Citizens Advice in Rowhill Q3 2021-22

Summary		Issues			Age				
			Issues	Clients	20-24				
Clients	73	Benefits & tax credits	62	25	25-29				
		Benefits Universal Credit	23	7					
Quick client contacts		Consumer goods & services	6	5	30-34				
		Debt	8	4	35-39				
Issues	196	Education	1	1	40-44				
		Employment	11	4					
Activities	228	Financial services & capability	15	7	45-49				
		GVA & Hate Crime	1	1	50-54				
Cases	65	Health & community care	4	4	55-59				
		Housing	18	11	60-64				•
Outcomes		Immigration & asylum	3	3					
Outcomes		Legal	5	5	65-69				
		Other	8	6	70-74				
		Relationships & family	12	8	75-79			\Box	
Income gain	£23,305	Travel & transport	4	3					
		Utilities & communications	15	7	90-94				
		Grand Total	196		0% 2	2% 4% 6%	8% 10%	12% 1	14% 16%
Channel		Top benefit issues			Gender				
(Client and third party)		01 Initial clain	n						
		21 Personal independence payment		50%		50%	,		
10% Admin		28 General Benefit Entitlement							
23		04 Limited capability for work eleme			Female				
17% Email		19 Employment Support Allowance			Male				
39		23 Council tax reduction			_				
					Disability / Long-term health				
13% Adviceline Phone 30		08 Calculation of income, earnings a.							
		17 Attendance Allowance	9		20%	45%			
			0 5 10	15					
					Disabled		Not disabled/r	no health p	oroblems
46% Telephone		Top debt issues		Long-term health condition					

09 Council tax arrears

16 Water supply & sewerage debts

In person Letter

Telephone Admin

Advicelin..

Web chat Email

04 Fuel debts

Long-term health condition

Black

Mixed

Other

Ethnicity

White

Asian



The charity for your community