

# **Debt Helpline Statistics**

**February 2022**



**Debt Advice**  
Foundation  
**Statistics**



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## Message from the Chair



Welcome to Debt Advice Foundation's February 2022 helpline statistics update.

With the amount of personal borrowing approaching the record levels seen prior to the 2008 global economic recession, it's important that the debt advice sector does everything it can to prepare itself for the inevitable surge in demand for debt advice. One way we can do this is through research. Research not only helps the charity understand and adapt to the ever changing credit landscape and how service-users are impacted by those changes but it also shapes and informs Government and regulatory policy more broadly, both in the debt advice and related sectors.

Understanding how and why people call the charity's helpline, how they use the information they are given and how effective that information is, allows us to develop and improve our service for the benefit of future service-users.

The more research we have access to, the more likely we are to spot emerging trends that may, for example, influence the way borrowers use credit in the future and how we, both as a charity and as a sector more broadly, might react to those changes. That is why we have developed this monthly statistical resource.

Please feel free to get in touch if you have any questions or comments regarding the charity's statistical releases.

A handwritten signature in dark ink, appearing to be 'D. Benson', followed by a large, stylized closing bracket or flourish.

**Dennis Benson OBE**  
**Chair**

## About Debt Advice Foundation

Debt Advice Foundation is a registered national debt advice and education charity in England and Wales (no. 1148498).

At the heart of the charity's philosophy is the prevention and cure of unmanageable consumer debt.

Whilst our primary focus is on helping those that are in need of advice and support today, we strongly believe that improving financial literacy amongst the next generation of credit users is key to tackling increasing levels of unmanageable consumer debt in the UK.

The charity seeks to carry out these objectives through its free telephone debt counselling service, which helps over 10,000 people every year, and through DebtAware, the charity's award winning debt education programme for schoolchildren.

The charity holds the Advice Service Alliance's Advice Quality Standard (AQS) and is listed by Money and Pensions Service as an accredited, free provider of debt advice on its online debt advice locator page (the Money and Pensions Service is an independent service set up by government to help people manage their money).

The charity is a member of AdviceUK, the UK's largest support network for free, independent advice centres, as well as the National Homelessness Advice Service (NHAS) and all of the charity's advisers are members of the Institute of Money Advisers (IMA), a charitable body that aims to promote free money advice and develop professional standards.

The charity is also a registered supporter of the All-Party Parliamentary Group on Financial Education for Young People and the All-Party Parliamentary Group on Debt and Personal Finance.

Debt Advice Foundation is authorised and regulated by the Financial Conduct Authority (no. 692492).



# Debt Helpline Statistics

## February 2022



Debt Advice  
Foundation  
Statistics

### What we dealt with



**£392,069**

Total debt dealt with



**£9,563**

Average caller debt

**35%**



Unsecured loans accounted for the highest proportion of caller debt



**5.0**

Average number of creditors

### Why people called us



**40%**

of callers told us loss of job caused their debts



**32%**

of clients have previously had some debt advice



**15%**

wanted advice on dealing with a debt problem

8% Disputed liability  
7% Benefits  
4% Legal  
4% Current insolvency case

### Who called us



Most calls (22%) London

Most debt (£22,300) South East



Most calls (24%) 45-54 age group

Most debt (£16,562) 35-44 age group



Most calls (68%) Tenants

Most debt (£26,799) Homeowners



Most calls (51%) Females

Most debt (£10,253) Males

#### About Debt Advice Foundation

Statistics based on information provided by callers to the charity's helpline in February 2022.

Debt Advice Foundation is a registered charity in England and Wales (no. 1148498) and is authorised and regulated by the Financial Conduct Authority (no. 692492).

The charity holds the Advice Quality Standard and is listed by Money Advice Service as an accredited advice provider (the Money Advice Service is an independent service set up by

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Foundation

0800 043 40 50 (Helpline)

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## Debt Advice Foundation - Debt Helpline Statistics (February 2022)

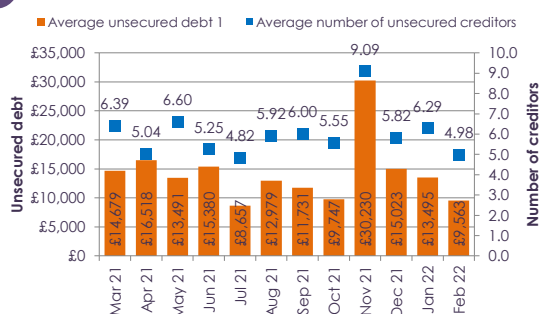
## 1. Overview



This section provides an overview of callers to the charity's helpline in February 2022. The dataset comprises completed advice cases only (this means cases where a full financial assessment has taken place and a debt solution has been recommended).

