



EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

Quarterly update January – March 2010



Service funded by
Abbey Town



Epping Forest District Council, and Epping, Loughton, Ongar and Waltham
Councils

Charity registration number 1118465 Company registration number 5852220
Registered Office: St Mary's Parish Centre, High Road, Loughton, Essex IG10 1BB

This quarter there was a small decrease in client numbers (circa 5%). This is principally as a result of the poor weather conditions in January/February when we had to close the bureau as staff and clients were unable to get into the office.

Debt tax and finance remain the largest enquiry areas and represent 40% of the total enquiries within the bureau and benefit enquiries represent 27% as shown in the breakdown below.

	Jan	Feb	Mar	Total Q4
Benefits	322	377	320	1,019
Debt, tax and finance	492	420	533	1445
Consumer, education, health, immigration, legal and other	142	161	150	453
Employment	101	110	105	316
Housing (inc repossession)	82	94	104	280
Relationship issues	81	63	95	239
Total	1220	1225	1307	3,752

