

Uttlesford Citizens Advice Stats for Quarter 3, 2021/22 (July to September 2021)

Saffron Walden Residents


citizens
advice

Over the period we helped 203 unique clients with a new or existing issue. 174 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 Q3

Benefits remains our top advice area - we supported 105 unique clients from Saffron Walden with benefit issues over the quarter, followed by housing (37 clients) and debt (30 clients).

Across our service as a whole we continue to see an increase in requests for help with problem debt (19% increase) and budgeting and financial services (67% increase) when compared to the same quarter in 2020/21. Issues relating to utilities and communication are also up by 78% on the same quarter last year - many clients are worried about their ability to afford rising household bills. We have also seen an increase in the number of homeless clients (up 67% on the same quarter last year) reflecting the withdrawal of protections put in place at the beginning of the pandemic.



Clients	208
Quick client contacts	
Issues	594
Activities	1,014
Cases	174

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.

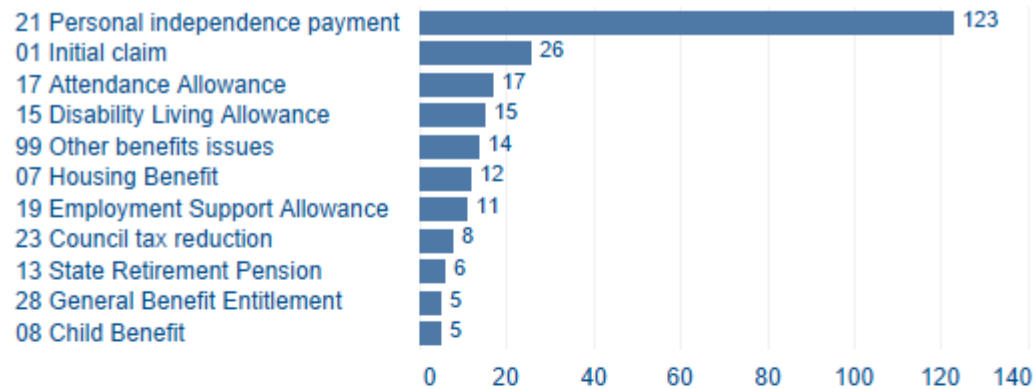
Cases - new cases opened in the period, i.e. a new enquiry area has been opened on behalf of a client

Client Profile

Issues

	Issues	Clients
Benefits & tax credits	225	76
Benefits Universal Credit	44	29
Consumer goods & services	16	12
Debt	90	30
Employment	12	10
Financial services & capability	17	12
GVA & Hate Crime	2	1
Health & community care	19	13
Housing	56	37
Immigration & asylum	3	2
Legal	2	2
Other	32	22
Relationships & family	21	15
Tax	6	4
Travel & transport	13	9
Utilities & communications	36	17
Grand Total	594	

