



# STROUD DISTRICT COUNCIL

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## COMMUNITY SERVICES AND LICENSING COMMITTEE

### MEMBER REPORT

<b>NAME OF ORGANISATION/BODY</b>	Citizens Advice
<b>DATE OF LAST MEETING</b>	4/3/2025
<b>BRIEF REPORT</b>	
<b>Statistics for both Stroud and Cotswold Districts – 1 April 2024 to 28 February 2025</b>	
Clients advised: 3,284	
Number of issues: 14,908	
<b>Ward Dashboard</b>	
I have included the ward dashboard for the Stroud District again please do let Councillor Luff know if this is not of interest.	

# Clients by Ward

01/04/2024 28/02/2025

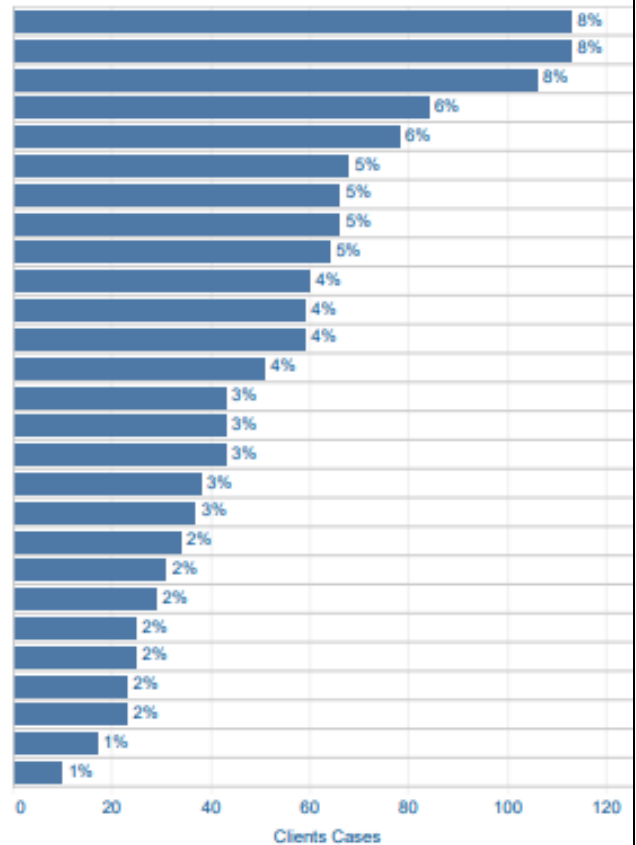
citizens advice

Clients (set minimum number to display)  
From 10

You can click on the data picker to set the minimum number of clients seen (this will filter out wards with lower numbers of clients and allow you to focus on the areas with the highest volumes)

## Ward

Local Authority Ward	Local Authority	
Cainscross	Stroud	113
Stonehouse	Stroud	113
Dursley	Stroud	106
Nailsworth	Stroud	84
Severn	Stroud	78
Stroud Slade	Stroud	68
Cam West	Stroud	66
Stroud Farmhill and Paganhill	Stroud	66
Wotton-under-Edge	Stroud	64
The Stanleys	Stroud	60
Berkeley Vale	Stroud	59
Stroud Central	Stroud	59
Rodborough	Stroud	51
Chalford	Stroud	43
Stroud Trinity	Stroud	43
Stroud Valley	Stroud	43
Minchinhampton	Stroud	38
Stroud Uplands	Stroud	37
Hardwicke	Stroud	34
Randwick, Whiteshill and Ruscombe	Stroud	31
Painswick and Upton	Stroud	29
Amberley and Woodchester	Stroud	25
Cam East	Stroud	25
Bisley	Stroud	23
Thrupp	Stroud	23
Coaley and Uley	Stroud	17
Kingswood	Stroud	10



The top five issue areas for Stroud District clients were:

1. Benefits and tax credits (includes disability benefits, pension credit and council tax support)
2. Debt
3. Housing
4. Universal Credit
5. Relationships and Family

Personal Independence remains by far the biggest benefits enquiry area. General benefits entitlement (ie clients asking for a check to see what they may be able to claim) has stayed at second place and Localised Social Welfare (ie Household Support Fund) has stayed at the third biggest benefits issue.

