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## ***Appendix 5***

# *Citizens Advice LeicesterShire Contract Analysis 2015-16 Priority Groups*

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The Priority Groups were identified in the Social Welfare Advice review, conducted by Adult Social Care in 2012.

The table below shows the number of people who accessed Citizens Advice LeicesterShire's services from these priority groups.

<b>Priority Group</b>	<b>Total Figure</b>	<b>Tier 3 clients</b>
Older People	1810	13
Carers	385	22
People with Mental Health problems	1157	82

It is important to note that numerical variations can occur due to a number of factors. For example clients may not wish to disclose that they belong to a priority group or they may not be aware that they are deemed to be vulnerable.

In addition, multiple indicators could be used to determine figures for some of the priority groups. For example, people moving into work or training and vulnerable young people may be recorded as:

- Carer leavers
- People with employment issues
- Benefit with certain benefit entitlements – particularly Universal Credit and Tax Credits
- Victims of domestic violence and discrimination

By the nature of the work completed by Citizens Advice LeicesterShire, the organisation supports clients who can be considered to be on low income based on their requests for assistance with benefits, debt or employment issues.