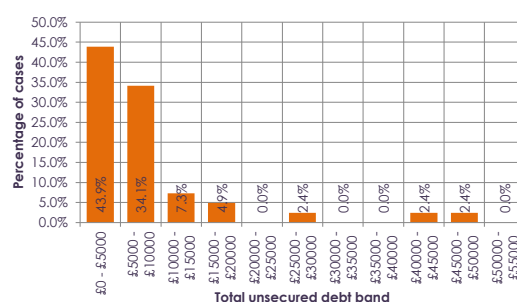
The charity's helpline advisers dealt with a total of £392,069 of unsecured debt in February 2022 at an average of £9,563 per case (full financial assessments).

## c1.1 Unsecured debt overview

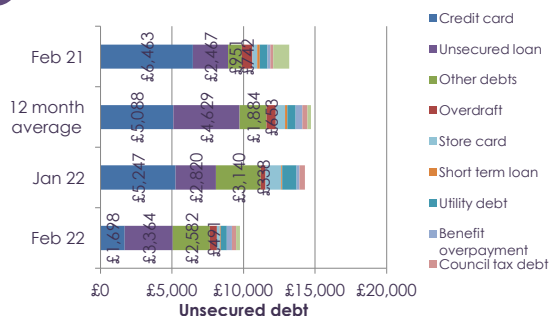


<sup>1</sup> Includes unsecured credit facilities such as credit cards, unsecured loans, short term (payday) loans, overdrafts, store cards and catalogue debts. Secured debts, such as mortgages, and priority arrears (for example rent and council tax debts) are not included.

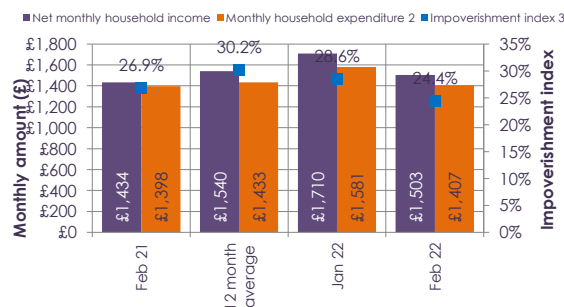
## c1.2 Unsecured debt profile (February 2022)



## c1.3 Unsecured debt by type (February 2022)



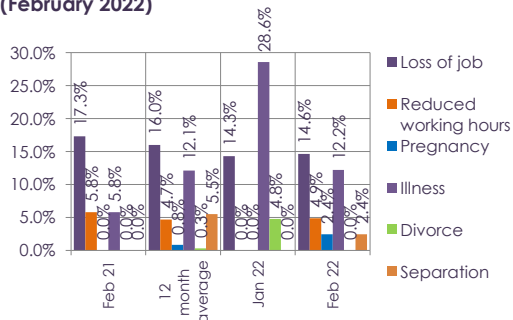
## c1.4 Client financial profile (February 2022)



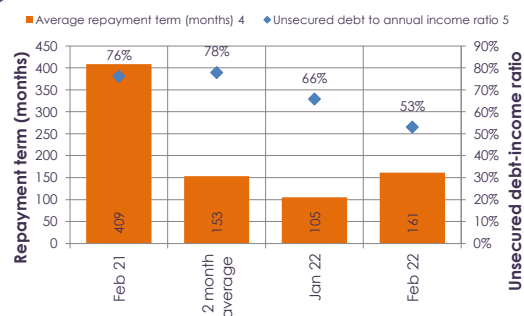
<sup>2</sup> Monthly household expenditure does not include contractual unsecured debt repayments but does include priority arrears payments.

<sup>3</sup> The percentage of cases that have a negative disposable income

## c1.5 Specified cause of financial impairment (February 2022)



## c1.6 Debt servicing (February 2022)



<sup>4</sup> Average number of months to repay the total value of unsecured liabilities in full based on the available disposable income (after monthly essential household expenditure) assuming interest and charges are stopped.

## 1. Overview continued



This section provides an overview of callers to the charity's helpline in February 2022. The dataset comprises completed advice cases only (this means cases where a full financial assessment has taken place and a debt solution has been recommended).

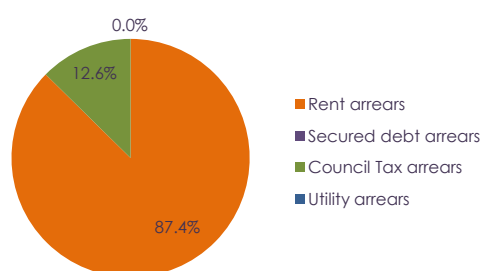
In February 2022, 31.7% of callers told us they'd previously sought help with their debts. 43.9% of callers were identified as having a vulnerability that made them susceptible to potential detriment.

