

Agenda 149)

F+O

29/6/26



12 June 2026

LATEST STATISTICS FOR YOUR AREA FROM CITIZENS ADVICE CORNWALL

Dear Sir / Madam,

Please find attached the latest 2025/26 statistics for your council area from Citizens Advice Cornwall.

In the last year, Citizens Advice helped more than 7,300 people across Cornwall and the Isles of Scilly with a wide range of issues including housing, energy bills, debt, benefits claims, work problems, relationship breakdowns, emergency support (such as foodbanks) and consumer issues.

The cost of living crisis is still having a deep and prolonged effect on many households in Cornwall and we're continuing to see increasing numbers of people who desperately need local help.

To meet the rising demand, we're planning to recruit more volunteer advisers and have a presence in more places across the county, with outreaches planned in community centres and GP practices as well as our foodbank advice team.

Our funding from Cornwall Council only covers a third of our costs and doesn't allow for expansion to meet growing demand. We would be grateful for any donation that might help us reach more people.

If your members would like more information about the work of Citizens Advice and the sort of cases we're seeing in your area, please contact me. We're always happy to come and talk at council or public meetings.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Wailim Wong". The signature is fluid and cursive.

WAILIM WONG - COMMUNICATIONS OFFICER, CITIZENS ADVICE CORNWALL
wailim.wong@cacornwall.org.uk

Parish Dashboard

April 2025 - March 2026

citizens advice

In this/these parish/es we helped

Issues all	Clients	Clients seen (parishes)
Issues all	90	575



Outcomes

	Clients with an outcome	Total Value	Avg per client
Income gain	14	£33,362	£2,383
Re-imbursements, services, loans	3	£810	£270
Repayments rescheduled	1	£516	£516
Other	17	£0	£0
Debts written off	6	£177,195	£29,533

Top Issues

Benefits Universal Credit	237
Debt	109
Benefits & tax credits	101
Financial services & capability	32
Housing	31

Top 5 benefit issues

01 Initial claim	96
14 Managed migration	39
21 Personal independence payment	33
03 Housing element	23
02 Standard element	21

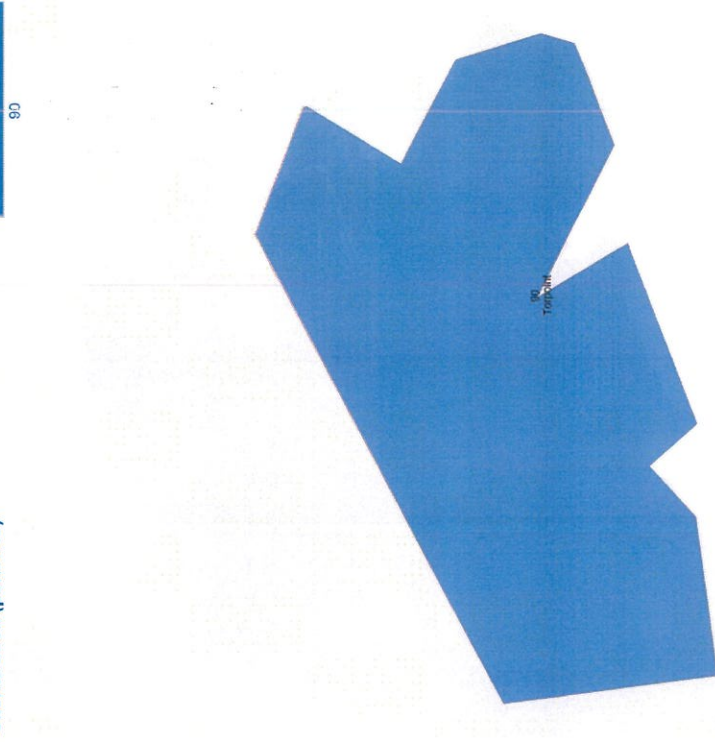
Top 5 debt issues

99 Other Debt	20
09 Council tax arrears	15
04 Fuel debts	14
49 Debt Relief Order	8
16 Water supply & sewerage debts	7
60 Debt Assessment	7

Homelessness

02 Actual homelessness	5
03 Threatened homelessness	3

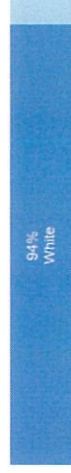
Clients seen (parishes)



Gender



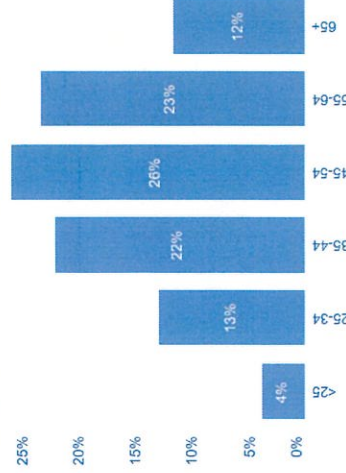
Ethnicity



Disabled or Long term health



Age group



The **Client** figure at the top left of the dashboard represents the total number of unique clients with one or more case notes in the period.

The number before the issue on the **Top benefit issues** chart, and **Top debt issues** chart, is the code for the issue and does not represent the number of issues.