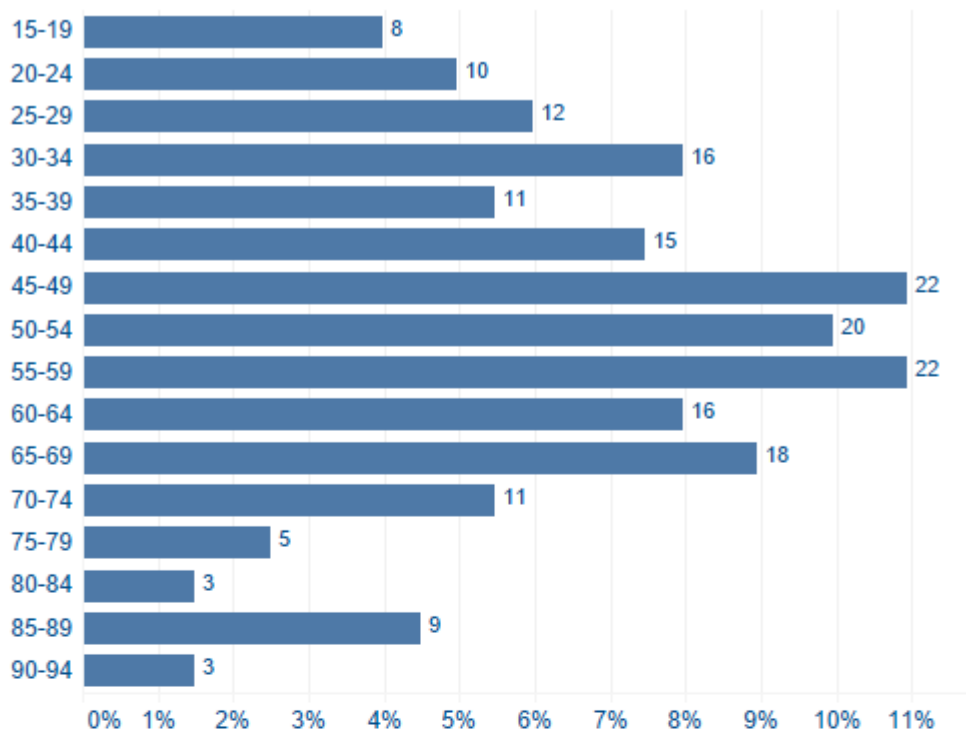
Top benefit issues



Top debt issues



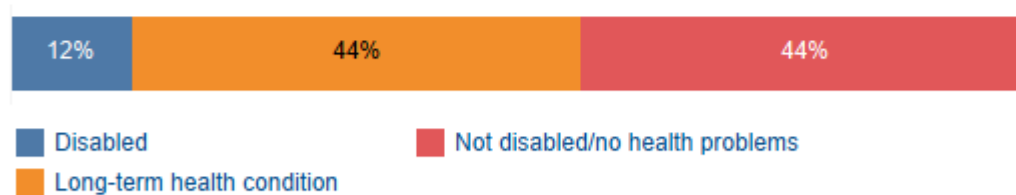
Age



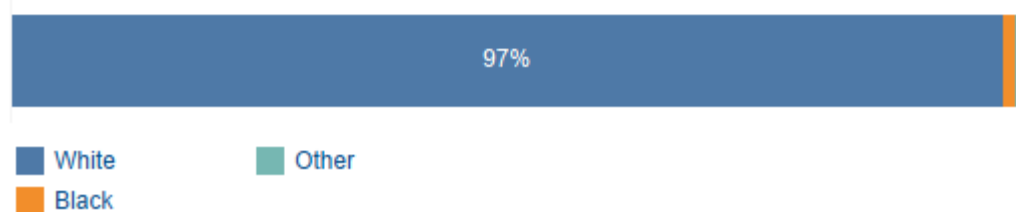
Gender



Disability / Long-term health



Ethnicity



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	81
Great Dunmow South & Barnston	Uttlesford	74
Saffron Walden Castle	Uttlesford	69
Saffron Walden Audley	Uttlesford	58
Stansted South & Birchanger	Uttlesford	56
Newport	Uttlesford	54
Takeley	Uttlesford	45
Elsenham & Henham	Uttlesford	42
Thaxted & the Eastons	Uttlesford	41
Great Dunmow North	Uttlesford	40
Stansted North	Uttlesford	29
Littlebury, Chesterford & Wenden Lofts	Uttlesford	28
Felsted & Stebbing	Uttlesford	21
Flitch Green & Little Dunmow	Uttlesford	19

Specialist Support

Over the period our disability benefits team were helping 64 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.

“Thank you for so much for being so helpful the lady I spoke to was so kind and just couldn’t do enough and I felt she was so genuine and kind and caring and it really helped lift me in a very very difficult time in the pandemic in a supportive and ultimately practical way.”

“The Adviser in Saffron Walden has helped me no end and has been consistent and determined. I can’t do things like this myself due to physical and mental conditions. She made me see what I may be entitled to and has stuck with it.”

“Citizens Advice Saffron Walden has been very supportive to problems experienced to me and my children; informing advice, direct support which has been very helpful directing and finding resolve to issues over the past 2 years, by telephone and email giving us confidence to find the way forward and we are grateful for all of the support received.”

“Fantastic support. I wouldn’t have been able to cope on my own. So good to have someone on your side that knows how the system works and what help is available. Many thanks.”

Emergency Assistance in Q3

With the help of local charities and Government support schemes for people struggling financially due to the pandemic, £1,266 was given out to Uttlesford residents in emergency funds for food, transport and medical supplies during quarter 3.

Over the winter we have been 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 £8,000 in extra benefits, grants and emergency fuel payments for people struggling to heat their homes.