In terms of debt, council tax arrears continue to be the top debt issue, with fuel debts the second highest issue.

In terms of client demographics:

- All age brackets from 15-19 to 95-99 have been advised
- 61% of clients described themselves as female; 39% as male
- 62% of clients described themselves as disabled or as having a long term health condition
- 93% of clients describe their ethnicity as white.

In terms of outcomes:

Between 1 April 2024 and 31 December 2024 we have achieved an **income gain of £1609,521** for clients (both Stroud and District clients); **written off £577,659 worth of debt** and secured reimbursements of £62,791. We have enabled repayments of £28,091 to be rescheduled.

### **Advice First Aid pilot project update**

We are now rolling out Tier 1 training to local organisations in line with the strategy put together with Lizzie Dyer. In the Stroud District we have delivered two sessions of training to the Stroud Foodbank, one to GL11 and are delivering a session to NOSH on 6<sup>th</sup> March 2025.

The designated Stroud Advice First Aid adviser has completed the training modules and is giving advice.

### **Household Support Fund**

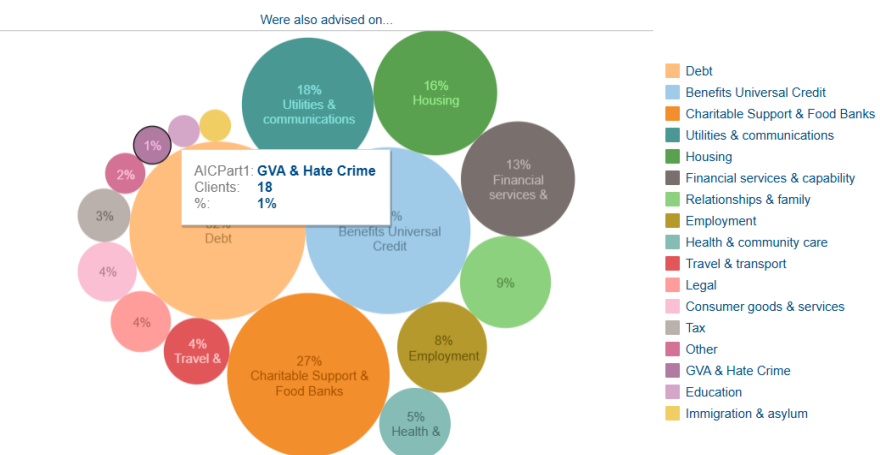
We continue to administer the Household Support Fund for the Council and are using the funds allocated to us from HSF5.

### **Cluster report**

The majority of our clients present with multiple issues.

The graph below shows the other issues that clients who present with benefits enquiries also need advice on:

In/Out of P1 Issues	AICPart1	% P1	Clients
Clients with selected issues..	<b>Total</b>	<b>100%</b>	<b>1,254</b>
	Benefits & tax credits	100%	1,254
Were also advised on...	<b>Total</b>	<b>75%</b>	<b>941</b>
	Debt	32%	401
	Benefits Universal Credit	28%	351
	Charitable Support & Food Banks	27%	341
	Utilities & communications	18%	225
	Housing	16%	198
	Financial services & capability	13%	168
	Relationships & family	9%	107
	Employment	8%	104
	Health & community care	5%	66
	Travel & transport	4%	56
	Legal	4%	47
	Consumer goods & services	4%	45
	Tax	3%	36
	Other	2%	21
	GVA & Hate Crime	1%	18
	Education	1%	13
	Immigration & asylum	1%	13



## Staff and Volunteer numbers

We plan to start training 7 new volunteer advisers at the end of March 2025.

<b>REPORT SUBMITTED BY</b>	Cllr Gary Luff
<b>DATE</b>	5/3/2025