

Citizens Advice South Somerset 6 Month Report to SSDC and SCC Public Health
1st April 2021 – 30th September 2021

Core Funded Service

Key Statistics

South Somerset (member)

01/04/2021 30/09/2021



Summary

Clients	3,841
Quick client contacts	
Issues	8,240
Activities	7,980
Cases	3,864

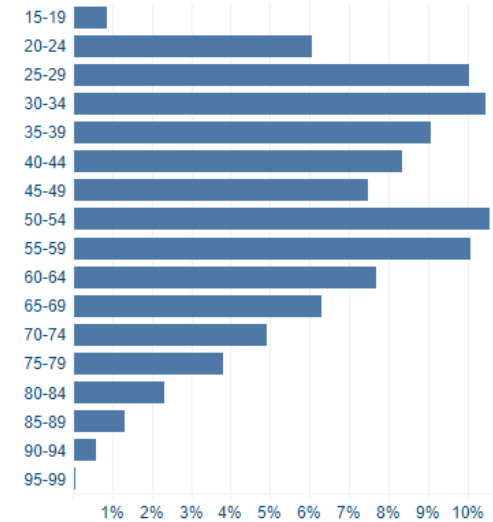
Outcomes

Income gain	£74,595
Debts written off	£38,448
Repayments rescheduled	£1,652

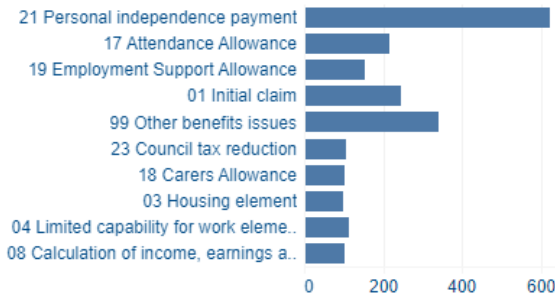
Issues

	Issues	Clients
Benefits & tax credits	1,983	1,047
Benefits Universal Credit	749	446
Consumer goods & services	444	296
Debt	787	409
Discrimination & Hate & GVA	2	1
Education	38	30
Employment	751	412
Financial services & capability	159	128
GVA & Hate Crime	38	31
Health & community care	211	124
Housing	1,062	602
Immigration & asylum	141	73
Legal	378	278
Other	393	318
Relationships & family	760	463
Tax	83	66
Travel & transport	129	108
Utilities & communications	132	82
Grand Total	8,240	

