

Citizens Advice South Somerset Client Activity Data April 2020 – 31st December 2020

Key Statistics

South Somerset (member)

01/04/2020 31/12/2020



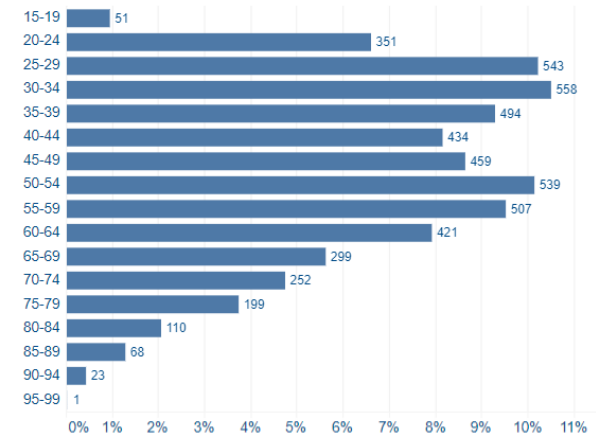
Summary

Clients	5,786
Quick client contacts	299
Issues	18,367
Activities	19,568
Cases	5,900
Outcomes	
Income gain	£2,114,933
Re-imbursments, services, loans	£1,000
Debts written off	£300,589
Repayments rescheduled	£85,594
Other	£48,028

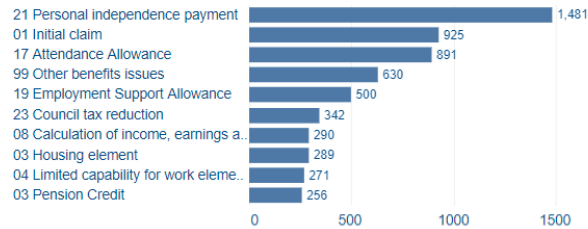
Issues

	Issues	Clients
Benefits & tax credits	5,122	1,731
Benefits Universal Credit	2,271	1,014
Consumer goods & services	625	380
Debt	2,813	689
Discrimination & Hate & GVA	145	95
Education	36	29
Employment	1,733	880
Financial services & capability	323	218
Health & community care	233	140
Housing	1,528	817
Immigration & asylum	159	98
Legal	569	392
Other	537	410
Relationships & family	1,127	645
Tax	78	62
Travel & transport	430	290
Utilities & communications	638	222
Grand Total	18,367	

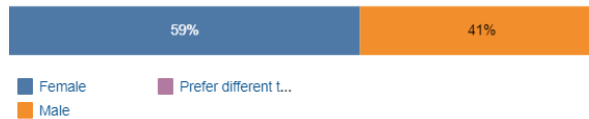
Age



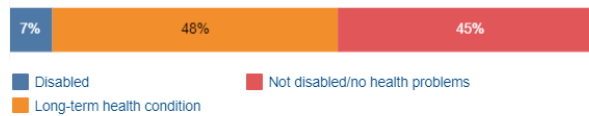
Top benefit issues



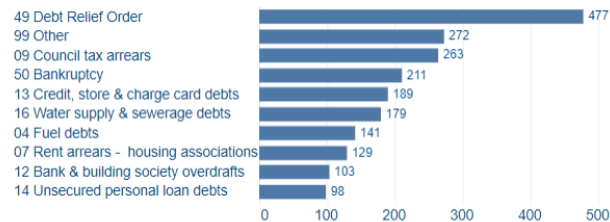
Gender



Disability / Long-term health



Top debt issues



Ethnicity

