

Uttlesford Citizens Advice Stats for Quarter 2, 2021/22 (July to September 2021)

Saffron Walden Residents

Over the period we helped 238 unique clients with a new or existing issue. 205 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.

Update on our service in Q2

Benefits remains our top advice area - we supported 109 unique clients from Saffron Walden with benefit issues over the quarter, followed by debt (38 clients) and housing (32 clients).

Across our service as a whole we are dealing with fewer employment issues than in Q2 last year (down 48%), but continue to see an increase in requests for help with problem debt (5% increase) and budgeting and financial services (67% increase). We have also seen an increase in the number of homeless clients (up 125%) reflecting the withdrawal of protections put in place at the beginning of the pandemic and in clients coming to us for help with immigration and asylum issues (up 53%). Requests for food bank support remain higher than the same period last year - we referred 116 local families over the quarter, (up 22%) .

Clients	238
Quick client contacts	
Issues	649
Activities	1,053
Cases	205

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

The table below shows the 12 wards with the highest number of unique clients helped during the period

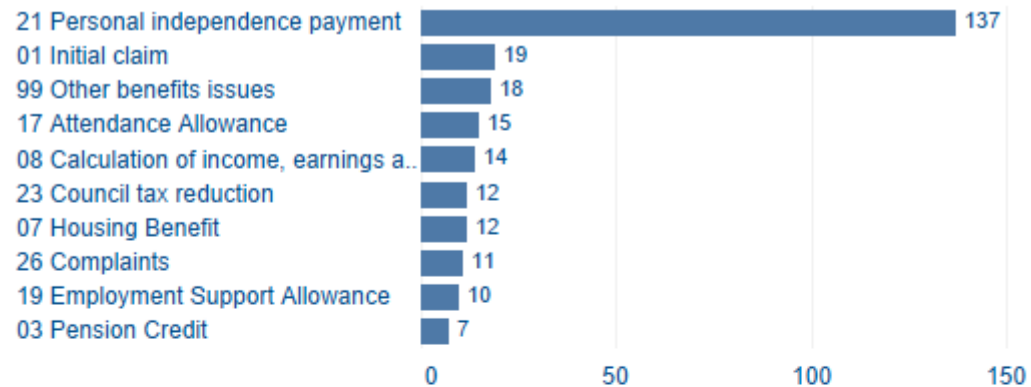
Local Authority Ward	Local Authority	
Saffron Walden Shire	Uttlesford	98
Saffron Walden Castle	Uttlesford	80
Great Dunmow South & Barnston	Uttlesford	72
Takeley	Uttlesford	63
Saffron Walden Audley	Uttlesford	60
Stansted South & Birchanger	Uttlesford	54
Thaxted & the Eastons	Uttlesford	46
Newport	Uttlesford	43
Elsenham & Henham	Uttlesford	42
Great Dunmow North	Uttlesford	40
Littlebury, Chesterford & Wenden Lofts	Uttlesford	37
Stansted North	Uttlesford	31

Client Profile

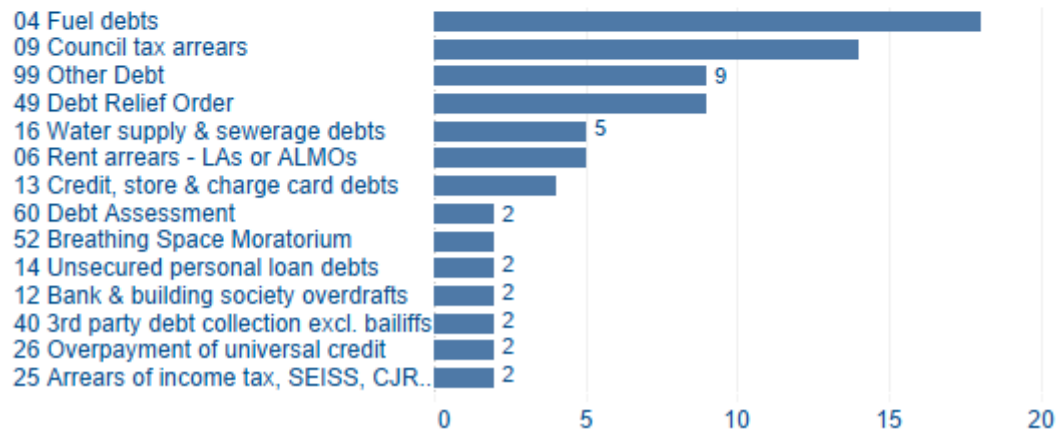
Issues

	Issues	Clients
Benefits & tax credits	246	84
Benefits Universal Credit	48	25
Consumer goods & services	12	10
Debt	85	38
Education	2	2
Employment	26	14
Financial services & capability	20	17
GVA & Hate Crime	1	1
Health & community care	8	6
Housing	48	32
Immigration & asylum	9	6
Legal	8	7
Other	49	35
Relationships & family	47	32
Tax	6	5
Travel & transport	10	8
Utilities & communications	24	19
Grand Total	649	

