

Service Overview

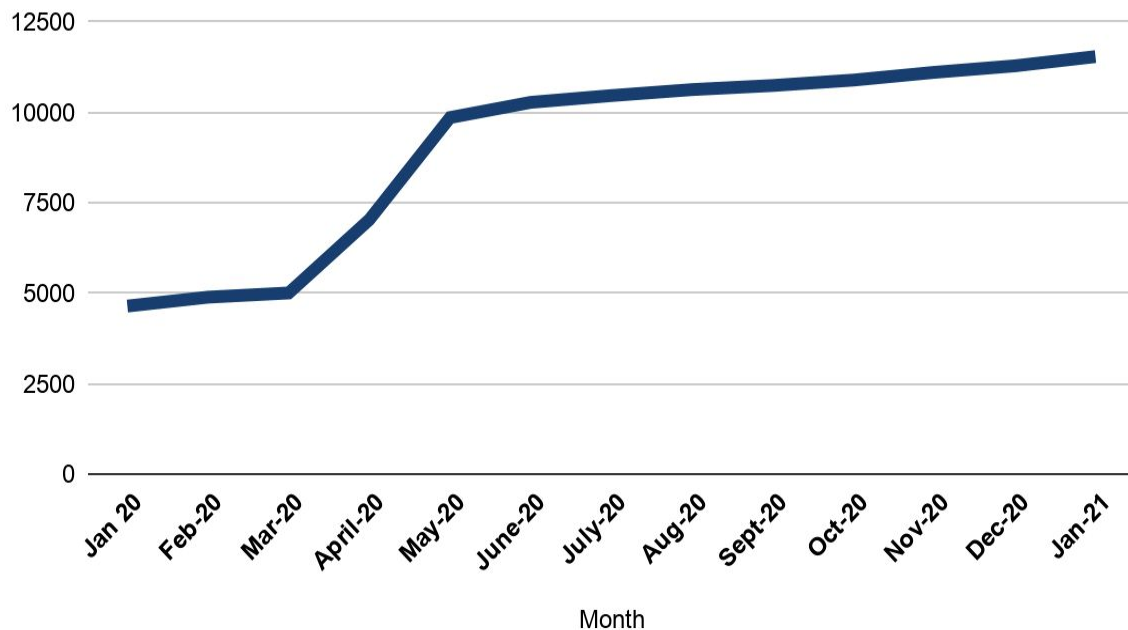
April '20 to Feb '21



Workers Meeting
2nd March 2021

Watford Constituency

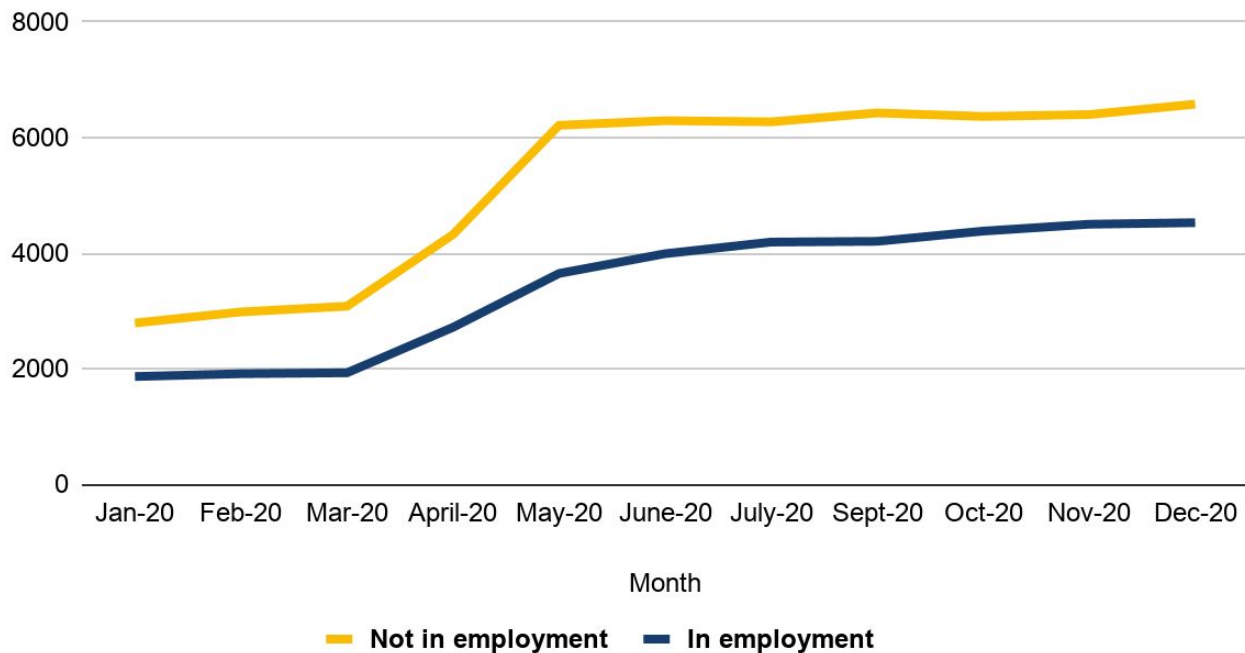
