

# Citizens Advice Bournemouth Christchurch and Poole

April 2020 - March 2021



During the year **12,071** people asked us for advice about **26,262** issues.

39% of people seeking advice were disabled or had a long-term health condition



**8,318** issues with financial services, capability and/or debt



**8,020** issues with benefits, Universal Credit and/or tax credits



**1,597** issues with housing, including homelessness and/or rent arrears



**1,756** issues with employment including furlough and/or pay



**£23,305,248**

The economic and social value of our work to the public



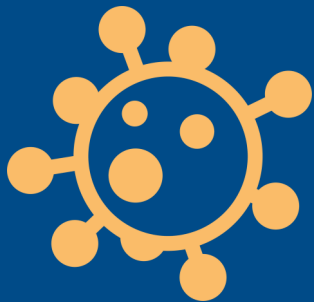
**£12,243,957**

The financial value of our work to the people we help



**£2,717,492**

What our work saves the government and public services



During the Covid-19 pandemic people have continued to access quality advice through telephone and digital channels, despite reduced access to face-to-face services.

**11,109**

Client calls



**5,163**

Client emails



**1,071** The number of people we supported through our Winter Warmth Support campaign during the height of the pandemic between December 2020 and March 2021.