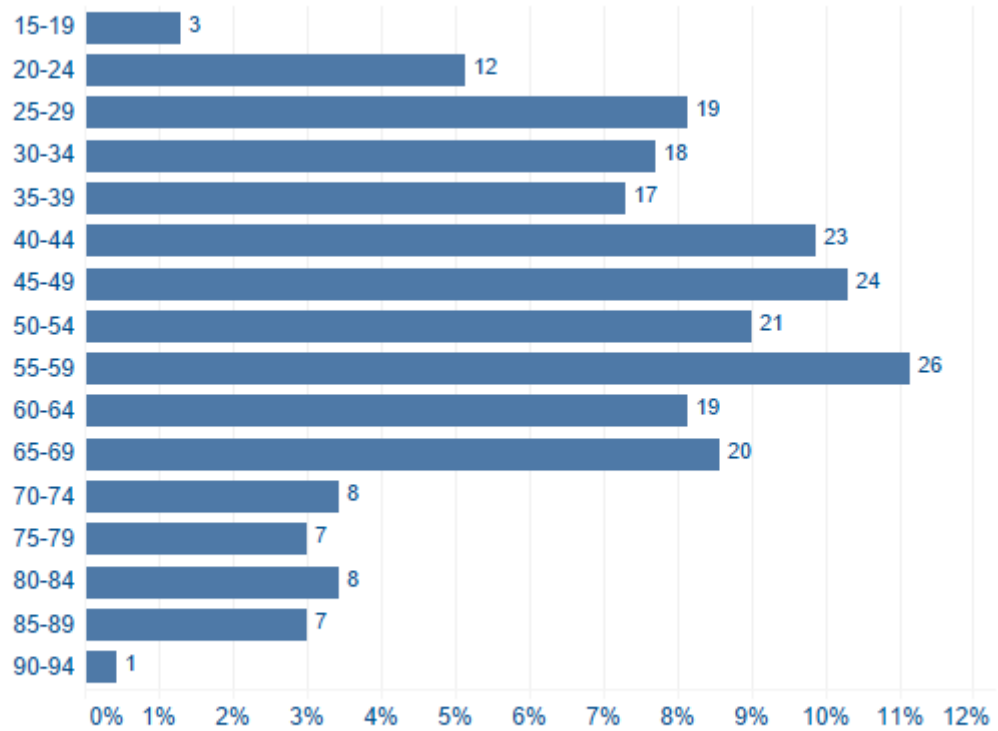
Top benefit issues



Top debt issues



Age



Gender



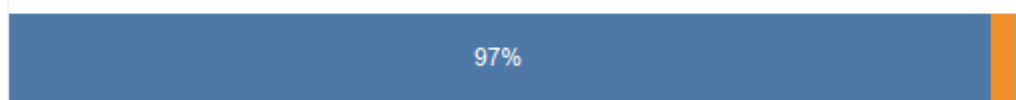
■ Female
■ Male

Disability / Long-term health



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

Ethnicity



■ White
■ Black
■ Other

Specialist Support

Over the period our disability benefits team were helping 63 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
- Food and utility bills
- Adaptations to the home
- Travel to hospital appointments
- Help to pay essential bills

Client satisfaction

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

I am so very grateful for all the help and support of the amazing team at saffron Walden citizens advice. They always ring when they say, they make good notes in my file so when a different person calls they are fully aware. They are all so polite and genuine and have really helped me out. I do not doubt I will need their help again.

I found the adviser very helpful and knowledgeable with the information I was looking for. The adviser needed to check some information and said she would call me back with this. I received a phone call shortly after our first conversation with the information that I needed and went on to successfully claim the benefit I enquired about. Great Service Thank you.

The staff at Citizens Advice are very helpful and knowledgeable. When they say they will do something for you they do. They try to find the best solution for your problem and are there for you whenever you need them.

Without CAB help I would have found resolving my issues very difficult, if not impossible. Their help is truly exemplary.

Emergency Assistance in Q2

With the help of local charities and Government support schemes for people struggling financially due to the pandemic, £905 was given out to Uttlesford residents in emergency funds for food, transport and medical supplies.

Over the winter we will be working closely with a number of local statutory and non statutory organisations, including UDC, Essex County Council and CVSU to allocate funding that has been made available to support Uttlesford's most vulnerable residents. Much of this funding will be allocated to clients that are in fuel poverty. Over the course of the last quarter, our team of energy specialists

secured over £10,000 in extra benefits, grants and emergency fuel payments for people struggling to heat their homes.