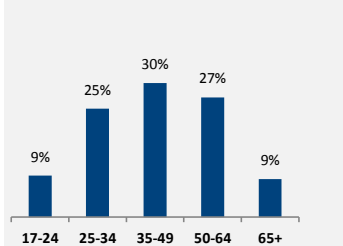
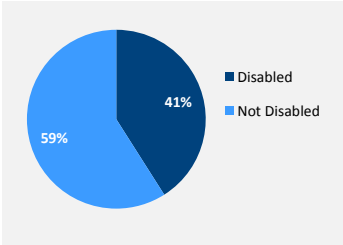
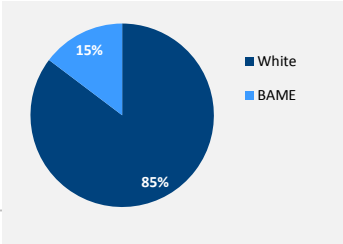
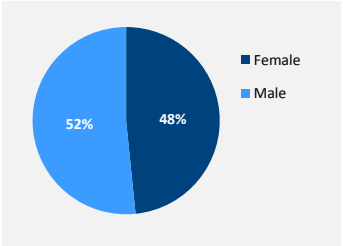




Client Profile:



Citizens Advice Constituency Dashboard 2016

Swansea West

Citizens Advice Service England and Wales 2015/16:

	2015/16
Unique clients advised	1.95m
Problems dealt with	5.6m
Community locations	>2600

Swansea West in 2015/16

Citizens Advice Bureaux dealt with:

	2015/16
Clients	2,697
Problems	5,599

The main problem areas were:

	2015/16	
	Problems	%
Benefits	2,425	43%
Debt	984	18%
Employment	333	6%
Housing	303	5%

The top 5 benefit issues were:

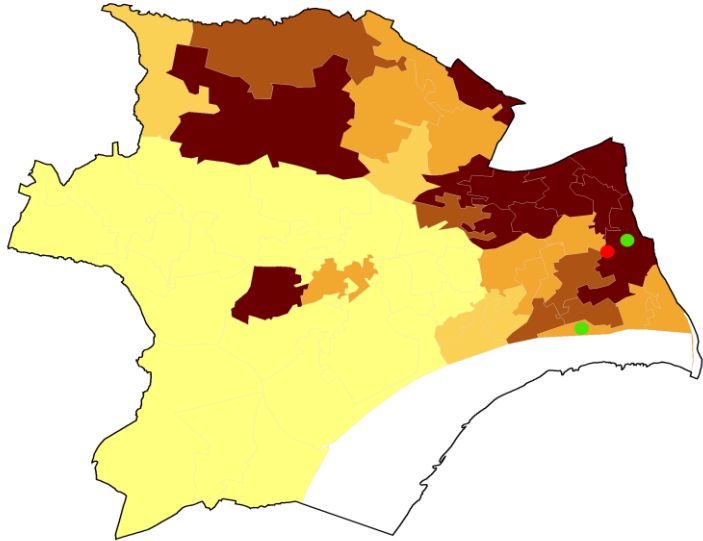
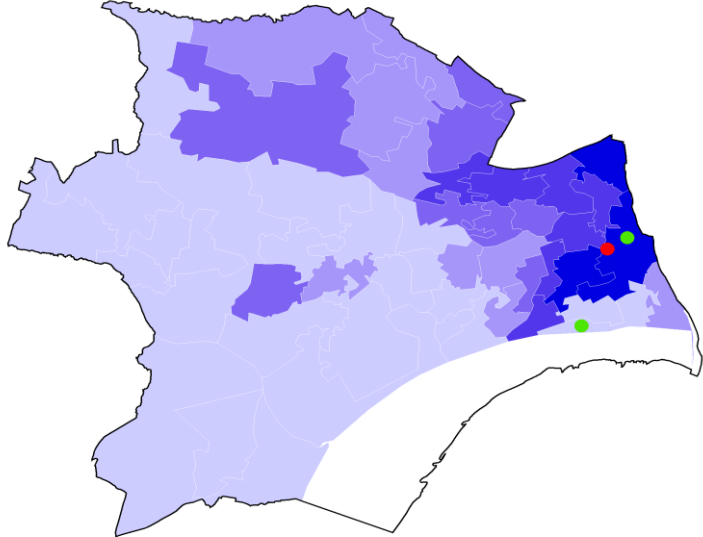
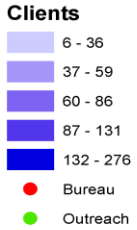
	2015/16	
	Problems	%
Personal independence payment	632	26%
Employment Support Allowance	462	19%
Working & Child Tax Credits	287	12%
Housing Benefit	217	9%
Jobseekers Allowance	177	7%

The top 5 debt issues were:

	2015/16	
	Problems	%
Debt Relief Order	207	21%
Council tax arrears	103	10%
Credit, store & charge card debts	74	8%
Unsecured personal loan debts	51	5%
Water supply & sewerage debts	51	5%

Key housing issues:

	2015/16	
	Problems	%
Threatened homelessness	30	10%
Actual homelessness	18	6%



Source: WIMD 2014. Contains OS data © Crown copyright and database right