



## Welcome to Citizens Advice South Somerset

Please note we are closed from Friday 24th December to Tuesday 28th December, and Friday 31st December to Monday 3rd January. We will be open on Wednesday 29th and Thursday 30th December. Normal service hours resume Tuesday 4th January 2022.

Citizens Advice South Somerset is an independent advice charity providing free, confidential and impartial information, support and advice for anyone who needs it. Our vision is to deliver excellence in prevention and advice services, helping clients prepare for and manage key life events and changes.

Our services benefit the whole community and our goal is to reduce poverty, disadvantage and discrimination, improving independence, prosperity and wellbeing.

[Covid-19 Vaccinations in Somerset](#)

**Volunteer**



**Donate**



[Macmillan Referral](#)

[CA Partner Referral](#)

[Apply to the Somerset Household Support Fund](#)

[Struggling with your Mental Health? Click here](#)

## South Somerset Household Support Fund



**The Somerset Household Support Fund is designed to provide short-term financial support (from December – end March 2022) to vulnerable households which are struggling to afford the cost of food, gas, electricity, oil and water bills and other essential costs.**

The scheme is funded by the DWP and administered by Somerset County Council. The fund is being distributed by Citizens Advice in Somerset which are assisting the County Council.

Household Support Fund activity Mid December 21 soft launch

# South Somerset

## Changes in Volume of Client Work

April 2019 to End December 2022 (last FY is ¾ data)

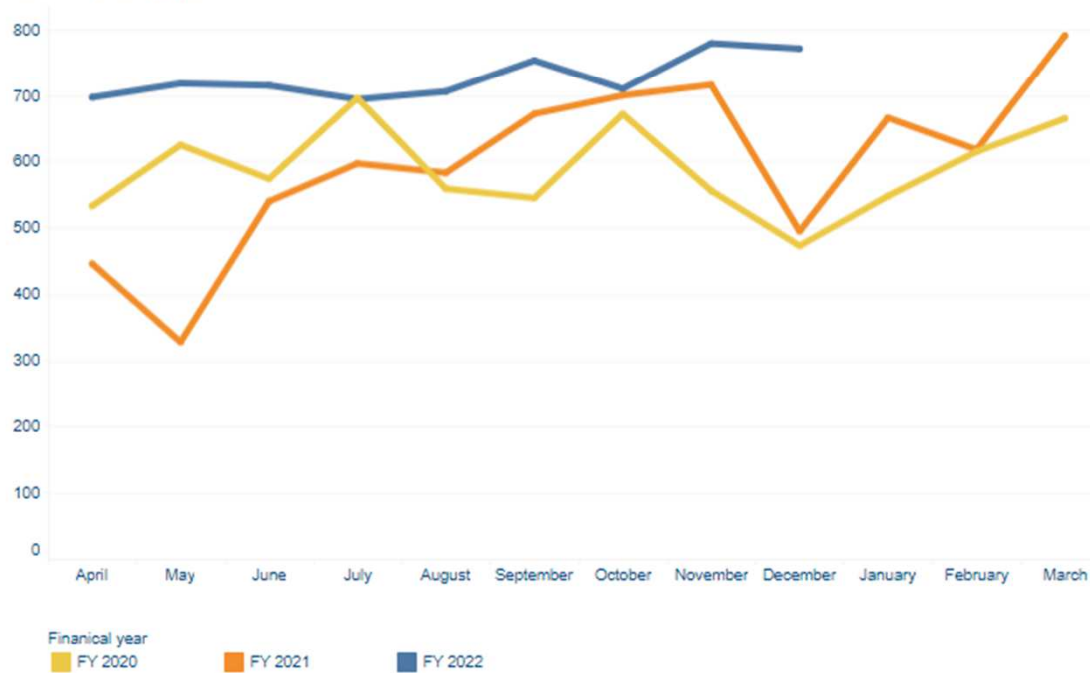
### Issue - Year on year comparison | Clients

Date: 4/1/2019 to 12/31/2021  
 Part1: (Multiple values)  
 Count issues or clients: Clients  
 Office Group: South Somerset (member)  
 Issue Type: (All)

Click on an issue name below to filter the report

FY = financial year ending March of year

Clients year by year



AICPart1	FY 2020	FY 2021	FY 2022	Grand Total
Benefits & tax credits	2,491	2,464	2,593	6,941
Benefits Universal Credit	1,522	1,407	1,103	3,832
Housing	873	1,115	998	2,844
Employment	843	1,127	652	2,526
Debt	937	982	836	2,515
Relationships & family	733	858	687	2,188
Utilities & communications	365	326	250	890
<b>Grand Total</b>	<b>5,520</b>	<b>5,975</b>	<b>5,248</b>	<b>15,073</b>