### c1.7 Priority debt arrears (February 2022)<sup>2</sup>

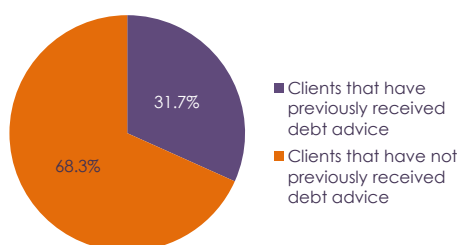


<sup>2</sup> Insolvency cases (DROs, bankruptcies and IVAs) have been omitted from the priority debt arrears calculation due to the variable nature of arrears processing in these solutions.

### c1.8 Priority debt arrears by type (February 2022)

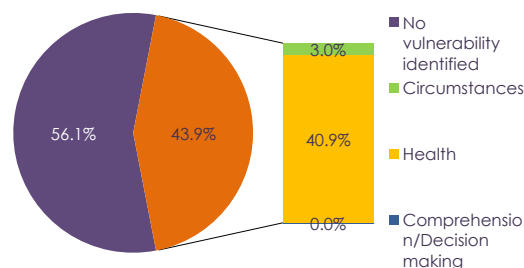


### c1.9 Repeat advice (February 2022)<sup>1</sup>



<sup>1</sup> Repeat advice is a measure of previous client engagement with an FCA authorised source, ranging from seeking advice through entering an agreement with a debt solution provider.

### c1.10 Client vulnerability (February 2022)





# Debt Advice Foundation - Debt Helpline Statistics (February 2022)

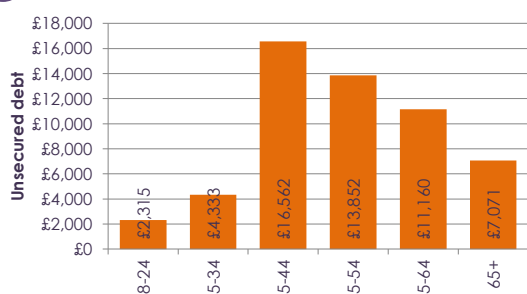
## 2. Age group

This section provides an overview of callers to the helpline in February 2022, broken down by age group.

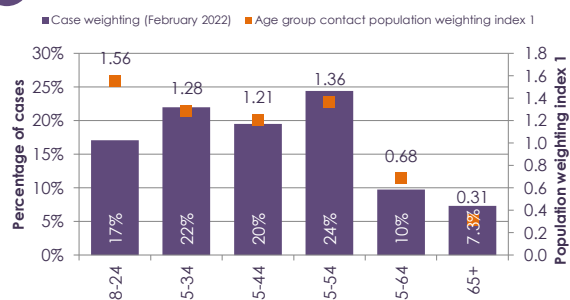


The age group with the highest average unsecured debt in February 2022 was the 35-44 age group (£16,562). The age group with the highest helpline engagement was the 18-24 age group, which was 56% more likely to call the helpline than the UK average.

### c2.1 Average unsecured debt (February 2022)

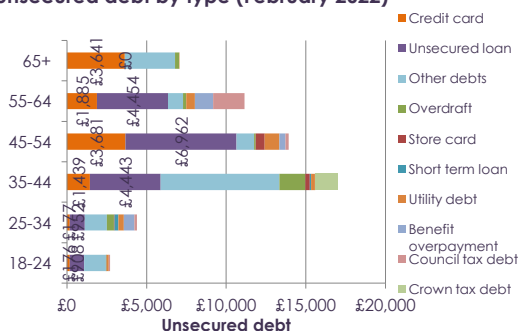


### c2.2 Case weighting (February 2022)

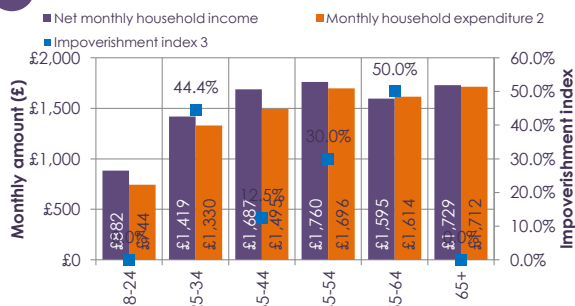


<sup>1</sup> The population weighting index is calculated by dividing the number of helpline contacts by the latest ONS population estimate for each age-group and comparing it to the UK average. This statistic provides a more useful relative measure of age-group helpline engagement by removing age-group population bias.

### c2.3 Unsecured debt by type (February 2022)



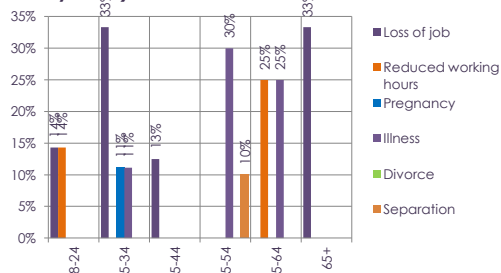
### c2.4 Client financial profile (February 2022)



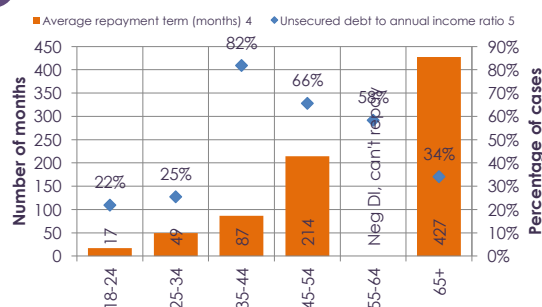
<sup>2</sup> Monthly household expenditure does not include contractual unsecured debt repayments but does include priority arrears payments.

