Citizens Advice in St John's Q3 2021-22 Summary Issues Age Clients 40 Benefits & tax credits Benefits Universal Credit 13 **Quick client contacts** 30-34 Consumer goods & services Issues 139 40-44 13 Employment Activities 126 45-49 Financial services & capability 32 50-54 Cases GVA & Hate Crime 16 55-59 Housing 60-64 Outcomes 65-69 £7.648 Income gain Travel & transport 70-74 Utilities & communications Repayments rescheduled £14,092 **Grand Total** 139 10% 12% Channel Top benefit issues Gender (Client and third party) 21 Personal independence payment 28 General Benefit Entitlement 12% Admin 15 04 Limited capability for work eleme.. 03 Housing element Female 19 Employment Support Allowance Male 15% Email 23 Council tax reduction Disability / Long-term health 08 Calculation of income, earnings a.. 02 Standard element 17 Attendance Allowance 20 Not disabled/no health problems Top debt issues Long-term health condition 09 Council tax arrears **Ethnicity** 04 Fuel debts 99 Other Debt In person Letter 60 Debt Assessment Telephone Other Asian Advicelin.. Admin 13 Credit, store & charge card debts White Web chat Email

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