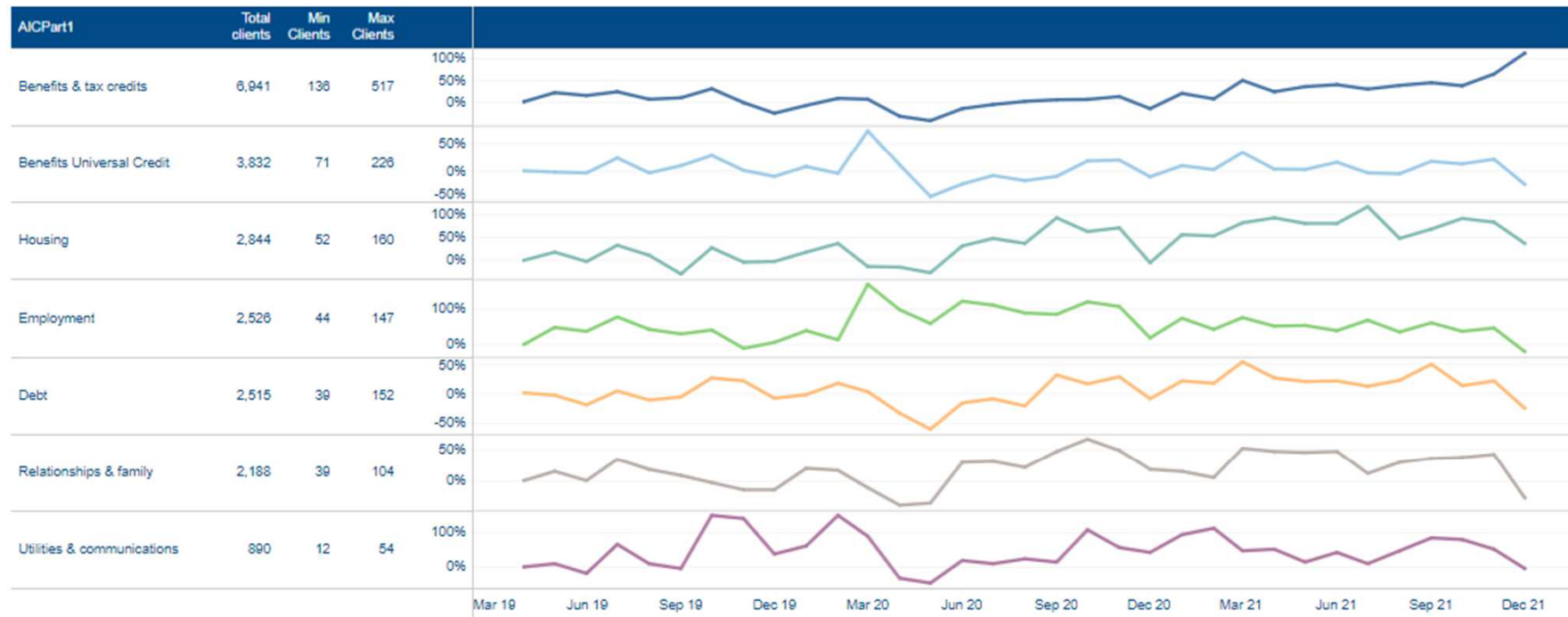
# South Somerset

## Changes in Advice Need Topics From 1/4/19 – 31/12/21

### Issue - Change Part 1 Spark Lines | Clients



Date: 4/1/2019 to 12/31/2021  
 AICPart1: (Multiple values)  
 Office Group: South Somerset (member)



- Benefits & tax credits
- Benefits Universal Credit
- Housing
- Employment
- Debt
- Relationships & family
- Utilities & communications

Click on the legend name or a line in the graph to highlight that issue

# South Somerset 9 Month Dashboard (2021/22)

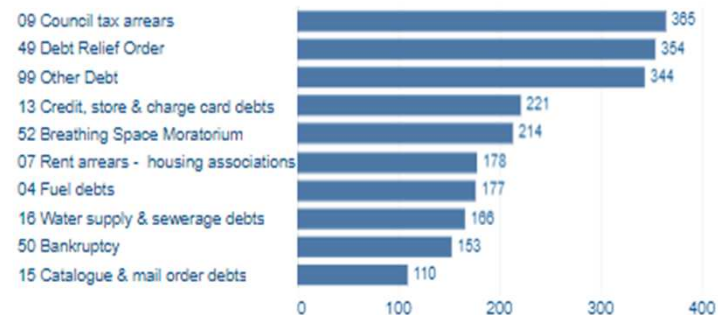
## 39 weeks = 178 clients a week or 35 a day



### Top benefit issues



### Top debt issues



Comparison to same 9 months 2020/21: number clients 5,850 = 19% increase  
 Debts written off: £300,589    Income gained: £2,114,933

- Re-commissioning of Debt Services – Money and Pension Service have notified all providers that they have not awarded a contract. We are unsure about funding for debt casework for 2022/23
- Work with the other Citizens Advice in Somerset continues through the joint provision of Adviceline
- Plans to use video advice booths across the community are in discussion to provide an equivalent service to face to face drop-in.
- Ward dashboards – working to produce quarterly ward based dashboards for elected members with trends and emerging issues