<sup>3</sup> The percentage of cases that have a negative disposable income and are unable to meet the existing essential household expenditure.

### c2.5 Specified cause of financial impairment (February 2022)



### c2.6 Debt servicing (February 2022)



<sup>4</sup> Average number of months to repay the total value of unsecured liabilities in full based on the available disposable income (after monthly essential household expenditure) assuming interest and charges are stopped.

<sup>5</sup> Total amount of unsecured debt as a percentage of total annual net income.

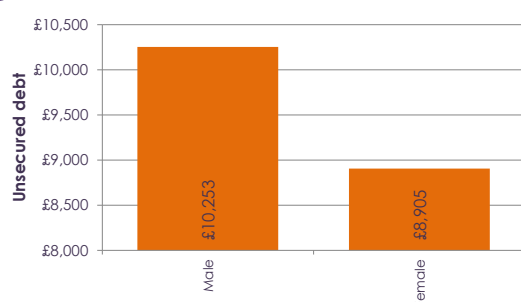
### 3. Gender



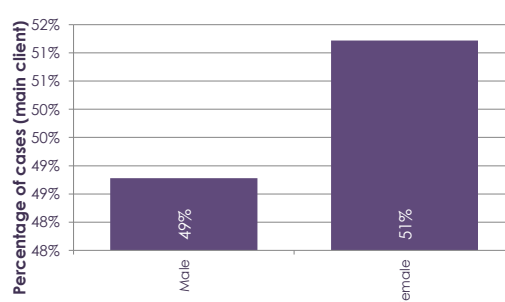
This section provides an overview of callers to the helpline in February 2022, broken down by gender.

Males had the highest average amount of debt in February 2022 (£10,253). The highest weighting of callers to the helpline in the period was females (51%).

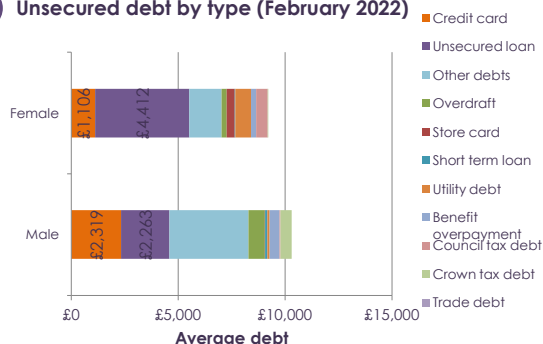
c3.1 Average unsecured debt (February 2022)



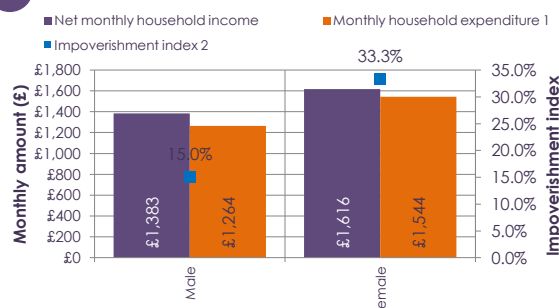
c3.2 Case weighting (February 2022)



c3.3 Unsecured debt by type (February 2022)



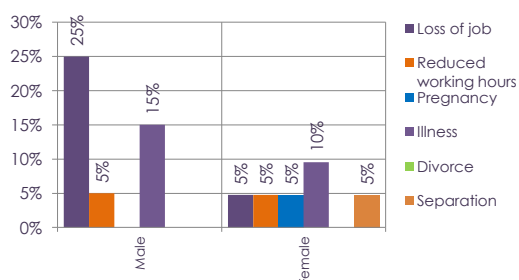
c3.4 Client financial profile (February 2022)



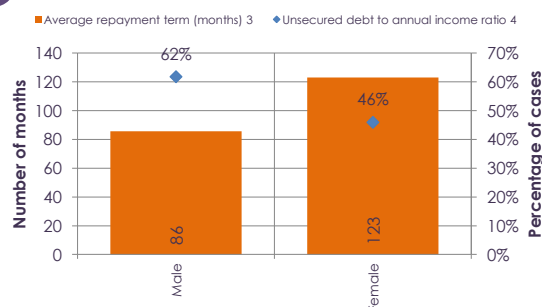
<sup>1</sup> Monthly household expenditure does not include contractual unsecured debt repayments but does include priority arrears payments.