UC Claimants Jan '20 - Jan '21



**130% more
people
claiming UC
since March**

Watford Constituency

Employment status of UC claimants

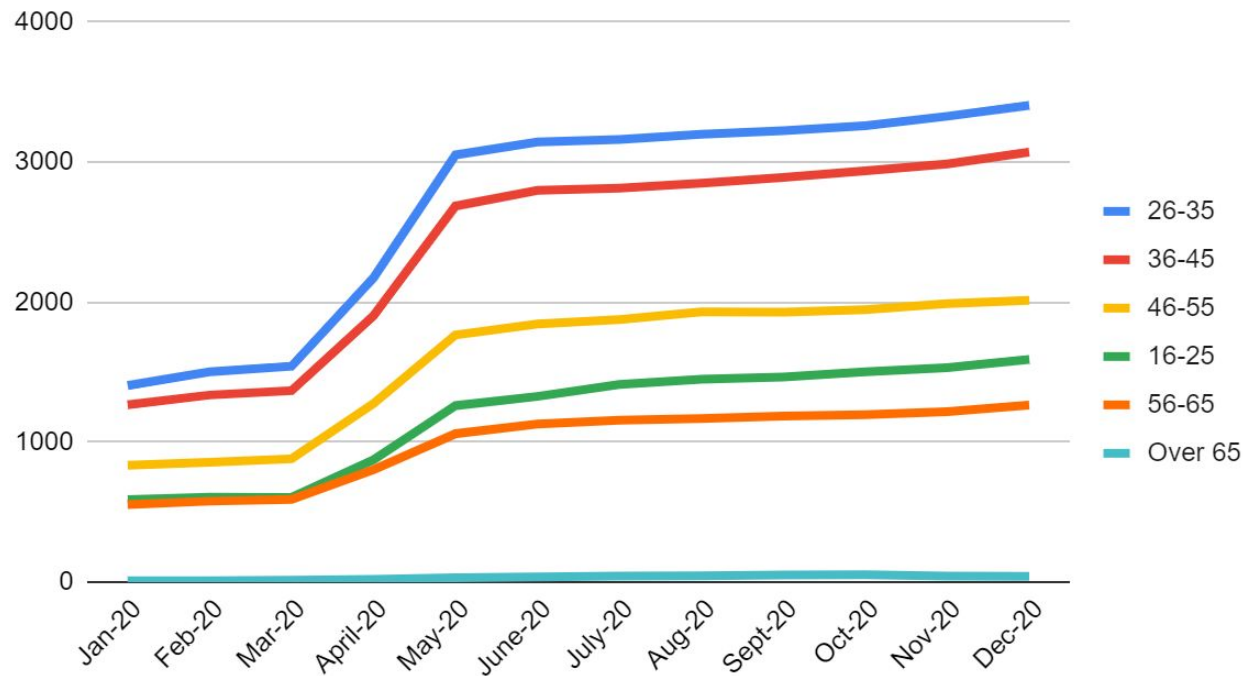


Increases March to December:

- **113% unemployed**
- **135% employed**

Watford Constituency

UC Claimants: Age Profile

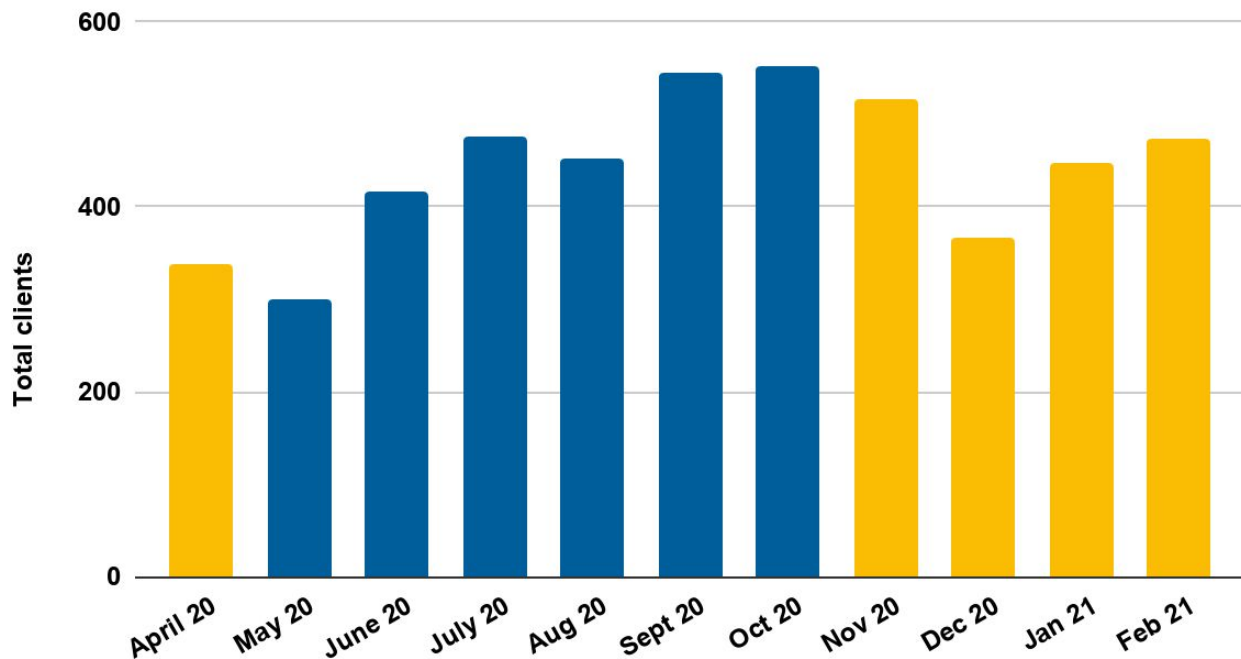


Service Overview April '20 to Feb '21

Total clients helped	3,621
Total quick clients	1,430
Total issues	10,036
Total activities	11,599

