

Enquiry Workload

Enquiry Type	New client, new enquiry	Existing client, Existing enquiry	Existing client, new enquiry
Welfare Benefits			
Discrimination			
Income Support			
Pension Credit			
Social Fund Loans-Crisis			
Social Fund Loans-Budgtg			
Social Fund Grants			
Housing Benefit			
Child Benefit			
Working+Child Tax Credits			
Jobseekers Allowance			
National Insurance			
State Retirement Pension			
Incapacity Benefit			
DLA-Care Component			
DLA-Mobility Component			
Attendance Allowance			
Carers Allowance			
Housing Benefit for rates			
DLA-Mobility/Care Component			
Employment and Support Allowance			
Child Tax Credits Only			
Universal Credit			
Personal Independence Payment			
Benefit Cap			
Welfare Reform Benefit Loss			
SF Community Care grants			
Cold weather payments			
Maternity Allowance			
Social Fund funeral payments			
Winter Fuel Payments			
Surestart Maternity Grant			
Other benefit Issues			
Debt			
Discrimination			
Mortgage+secd loan arrears			
Hire purchase arrears			
Fuel debts			
Telephone debts			
Rent arrears-hsg assocs			
Rent arrears-priv.landlords			
Mag.Cts fines+comp.ord.arrears			
Maint.+child support arrears			
Bank+building soc.overdrafts			

Credit,store+chg card debts			
Unsecd personal loan debts			
Catalogue+mail order debts			
Water supply+sewerage debts			
Unpd parkg penalty+cong.chgs			
Overpayments of WTC+CTC			
Overpayments of IS+/or JSA			
Social Fund debts			
Employment Debt			
Other Legal Debt			
Health and Community Health Debt			
Relationship Debt			
Tax Debt			
Other Housing Debt			
Education Debt			
Other Consumer Debt			
Other Benefit Debt			
Bankruptcy			
Other legal remedies			
Other			
Credit Reference Agencies			
Life Insurance			
Fin.advisers/brokers/intermeds			
Bank/Building+P/O Accts			
Vehicle insurance			
Buildings+house contents ins.			
Loans-unsecured			
Debt Relief Order (DRO)			
Credit/store/charge cards			
Debt mngmnt svcs+credit repair			
Mortgages+secured loans			
Other credit,fin.+ins.issues			
HP+conditional sale			
Holiday/travel insurance			
Payment protection insurance			
Pensions,savings+invstmnts			
Private Health insurance			
Extended warranties			
Housing			
Discrimination			
Actual homelessness			
Threatened homelessness			
Access to+provision of accomm.			
Housing assoc. property			
Private sector rented propty			
Owner occupier property			
Environml+neighbour issues			
Housing costs excluding arrears			
Housing conditions			

Warm Homes			
Other housing issues			
Rate Relief			
Student Housing Matters			
Aids and Adaptations			
Energy Efficiency			
Immigration - Asylum			
Asylum seekers			
Discrimination			
Refugees			
Family,dependents+partners			
Visitors			
Workers			
Students			
Nationality/citizenship			
Failed asylum seekers			
Other issues			
Legal			
Discrimination			
Magistrates Ct proceedings			
County+High Ct proceedings			
Crown Court proceedings			
Legal aid			
Solicitors/barristers			
Police			
Victims of crime			
Compensation Redress			
Incapacity			
Personal-related court procs.			
Legal proceedings			
Compensation for accidents and injuries			
Power of Attorney			
Information requests			
Small Claims Court			
Other			
Family / Relationships			
Discrimination			
Personal rights in relships			
Domestic violence			
Other issues within relships			
Support services			
Relationship breakdown			
Children			
Child Supp:resident parent+family			
Child Supp:non-res.parent+family			
Death and Bereavement			
Identity cards/passes/certs.			

Child Trust Fund			
Marriage,cohabitation,civil partnership			
Social Services and support			
Divorce,separation,dissolution			
Certificates+proofs of identity			
Other			
Employment			
Discrimination			
Schemes for the unemployed			
Self Employment/Business			
Recruitment			
Ts+Cs of Employment			
Health and Safety			
Pay+Entitlements			
Parental+Carers rights			
Dispute resolution			
Resignation			
Dismissal			
Redundancy			
Emp tribunals+appeals			
Applying for jobs			
Other			
Harrasment			
Sick pay (SSP+CSP)			
Maternity pay SMP			
Signposting			
Discrimination			
Advice+support providers			
Government Services			
Advocacy Services			
Unable to refer			
Advocacy+Mediation Services			
Other Services			
Consumer/General Contract			
Education			
Health			
Miscellaneous			
Tax			
Travel			
Utilities			

Totals			
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Definitions:

New Client: Client who has opened a new enquiry during the report period but did not have any open enquiries in the 12 months prior to the start of the period.

Existing Clients: Clients who have opened a new enquiry during the reporting period AND had an open enquiry in the 12 months prior to the start of the reporting period.

Total no. of clients: Total new clients + total existing clients

Total no. of enquiries: Totals from grid above