<sup>2</sup> The percentage of cases that have a negative disposable income and are unable to meet the existing essential household expenditure.

c3.5 Specified cause of financial impairment (February 2022)



c3.6 Debt servicing (February 2022)



<sup>3</sup> Average number of months to repay the total value of unsecured liabilities in full based on the available disposable income (after monthly essential household expenditure) assuming interest and charges are stopped.

<sup>4</sup> Total amount of unsecured debt as a percentage of total annual net income.

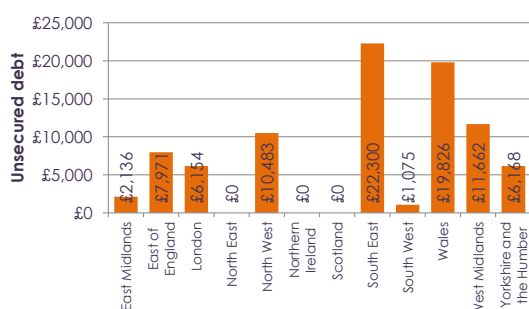
## 4. Region

This section provides an overview of callers to the helpline in February 2022, broken down by region.

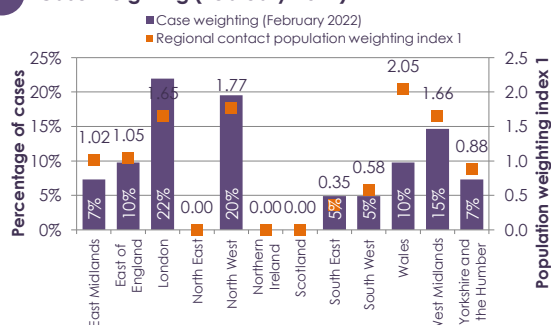


The region with the highest average unsecured debt in February 2022 was South East (£22,300). The region with the highest helpline engagement was Wales which was 105% more likely to call the helpline than the UK average.

c4.1 Average unsecured debt (February 2022)

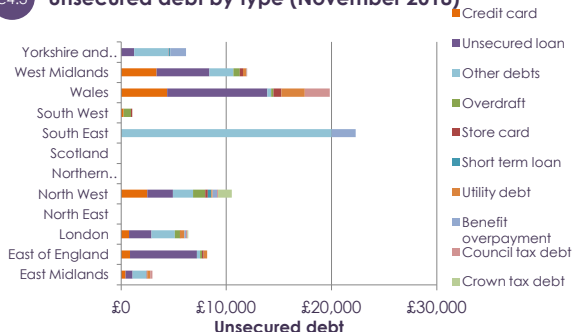


c4.2 Case weighting (February 2022)

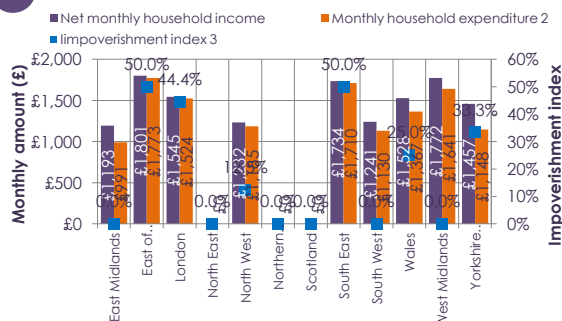


<sup>1</sup> The population weighting index is calculated by dividing the number of helpline contacts by the latest ONS population estimate for each region and comparing it to the UK average. This statistic provides a more useful relative measure of regional helpline engagement by removing regional population bias.

c4.3 Unsecured debt by type (November 2018)



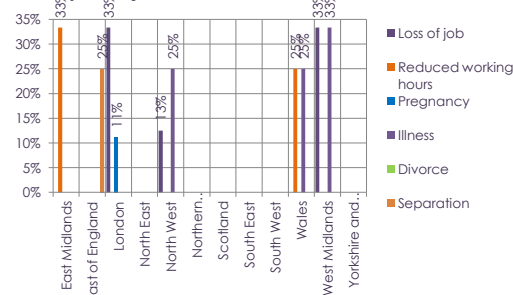
c4.4 Client financial profile (February 2022)



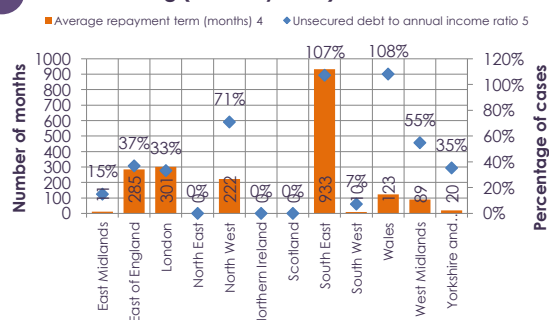
<sup>2</sup> Monthly household expenditure does not include contractual unsecured debt repayments but does include priority arrears payments.