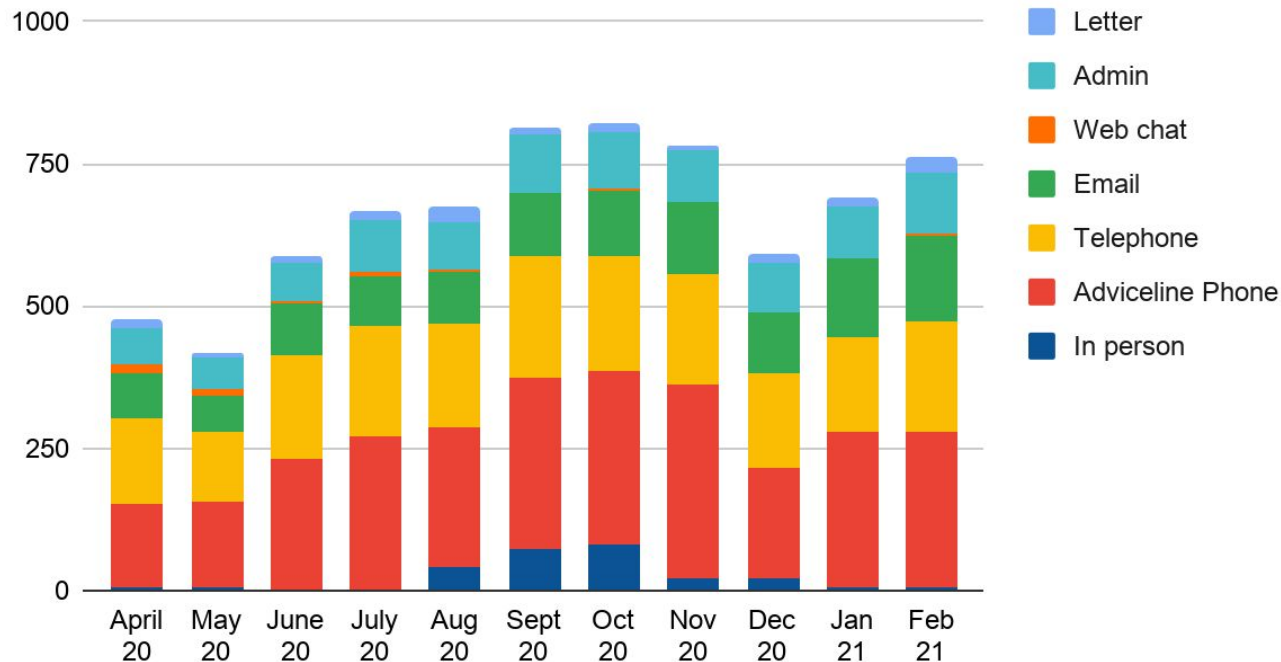
Service Overview April '20 to Feb '21

Total Clients per month

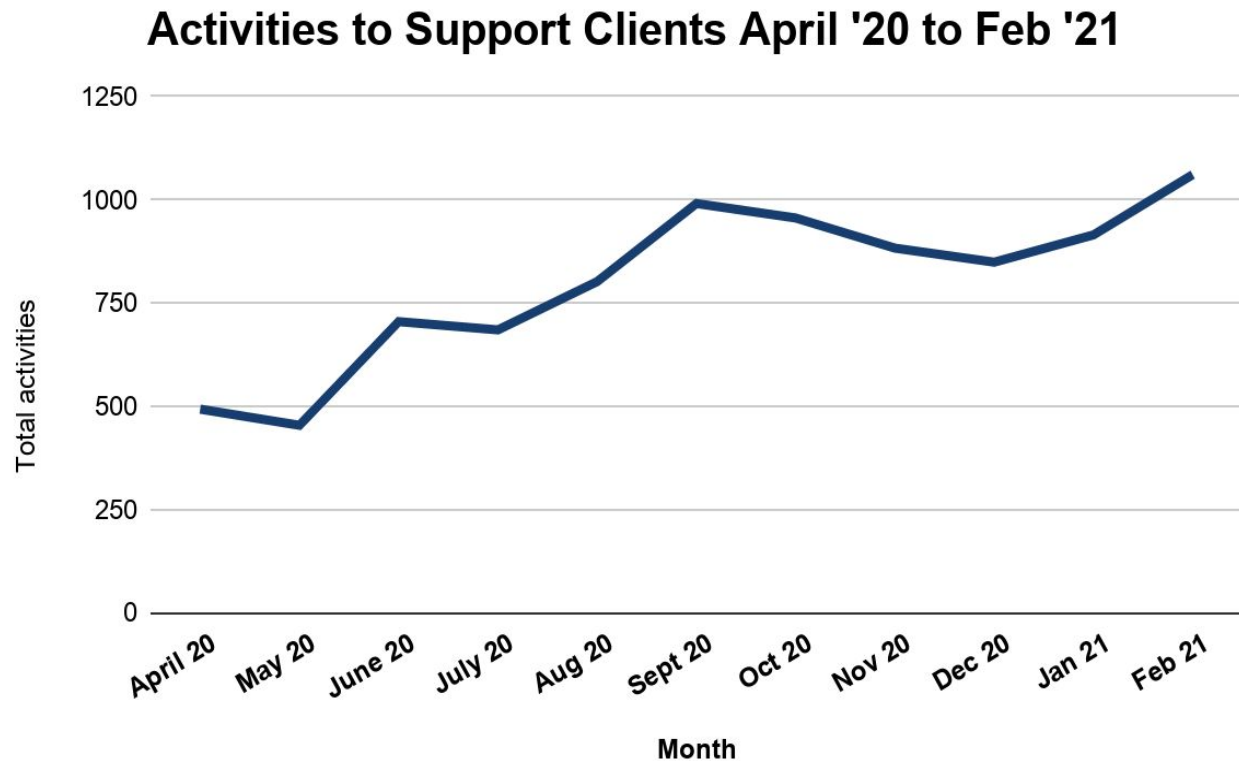


Service Overview April '20 to Feb '21

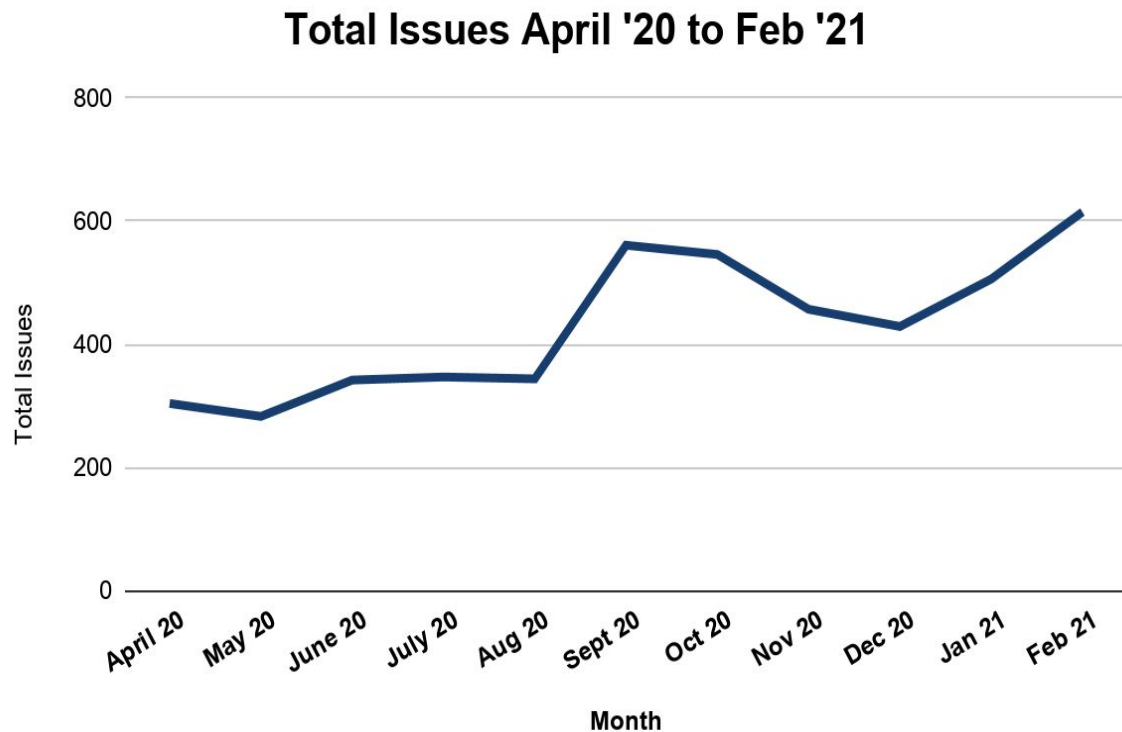
