Dashboard Page 1

Parameter Details Dashboard Name Camberley (member) citizens Change parameters advice Calendar: 2016-17 Parameter summary Funder: All **Key Statistics** Client advised - top 3 LA's **Gender of Clients** 800 1000 1200 1400 1600 1800 ■ Female Clients 4,815 Male **Advice Issue Codes** 13,363 Trans 58% **Client Contacts** 6,616 ■ Trans - Female 121 Bracknell Forest Trans - Male Enquiries 5,085 Advice categories summary **Ethnicity of Clients** Client advised - top 3 constituencies ■ Benefits & tax credits 600 800 1000 1200 1400 1600 1800 Asian or Asian British Employment 31% ■ Black or Black British Housing Mixed Debt 210 Other ■ Relationships & family ■ White 135 Aldershot ■ all other **Evidence Forms** Disability / Long term health (LTH) Client contacts by channel ■ Benefits & tax credits Face to Face ■ Adviceline Phone Disabled or LTH Housing condition 43% 10% 38% Telephone Letter/Mail ■ Not disabled/no ■ Employment health problems ■ Email/Web 60% 80% 100% Financial Outcomes for the period 2016-17 **Enquires by Worklevel** Age range of clients 300 250 95% £256,139 Income gain ■ Casework 90% 150 Debts written off £27,910 Advice 85% ■ Gateway (inc information) £12,840 Repayments rescheduled 80% 85% 75%