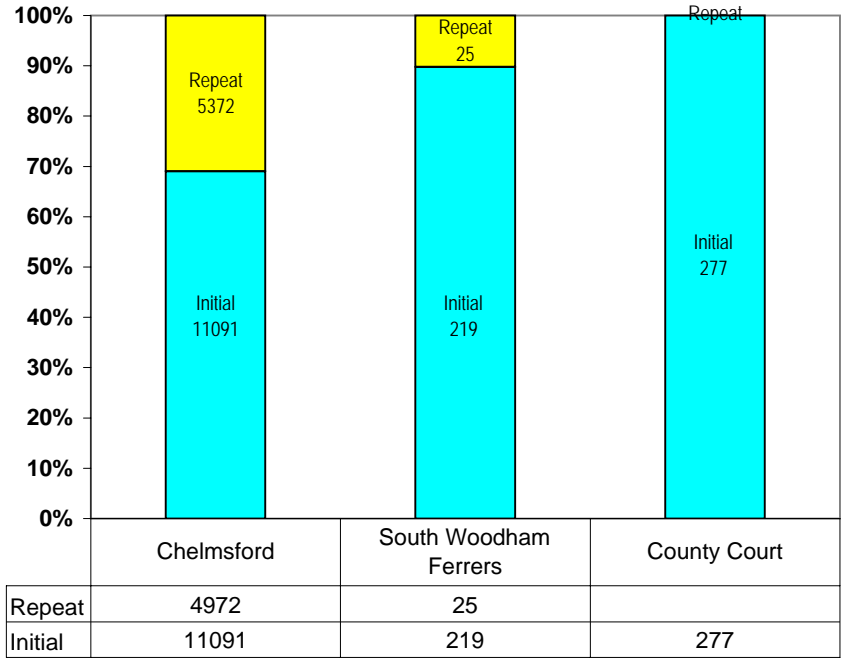
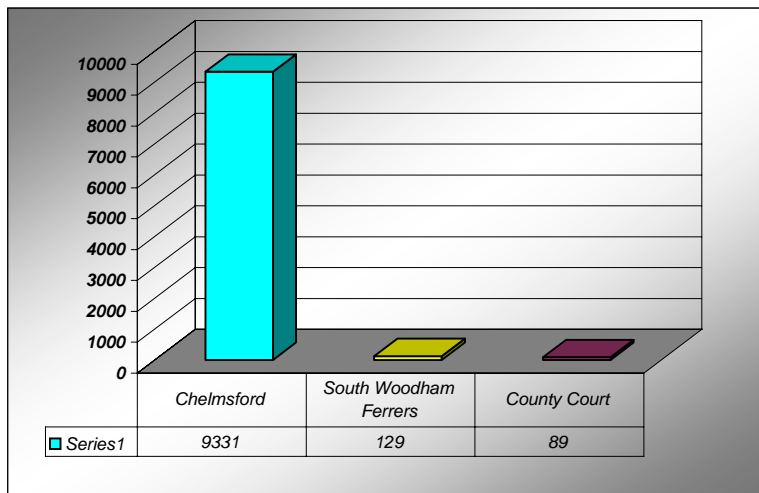


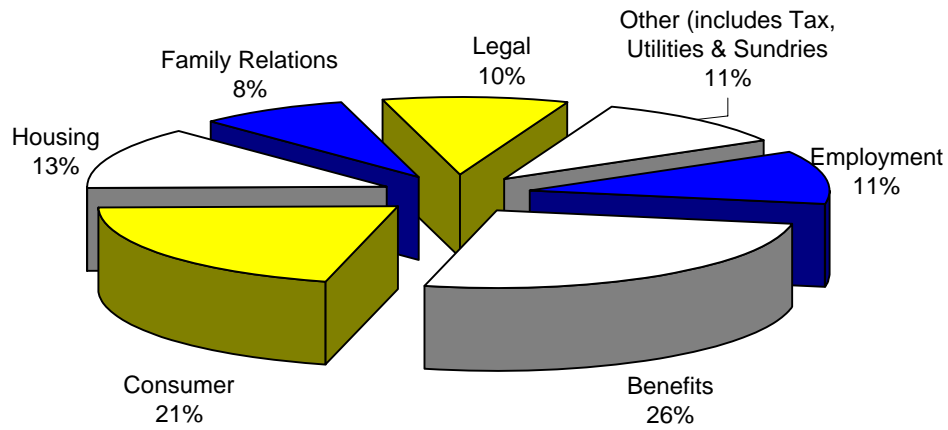
Enquiries	Initial	Repeat	Total
Chelmsford	11091	4972	16063
South Woodham Ferrers	219	25	244
County Court	277		277



Head Count	
Chelmsford	9331
South Woodham Ferrers	129
County Court	89



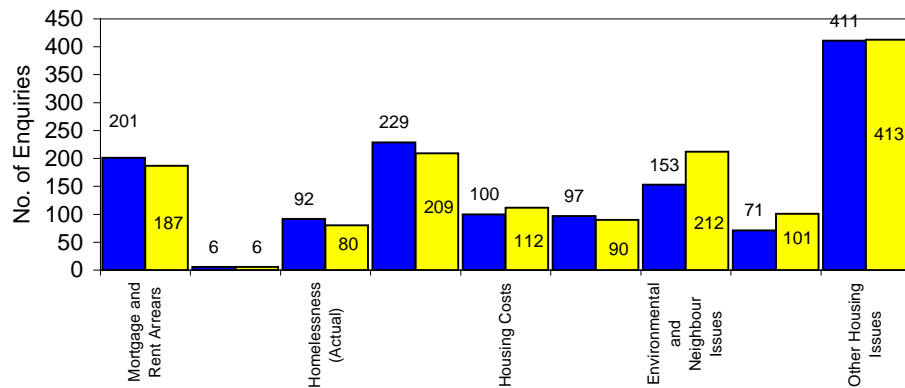
Benefits	26
Consumer	21
Housing	13
Family Relations	8
Legal	10
Other (includes Tax, Utilities & Sundries)	11
Employment	11



	2003/2004	2002/2003
Mortgage and Rent Arrears	201	187
Discrimination in Housing	6	6
Homelessness (Actual)	92	80
Homelessness (Threatened)	229	209
Housing Costs	100	112
Housing Conditions	97	90
Environmental and Neighbour Issues	153	212
Security of Tenure	71	101
Other Housing Issues	411	413

Housing Enquiries

■ 2003/2004 ■ 2002/2003



Signposting	7.42
Listening Ear	0.03
Detailed Information/Advice, Benefit C	78.36
Liaison/Negotiation with Outside Bodies	13.06
Representation Work	1.13

Workload Categories For 2002 - 2003

