

Uttlesford Citizens Advice Stats for Quarter 1, 2020/21

Saffron Walden Residents

Over the period we helped 184 unique clients with a new or existing issue. 155 of these clients came to us for help with a new issue. Many clients have complex problems and use our service multiple times for help with different issues over the course of the quarter.

These figures are lower than for Q1 in 2019/20 when we helped 264 clients from Saffron Walden; this is due to the changes we have been forced to implement as a result of Covid-19, most significantly the move to a telephone only service.

Over the service as a whole we have noted reductions in the number of non-UC related benefit enquiries, debt clients and clients with housing and relationship issues. By contrast employment issues and issues with utilities and communications have doubled. There has also been a substantial increase in 'other' issues – this category includes emergency support and foodbank referrals.

These observations confirm anecdotal evidence from our staff and volunteers, which suggests that many of our regular clients have benefited from changes / temporary uplifts in benefits, restrictions on bailiffs and evictions, delay in benefit assessments and payment holidays over Q1, reducing the urgency of their situation. We expect a substantial uplift in demand as these support mechanisms begin to be withdrawn.

Clients	184
Quick client contacts	
Issues	476
Activities	897
Cases	152

Definitions

Clients – a count of the number of unique clients use our service one or more times during the period

Quick client contacts - client required information rather than advice –full write-up not required

Issues – Relates to the type of enquiry. Clients usually need help with more than one issue over the course of an enquiry. This figure gives an indication of the complexity of our clients' needs.

Activities includes client contact via face to face meeting, telephone call, letter or email; third party contacts and administrative tasks carried out on behalf of clients.

Cases - new cases opened in the period, i.e. a new enquiry area has been opened on behalf of a client

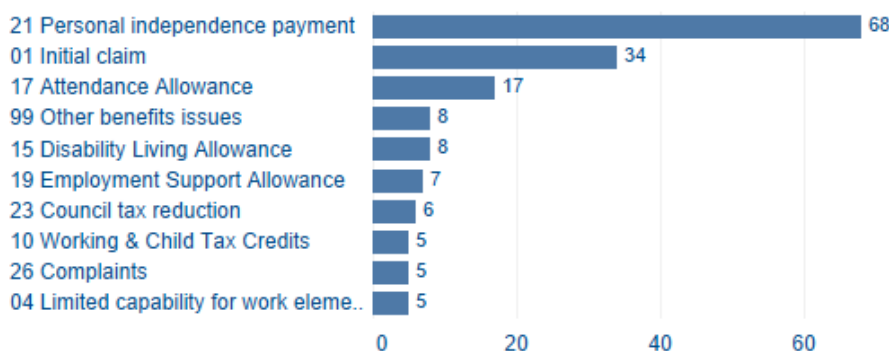
		Clients	% Clients	Issues all	% Issues
Uttlesford	Saffron Walden Audley	35	22.6%	116	24.4%
	Saffron Walden Castle	51	32.9%	143	30.0%
	Saffron Walden Shire	69	44.5%	217	45.6%
Grand Total		155	100.0%	476	100.0%

Client count in this case indicated number of unique clients with a new issue recorded in the period

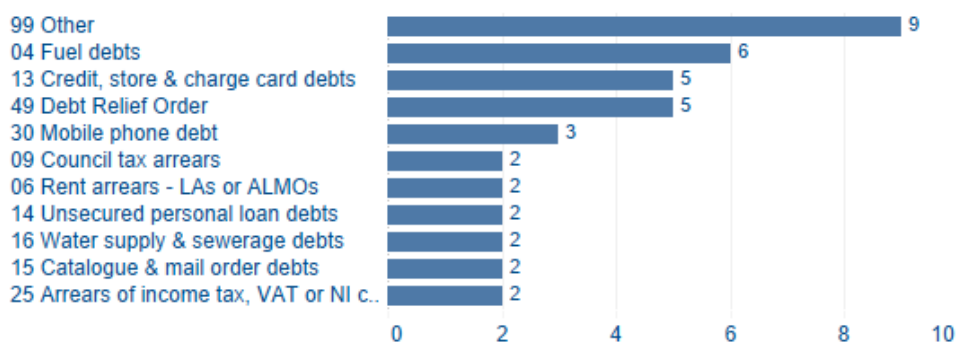
Issues

	Issues	Clients
Benefits & tax credits	140	58
Benefits Universal Credit	48	31
Consumer goods & services	4	4
Debt	43	13
Discrimination & Hate & GVA	4	3
Employment	57	28
Financial services & capability	5	5
Health & community care	18	15
Housing	44	25
Immigration & asylum	3	3
Legal	10	7
Other	51	31
Relationships & family	20	14
Tax	4	4
Travel & transport	8	5
Utilities & communications	17	11
Grand Total	476	