Advice Channel by month



CAW: Watford Constituency Clients

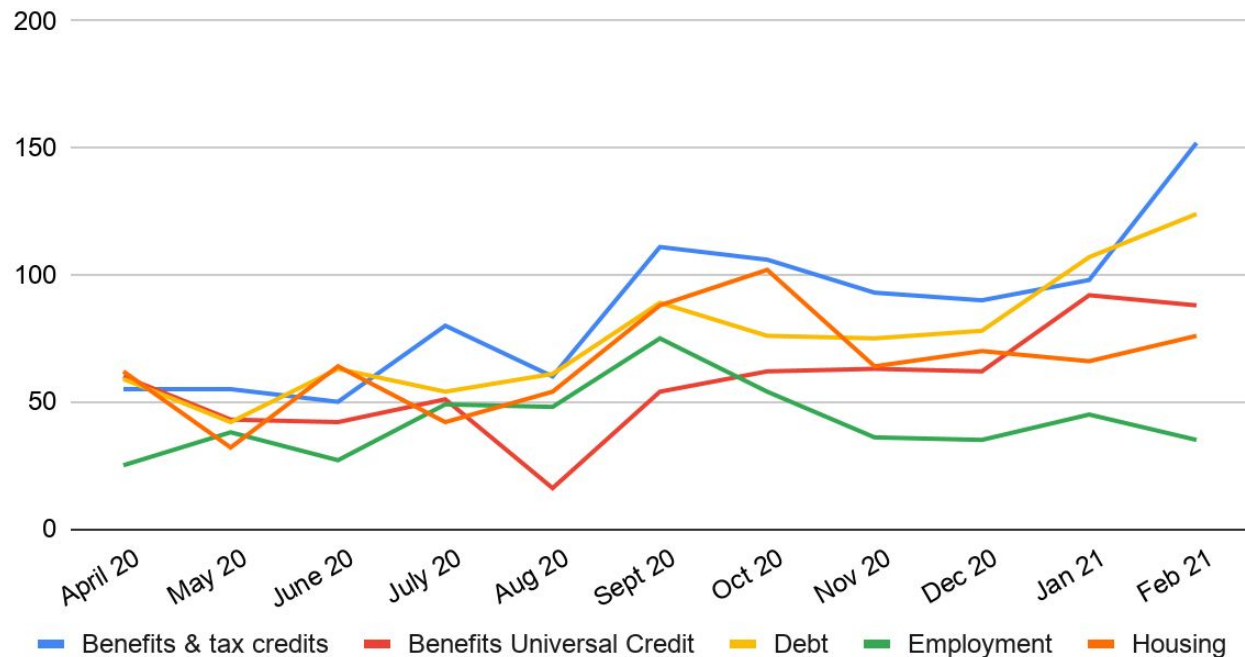


CAW: Watford Constituency Clients



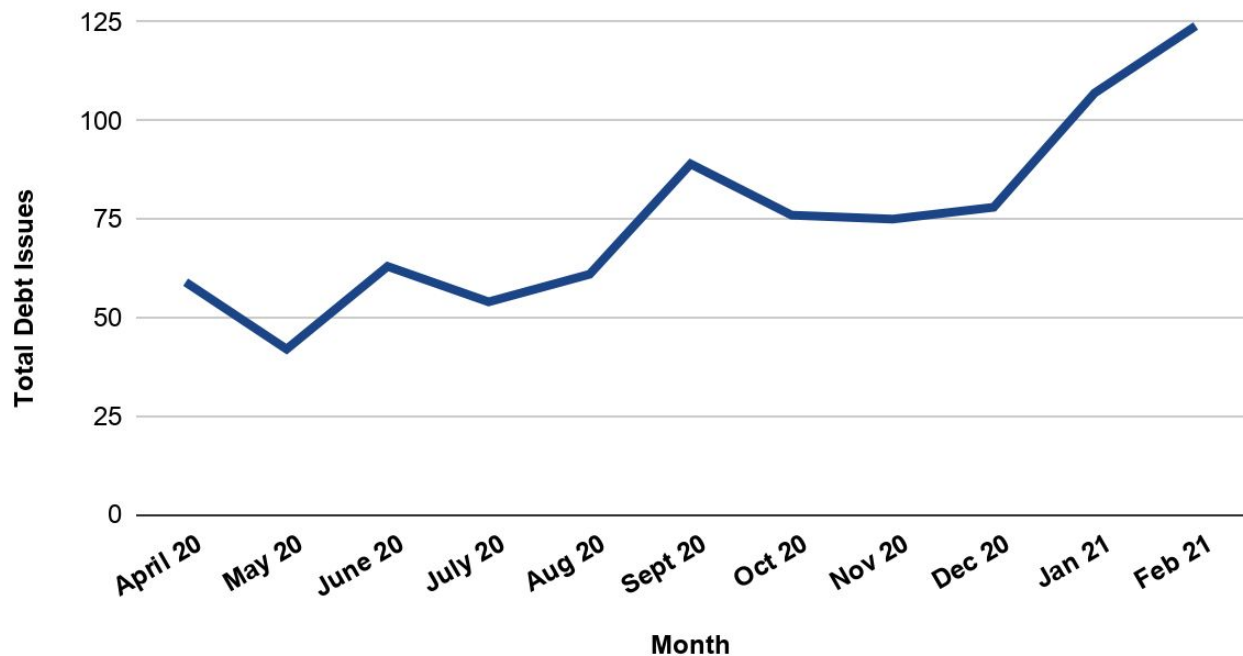
CAW: Watford Constituency Clients