<sup>3</sup> The percentage of cases that have a negative disposable income and are unable to meet the existing essential household expenditure.

c4.5 Specified cause of financial impairment (February 2022)



c4.6 Debt servicing (February 2022)



<sup>4</sup> Average number of months to repay the total value of unsecured liabilities in full based on the available disposable income (after monthly essential household expenditure) assuming interest and charges are stopped.

<sup>5</sup> Total amount of unsecured debt as a percentage of total annual net income.

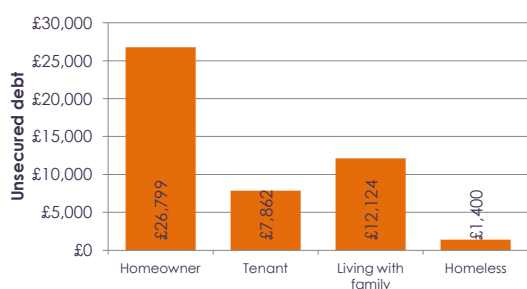
## 5. Residential status

This section provides an overview of callers to the helpline in February 2022, broken down by residential status.

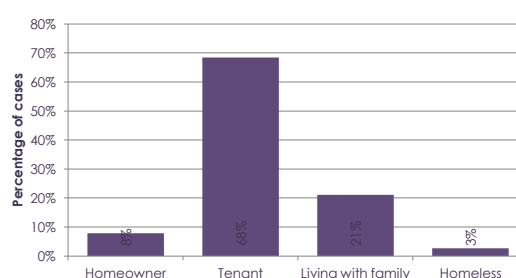


Homeowner was the group with the highest average unsecured debt (£26,799) in February 2022. Tenant was the most likely group to call the charity for advice (68%).

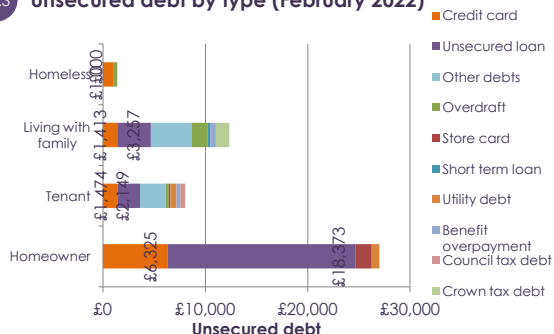
c5.1 Average unsecured debt (February 2022)



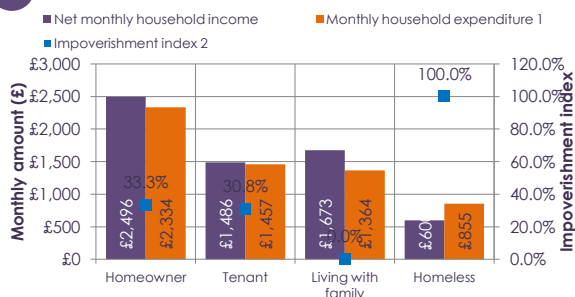
c5.2 Case weighting (February 2022)



c5.3 Unsecured debt by type (February 2022)



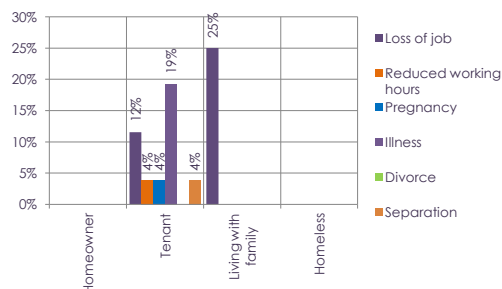
c5.4 Client financial profile (February 2022)



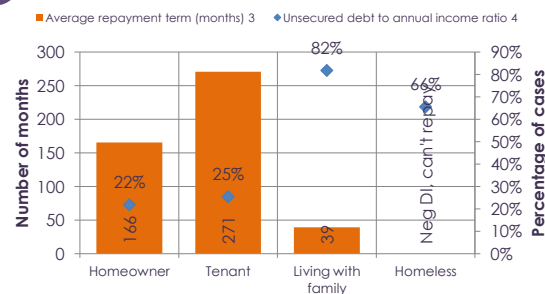
<sup>1</sup> Monthly household expenditure does not include contractual unsecured debt repayments but does include priority arrears payments.

<sup>2</sup> The percentage of cases that have a negative disposable income and are unable to meet the existing essential household expenditure.

c5.5 Specified cause of financial impairment (February 2022)



c5.6 Debt servicing (February 2022)



<sup>3</sup> Average number of months to repay the total value of unsecured liabilities in full based on the available disposable income (after monthly essential household expenditure) assuming interest and charges are stopped.

<sup>4</sup> Total amount of unsecured debt as a percentage of total annual net income.