Top benefit issues

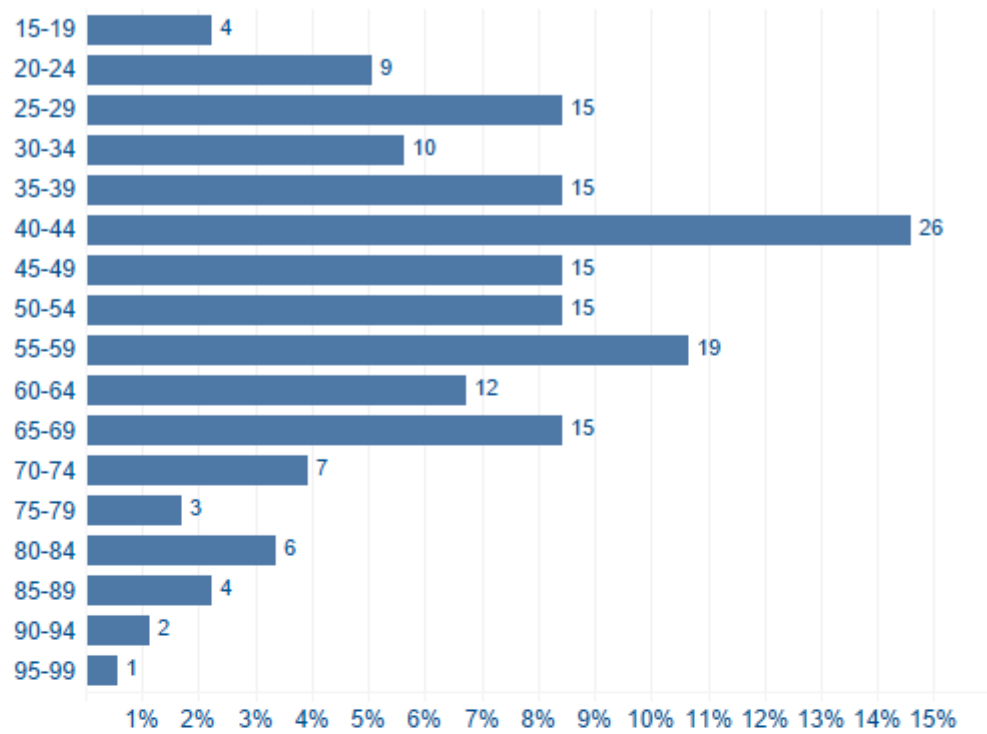


Top debt issues



Client Profile

Age



Gender



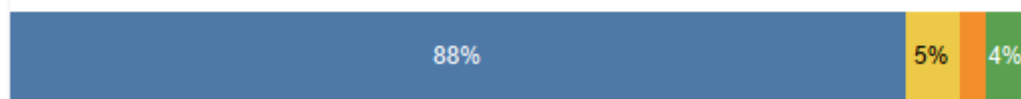
- Female
- Male

Disability / Long-term health



- Disabled
- Long-term health condition
- Not disabled/no health problems

Ethnicity



- White
- Black
- Asian
- Mixed

Specialist Support

Over the period our disability benefits team were helping 73 residents of Saffron Walden with applications, appeals and advice in connection with disability benefits.

If a disability benefit claim is successful we ask clients to indicate how they will use the extra income; comments over the quarter have included:

- Help with daily needs and cleaning
- Mobility aids
- Adaptations to the home
- Travel to hospital appointments
- Help to pay essential bills

Emergency Assistance

Saffron Walden residents received £270 food vouchers / emergency funds donated by Saffron Walden United Charities.

During the pandemic we have had access to fuel vouchers, which are not included in this total. There has been also a greatly reduced requirement for help with transport costs.

Local charities and funds also support our most vulnerable clients by helping fund bankruptcy payments, fees for debt relief orders, pay off rent arrears and providing help to purchase essential items of second hand furniture and white goods.

Client Satisfaction

These comments are collected independently by calling and emailing a random sample of our clients each quarter.

Very happy with the help and guidance I received. The person who assisted me did a good job and provided me with information to help me progress my issue.

Lyndie, from disability was absolutely marvellous, gave me sound advice, and the confidence to appeal my Pip decision, thank you so much, fingers crossed for next stage

I was very impressed with the advice I received, and I promised to take a copy of the letter they suggested I send. This I have been unable to do because of the current situation.