Top 5 Issue Categories April '20 to Feb '21



CAW: Watford Constituency Clients

Debt Issues April '20 to Feb '21

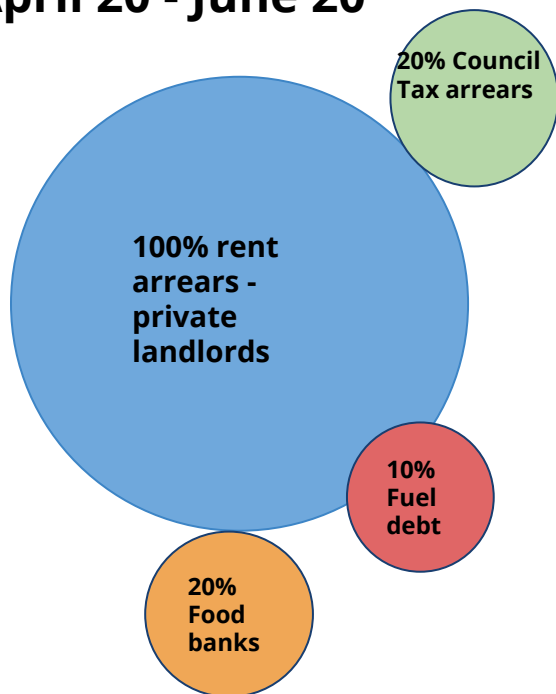


Top five debt categories at February 2021:

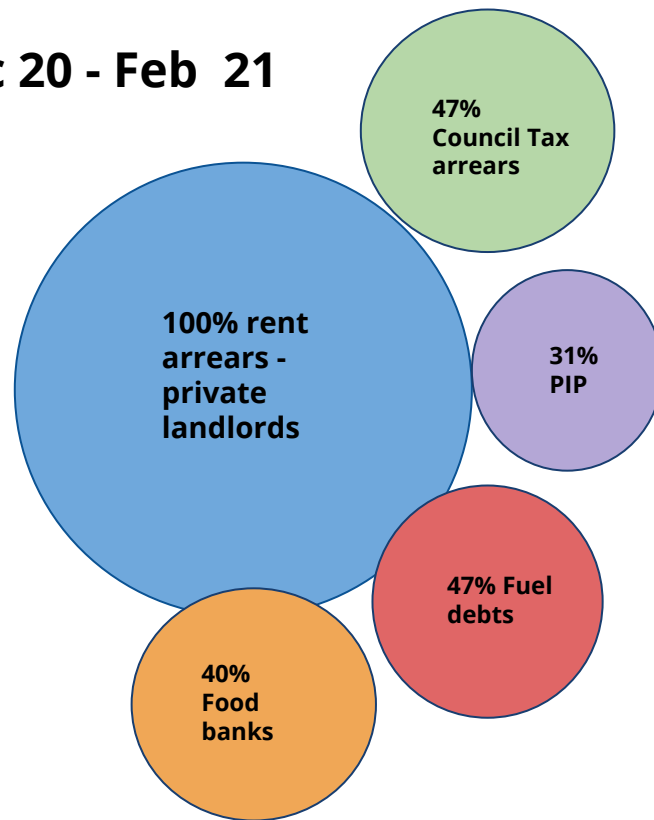
1. Rent arrears
2. Council tax arrears
3. Fuel debts
4. Cards
5. Other