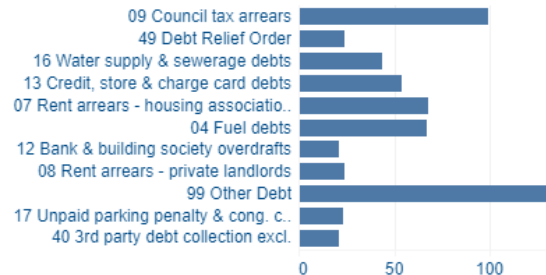
Age



Top benefit issues



Top debt issues



2020 2021 Data for April to September

Number clients: 2,927

Increase of 31%

Rural and Urban analysis by Local Authority - Issues

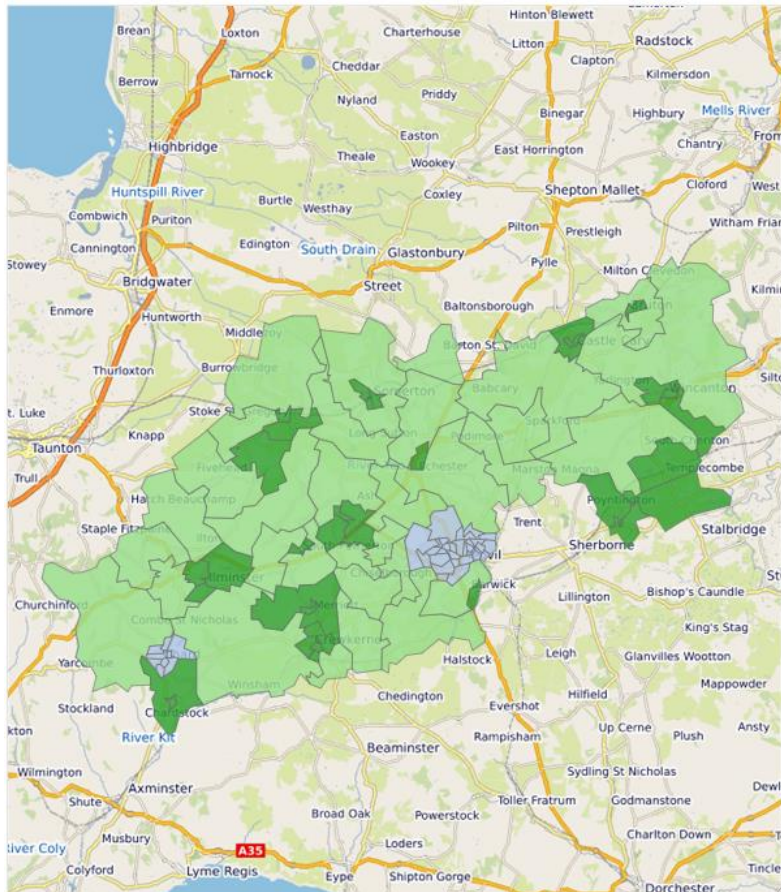
Local Authority

South Somerset

Dates

4/1/2021

3/31/2022



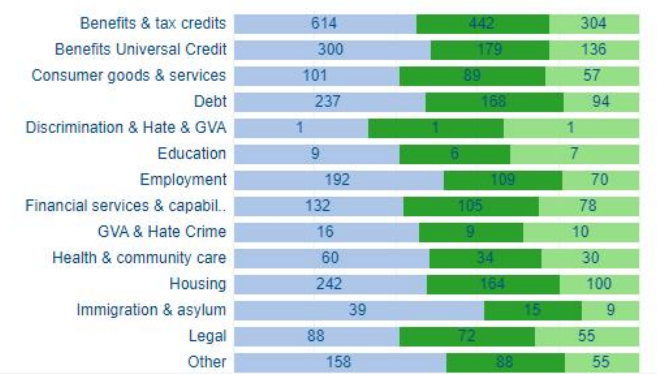
	Urban 46%	Rural 54%
Urban	46%	1,539
Rural	54%	1,808
Grand Total	100%	3,347

	%	Clients
Urban city and town	46%	1,539
Rural town and fringe	31%	1,053
Rural Village	23%	755
Grand Total	100%	3,347

■ urban city and town
■ rural town and fringe
■ rural village

Urban city and town Rural town and fringe Rural Village

Issue	Urban city and town	Rural town and fringe	Rural Village
Benefits & tax credits	45%	33%	22%
Benefits Universal Credit	49%	29%	22%
Consumer goods & services	41%	36%	23%
Debt	47%	34%	19%
Discrimination & Hate & GVA	33%	33%	33%
Education	41%	27%	32%
Employment	52%	29%	19%
Financial services & capability	42%	33%	25%
GVA & Hate Crime	46%	26%	29%
Health & community care	48%	27%	24%
Housing	48%	32%	20%
Immigration & asylum	62%	24%	14%
Legal	41%	33%	26%
Other	52%	29%	18%
Relationships & family	47%	29%	23%
Tax	46%	28%	26%
Travel & transport	42%	32%	26%
Utilities & communications	51%	28%	21%
Grand Total	46%	31%	23%



Top 15 South Somerset Wards – Clients Helped

Ward	Number of Clients
Chard (Avishayes, Combe, Crimchard, Holyrood, Jocelyn)	322
Yeovil College	232
Yeovil Lyde	210
Yeovil Westland	190
Yeovil Summerlands	182
Crewkerne	140
Brympton	141
Northstone Ivelchester	138
Yeovil Without	120
Martock	119
Wincanton	112
Blackmoor Vale	103
Wessex	100
Cary	94