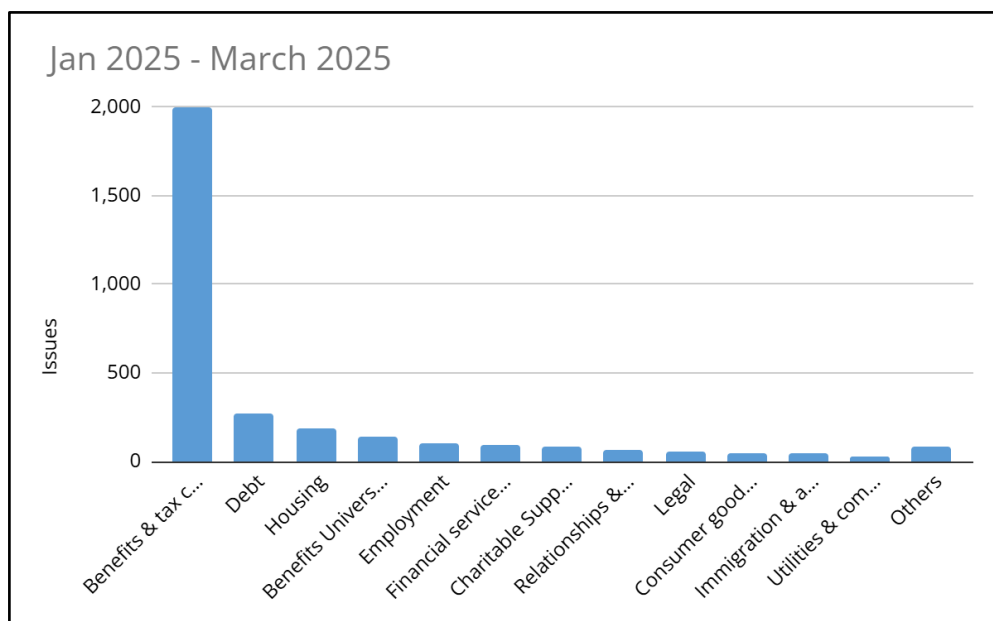


Outcomes

Income gained	£220,960
Re-imbursements, services, loans	£2,934
Debts managed	£166,803
Priority debts	£68,938
Non priority debt	£97,865
Foodbank Vouchers	124
Charitable Support Applications	38

Advice Types and Issue Totals

Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25



Total issues dealt with: **3,220**

Client Satisfaction Survey Results

*figures are how many clients responding to the question
(133 sent to clients from CABR, received 18)

How easy it was to contact our service?

Very easy	8
Easy	7
Difficult	2
Very Difficult	1

Do you feel more confident about finding information / advice in the future?

I am more confident I would know what to do on my own	2
I am more confident I would know where to get help	13
Not confident, I would only have some idea what to do	1
Not confident at all	2

Do you feel more confident about accessing information and advice online?

Already confident	5
More confident	11

Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25

no internet	1
not confident	1

Has our advice made a difference to your wellbeing or peace of mind?

A lot	8
Some	7
No difference	1
N/A	2

How happy were you with our service?

Very happy	13
Fairly happy	3
Unhappy	0
Very Unhappy	2

Would you recommend our service?

Yes	15
No	3

Feedback

"I left there with a different mindset and a different feeling. You both helped me so much. Words cannot explain what a difference you made"

"The CAB are very helpful and are always there if you need them"

"Thanks for helping me access HSF funding"

"The adviser at Citizens Advice was extremely helpful - took time to listen and was friendly and interested in helping me find more information. Thank you for your help"

"Very helpful and very very patient with me also very understanding and professional thank you"

"Very good"

"Thank you for providing your service. I appreciate it"

Appendix 1 Bromsgrove & Redditch Citizens Advice Data 2023/24 and 2024/25

“After feeling very anxious on arrival I feel speaking and talking has helped me & pointed me in the right direction. Thank you”

“You are lovely, you are. Thank you”