Citizens Advice in Wellington Q3 2021-22

citizens

8% 10% 12% 14% 16% 18%

Summary		Issues			Age		
			Issues	Clients	20-24		
Clients	87	Benefits & tax credits	70	30	25-29		
		Benefits Universal Credit	33	10	30-34		
Quick client contacts		Consumer goods & services	2	1			
		Debt	13	7	35-39		
Issues	262	Education	2	1	40-44		,
		Employment	13	6	45-49		
Activities	305	Financial services & capability	17	7	50-54		
		GVA & Hate Crime	5	4			
Cases	78	Health & community care	3	3	55-59		
		Housing	39	14	60-64		
0		Immigration & asylum	9	7	65-69		
Outcomes		Legal	7	5	70-74		
		Other	9	6	75-79		
		Relationships & family	15	10			
Income gain	£24,182	Travel & transport	5	3	80-84		
		Utilities & communications	20	9	85-89		
		Grand Total	262		0% 2%	4%	6%
Channel		Top benefit issues			Gender		
(Client and third party)		01 Initial claim	·				
		21 Personal independence payment			52%		
		28 General Benefit Entitlement					
		04 Limited capability for work eleme			Female		
		03 Housing element			remale		

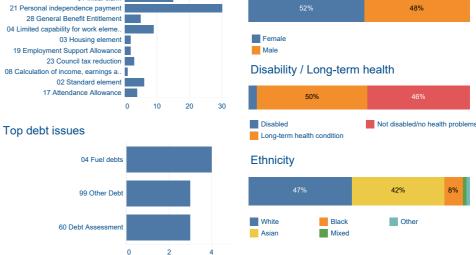
22% Email 67

46% Telephone 141

In person Letter
Telephone Other

Advicelin.. Admin

Web chat





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