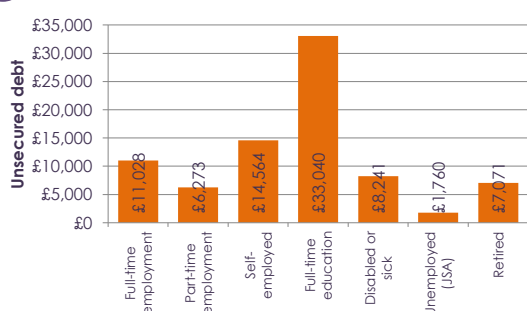
## 6. Employment status

This section provides an overview of callers to the helpline in February 2022, broken down by employment status.

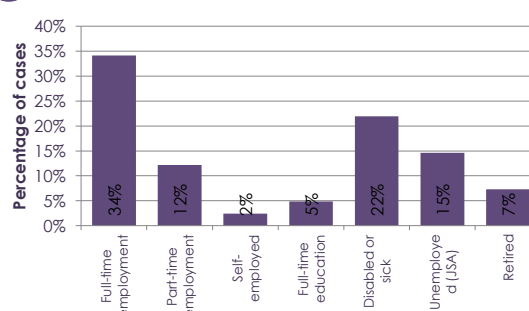


Full-time education was the group with the highest average unsecured debt (£33,040) in February 2022. Full-time employment was the most likely group to call us for advice (34%).

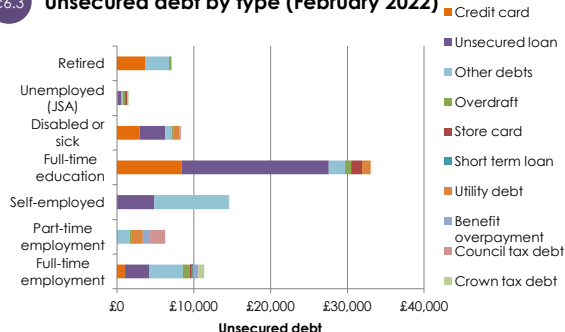
c6.1 Average unsecured debt (February 2022)



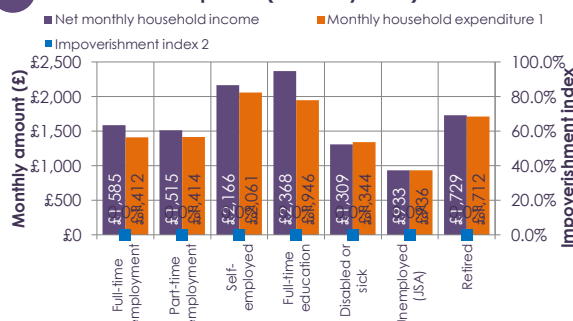
c6.2 Case weighting (February 2022)



c6.3 Unsecured debt by type (February 2022)



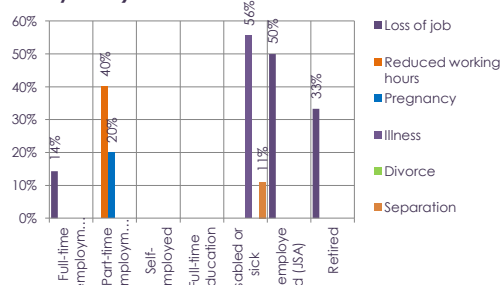
c6.4 Client financial profile (February 2022)



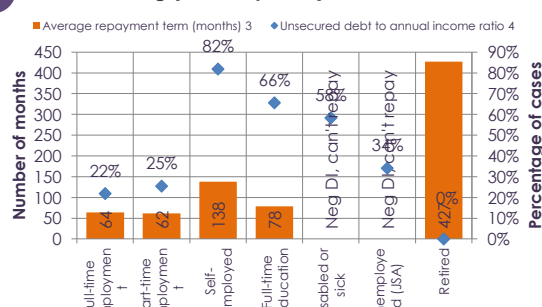
<sup>1</sup> Monthly household expenditure does not include contractual unsecured debt repayments but does include priority arrears payments.

<sup>2</sup> The percentage of cases that have a negative disposable income and are unable to meet the existing essential household expenditure.

c6.5 Specified cause of financial impairment (February 2022)



c6.6 Debt servicing (February 2022)



<sup>3</sup> Average number of months to repay the total value of unsecured liabilities in full based on the available disposable income (after monthly essential household expenditure) assuming interest and charges are stopped.

<sup>4</sup> Total amount of unsecured debt as a percentage of total annual net income.

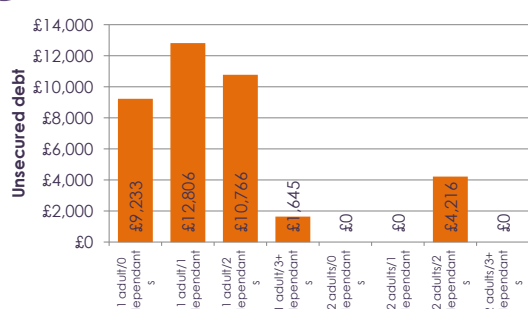
## 7. Household demographics

This section provides an overview of callers to the helpline in February 2022, broken down by household demographics.

