## **Key Statistics** Citizens Advice Stroud & Cotswold .. 2021-22 Summary Issues Age Issues Clients <25 Benefits & tax credits 2,110 743 Clients 2,331 25-29 724 329 Benefits Universal Credit Consumer goods & services 307 201 Quick client contacts 30-34 1.913 414 Debt 35-39 20 13 Issues Education 9,615 832 Employment 40-44 274 185 Financial services & capability **Activities** 12,570 45-49 27 18 **GVA & Hate Crime** Health & community care 133 2,623 50-54 Cases 835 425 Housing 55-59 Immigration & asylum 344 97 Legal 269 191 Outcomes 357 239 65-69 £249,867 Income gain Relationships & family 600 356 Tax 68 50 £6.085 Re-imbursements, services, loans Travel & transport 155 116 Debts written off £150,616 75+ 647 Utilities & communications 208 £6,421 Repayments rescheduled 9,615 **Grand Total** 1% 2% 3% 4% 5% 6% 7% 8% 9% 10% Gender Channel Top benefit issues 21 Personal independence payment 19 Employment Support Allowance 37% Admin 10% 1,212 99 Other benefits issues 215 Letter 6% 720 07 Housing Benefit 140 Female Prefer different term (Other) 01 Initial claim 163 23 Council tax reduction 168 Male Email 29% 3.590 17 Attendance Allowance 108 Disability / Long-term health 08 Calculation of income, earnings a.. 151 04 Limited capability for work eleme.. 129 28 General Benefit Entitlement 98 0 200 400 600 800 Disabled Not disabled/no health problems Top debt issues Long-term health condition Telephone 54% 6,836 13 Credit, store & charge card debts 49 Debt Relief Order **Ethnicity** 99 Other Debt 237 09 Council tax arrears 04 Fuel debts 06 Rent arrears - LAs or ALMOs 63 16 Water supply & sewerage debts Video Call Webchat 15 Catalogue & mail order debts 75 Letter White In person Black Other 30 Mobile phone debt Admin Telephone Asian Mixed 60 Debt Assessment Email

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