Clients with private rent arrears issues

April 20 - June 20

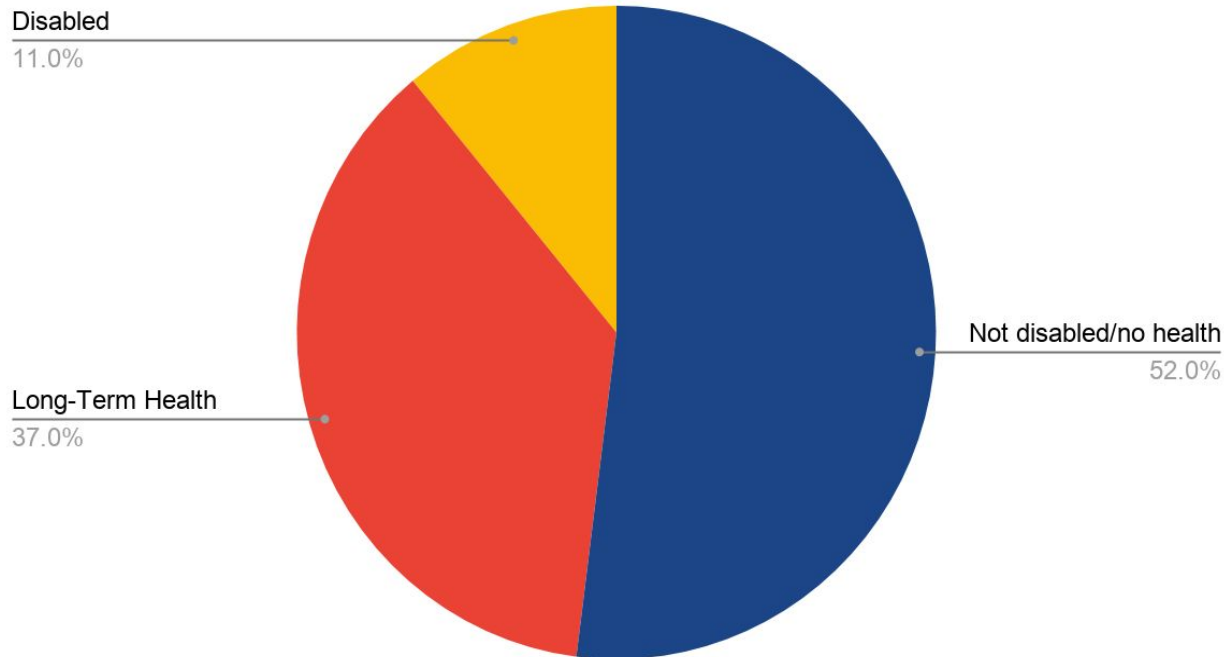


Dec 20 - Feb 21



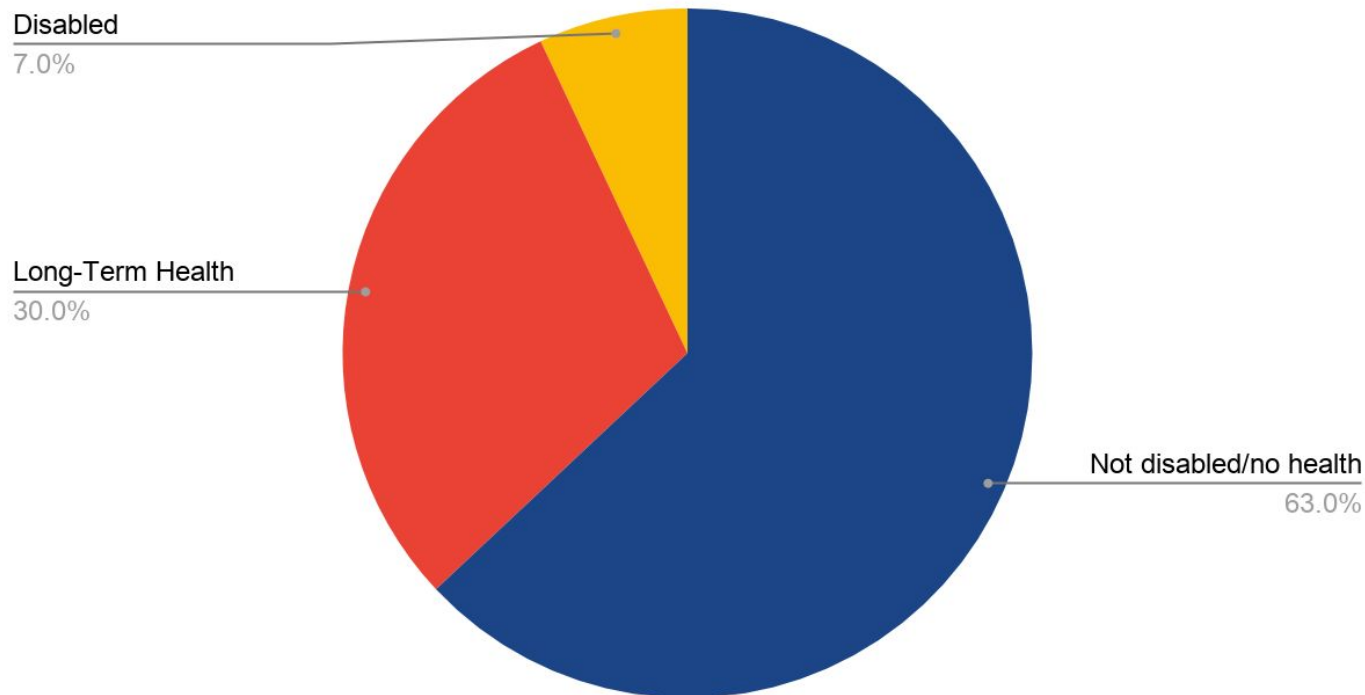
Watford Constituency in last QTR

Debt Issues: % Clients by Disability



Watford Constituency in last QTR

UC Issues: % Clients by Disability



Pandemic Advice - Observations

Financial hardship

- ❖ double the number of food vouchers to Watford constituents in January '21 compared to April '20

Growing rent arrears

- ❖ risk of homelessness when eviction ban is lifted

Impact of uncertainty regarding UC uplift

- ❖ certainty means people can plan
- ❖ regular payment is essential for budgeting and gives higher level of security

CAW Advice experience

Employment contract variations: reduction in hours

Anxiety about debt

- ❖ **impact on mental health**
- ❖ **detrimental impact on getting back into work**

Disproportionate impact on the disabled

- ❖ **impact of shielding**
- ❖ **when furlough not offered, no choice but to apply for UC**
- ❖ **worse off than those on legacy benefits**
- ❖ **Watford has seen a 46% increase in families with a disabled child receiving UC between January and August 2020**

Thank you

