

## Uttlesford Citizens Advice Stats for Quarter 3, 2020/21 (October to December 2020)

Saffron Walden Residents

Over the period we helped 226 unique clients with a new or existing issue. 195 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 / Coronavirus Response

We continue to offer a telephone only service in line with Government Advice, although have now opened up the office on a very limited basis to support vulnerable clients who we were unable to progress over the telephone.

Whilst benefits remains our top advice area, there continues to be an increased demand for advice relating to employment and health and community support. The number of clients who need charitable support, including foodbank referrals has more than doubled compared to the same period last year.

We have discussed the SWTC crisis fund to assist with costs associated with job hunting and training with a number of our clients and will pass on applications if they are forthcoming.

<b>Clients</b>	<b>226</b>
<b>Quick client contacts</b>	
<b>Issues</b>	<b>641</b>
<b>Activities</b>	<b>1,148</b>
<b>Cases</b>	<b>195</b>

### 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

## Local Authority

## Ward

		Clients	% Clients	Issues all	% Issues
Uttlesford	Saffron Walden Audley	46	24.7%	152	23.7%
	Saffron Walden Castle	62	33.3%	201	31.4%
	Saffron Walden Shire	78	41.9%	288	44.9%
<b>Grand Total</b>		<b>186</b>	<b>100.0%</b>	<b>641</b>	<b>100.0%</b>

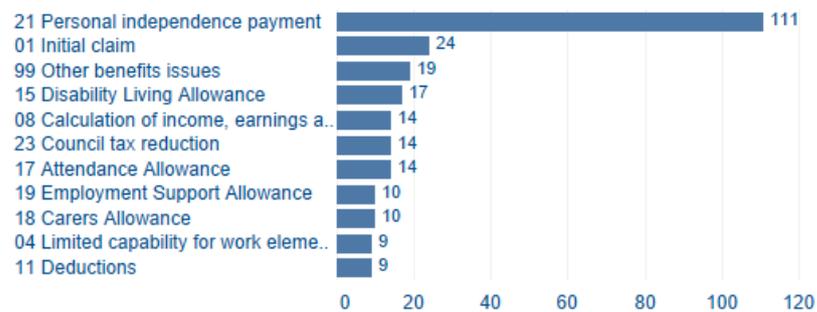
Client count in this case indicated number of unique clients with a new issue recorded in the period

## Client Profile

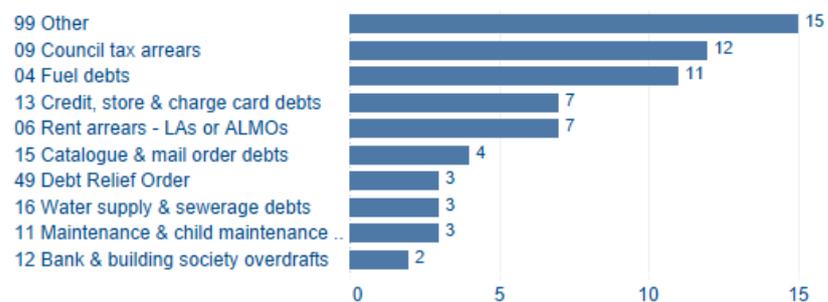
## Issues

	Issues	Clients
Benefits & tax credits	232	85
Benefits Universal Credit	67	37
Consumer goods & services	18	15
Debt	76	34
Discrimination & Hate & GVA	6	5
Education	2	2
Employment	48	22
Financial services & capability	12	10
Health & community care	16	12
Housing	26	20
Immigration & asylum	8	5
Legal	12	10
Other	58	34
Relationships & family	22	17
Tax	10	9
Travel & transport	10	7
Utilities & communications	18	13
<b>Grand Total</b>	<b>641</b>	

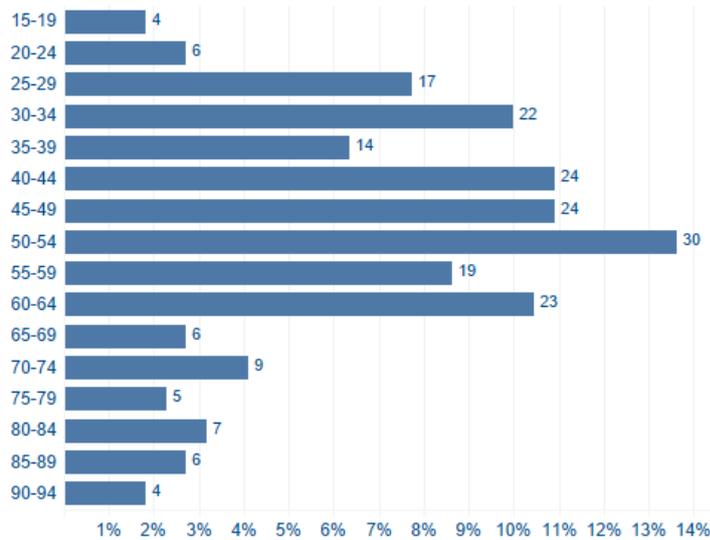
## Top benefit issues



## Top debt issues



## Age



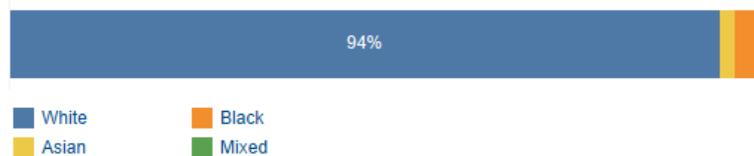
## Gender



## Disability / Long-term health



## Ethnicity



## Specialist Support

Over the period our disability benefits team were helping 69 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

## **Emergency Assistance**

Over the quarter we have distributed £7,240 in emergency funds and grants for essential items for the home.

During the pandemic we have had access to fuel vouchers and emergency funds from central government, which have been used in preference to funds from local charities as they have only been available for a limited period – we are therefore unable to isolate the proportion of this total that has gone to residents of Saffron Walden.

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.

*I am so grateful for the extent of the help and advice given by Citizens Advice. They also listened (for a long time) sympathetically and empathetically! They also went to extra lengths to provide multiple solutions and suggest others and have offered future help. I am very grateful! Couldn't have asked for a better service!*

*The lady I spoke to was so very helpful and was interested in my problem and she was so kind in calling me back the next day to see how I was getting on and of course gave me further advice, which was so very kind of her.*

*Very informative and helpful staff and took time to understand the situation. Offered fantastic advice and followed up with helpful documentation in emails.*

*I personally owe the CAB a great debt of gratitude for all their kind efforts in trying to help me with the Housing Association and the Housing Ombudsman which is still ongoing.*