

**Milly Southworth**

---

**From:** Torpoint Town Council <admin@torpointtowncouncil.gov.uk>  
**Sent:** 24 May 2024 12:40  
**To:** Milly Southworth  
**Subject:** FW: Torpoint TC  
**Attachments:** Torpoint Parish Key Stats, 2023-24 (Apr to Mar).docx

**Harriet Bastin**

Torpoint Town Council Support Officer

**p.** [01752 814165](tel:01752814165)

**e.** [admin@torpointtowncouncil.gov.uk](mailto:admin@torpointtowncouncil.gov.uk)

**w.** [www.torpointtowncouncil.gov.uk](http://www.torpointtowncouncil.gov.uk)

**a.** 1-3 Buller Road Torpoint Cornwall PL11 2LD

---



**From:** Wailim Wong <wailim.wong@citizensadvicecornwall.org.uk>

**Sent:** 23 May 2024 10:41

**To:** admin@torpointtowncouncil.gov.uk

**Subject:** Torpoint TC

23 May 2024

**LATEST STATISTICS FOR YOUR AREA FROM CITIZENS ADVICE CORNWALL**

Dear Sir / Madam,

Please find attached the latest 2023/24 statistics for your council area from Citizens Advice Cornwall.

In the last year, **our charity helped more than 8,000 people across Cornwall** 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.

Although the national economic picture may be easing, **the cost of living crisis is still having a deep and prolonged effect on many people in Cornwall and we're continuing to see increasing numbers of people who desperately need local help.** We are seeing a rise in debt cases and more disabled people who have been disproportionately affected by rising costs.

To meet the increasing need, we're planning to recruit more volunteer advisers and have a presence in more places across the county.

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

**WAILIM WONG - COMMUNICATIONS OFFICER**

**CITIZENS ADVICE CORNWALL**

[wailim.wong@citizensadvicecornwall.org.uk](mailto:wailim.wong@citizensadvicecornwall.org.uk)

Wailim Wong

Communications Officer

Citizens Advice Cornwall

07711-786688

 **please consider the environment - do you really need to print this email?**

**The Citizens Advice service helps people resolve their legal, money and other problems by providing information and advice, and by influencing policymakers.**

- **For online advice and information about our national campaigns [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**
- **For Citizens Advice Cornwall information and office opening hours [www.citizensadvicecornwall.org.uk](http://www.citizensadvicecornwall.org.uk)**

Notice: this email originates from Citizens Advice Cornwall, a trading name of CAB Cornwall (Charity Registration Number 1096193, VAT number 990 301 335, Company limited by guarantee, Registered Number 04409017 England, Registered office 21 Dean Street, Liskeard, PL14 4AB). It contains proprietary information, some or all of which may be legally privileged. It is for the intended recipient only. If an addressing or transmission error has misdirected this email, please notify the author by replying to this email. If you are not the intended recipient you must not use, disclose, distribute, copy, print or reply to this email (other than for the reason stated above). We are regulated by the Financial Conduct Authority and our unique FRN is 617531. Citizens Advice Cornwall has a complaints handling procedure. Please email [mail@citizensadvicecornwall.org.uk](mailto:mail@citizensadvicecornwall.org.uk) to request a copy of our complaints leaflet to be either posted or emailed to you. Authorised and regulated by the Financial Conduct Authority – FRN: 61753

We are registered with the Information Commissioner's Office and will process your personal data in accordance with the General Data Protection Regulation and Data Protection Act 2018. Please refer to our online Privacy Policy at <https://www.citizensadvicecornwall.org.uk> for more information on how your personal data will be processed and stored.

# Parish Dashboard

April 2023 - March 2024

citizens  
advice

## In this/these parish/es we helped

Clients	114
Issues all	611

## Top Issues

Benefits Universal Credit	126
Debt	124
Benefits & tax credits	120
Financial services & capability	51
Housing	44

## Top 5 benefit issues

21 Personal independence payment	51
01 Initial claim	38
03 Housing element	25
04 Limited capability for work elements	24
28 General Benefit Entitlement	17

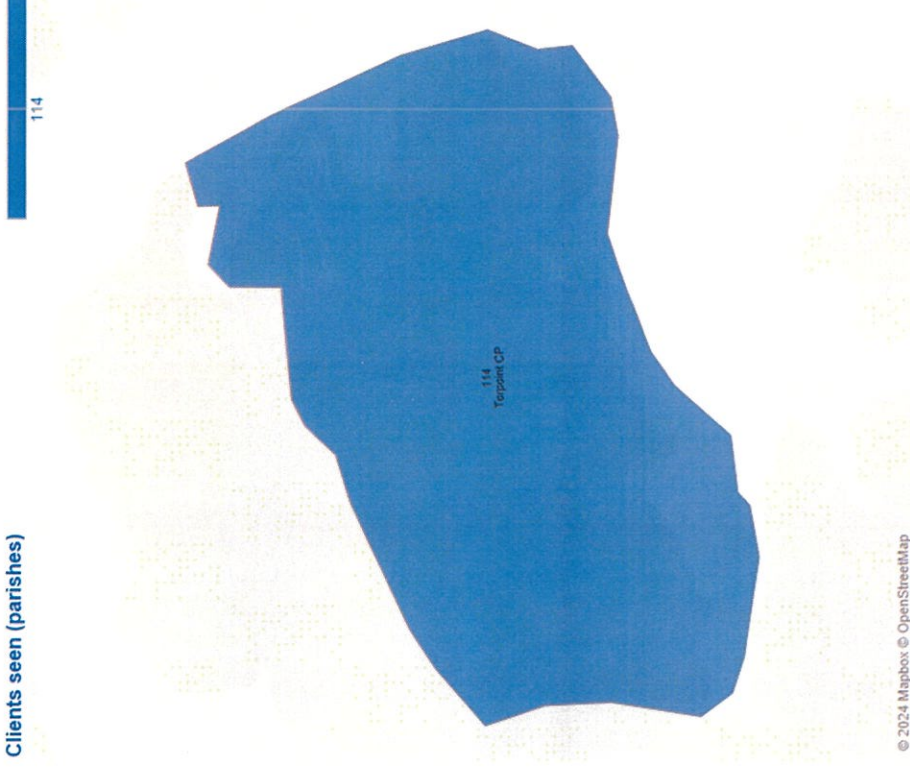
## Top 5 debt issues

09 Council tax arrears	20
60 Debt Assessment	15
99 Other Debt	14
16 Water supply & sewerage debts	13
49 Debt Relief Order	12

## Homelessness

03 Threatened homelessness	4
----------------------------	---

## Clients seen (parishes)



## Gender



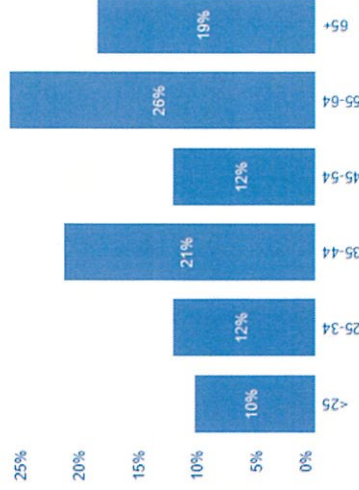
## Ethnicity



## 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.