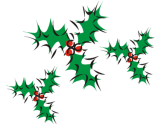


Citizens Advice Wakefield District

'We would like to wish all of our funders, friends and service users a very Merry Christmas and a Happy New Year'



Between 1st April—30th November 2019 we dealt with 16,140 issues presented across all of our services

51% of our clients considered themselves disabled or having a long term health issues

How our clients reach us

47% In Person
38% via Telephone
11% via Email
4% via Webchat

Top 5 Enquiry Areas

Benefits—Universal Credit
Debt
Benefits & Tax Credits
Financial Capability
Housing

Top 5 Benefit Issues

Personal Independence Payments
Employment Support Allowance
Generic Benefit Issues
UC: Initial Claim
Housing Benefit

Top 5 Debt Issues

Council Tax Arrears
Unsecured Personal Loans
Credit/Store Cards
Fuel Debt
Bank Overdrafts

We are looking for volunteers

We have various volunteering opportunities available. We offer full training and pay travel expenses.

We are the charity for your community . Come and join our amazing team.

For an informal chat or to get details of how you can join us contact our Training Officer: Pete Hudson
petehudson@wakefielddistrictcab.co.uk or Telephone 01924 234005

Need advice when we are closed?

**24 hour advice & information
visit**

www.citizensadvice.org.uk

Christmas/New Year 19/20

We are closed on the

24th December PM

25th December

26th December

27th December

31st December PM

1st January

**citizens
advice** Wakefield
District