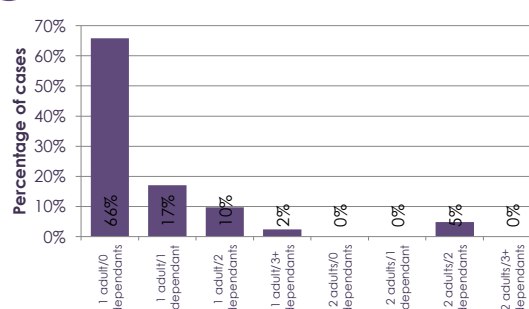


1 adult/1 dependant was the group with the highest average unsecured debt (£12,806) in February 2022. 1 adult/0 dependants was the most likely group to call us for advice (66%).

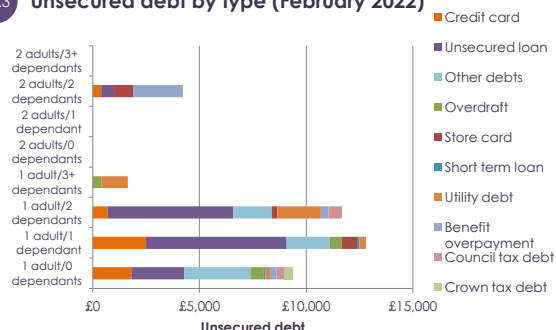
c7.1 Average unsecured debt (February 2022)



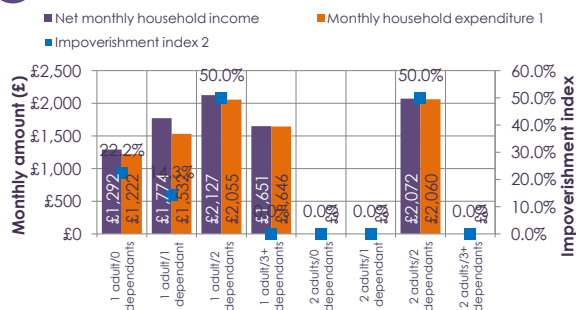
c7.2 Case weighting (February 2022)



c7.3 Unsecured debt by type (February 2022)



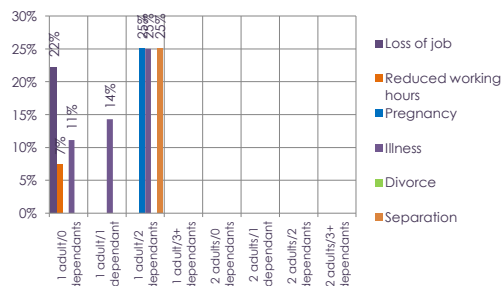
c7.4 Client financial profile (February 2022)



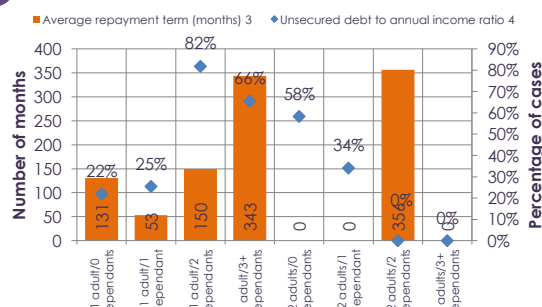
<sup>1</sup> Monthly household expenditure does not include contractual unsecured debt repayments but does include priority arrears payments.

<sup>2</sup> The percentage of cases that have a negative disposable income and are unable to meet the existing essential household expenditure.

c7.5 Specified cause of financial impairment (February 2022)



c7.6 Debt servicing (February 2022)



<sup>3</sup> Average number of months to repay the total value of unsecured liabilities in full based on the available disposable income (after monthly essential household expenditure) assuming interest and charges are stopped.

<sup>4</sup> Total amount of unsecured debt as a percentage of total annual net income.

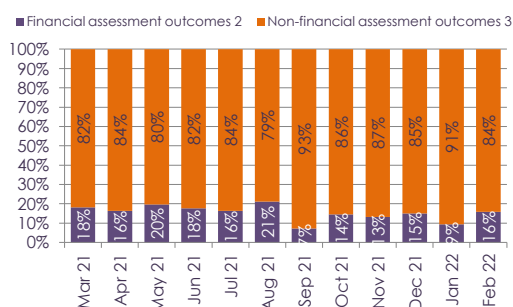
## 8. Helpline outcomes

This section provides an overview of helpline activity in February 2022, including the types of enquiries dealt with as well as the recommendations made by the charity's advisers.



18% of callers to the charity's helpline required a full financial assessment by a helpline adviser whilst 82% required assistance with a specific debt-related issue.

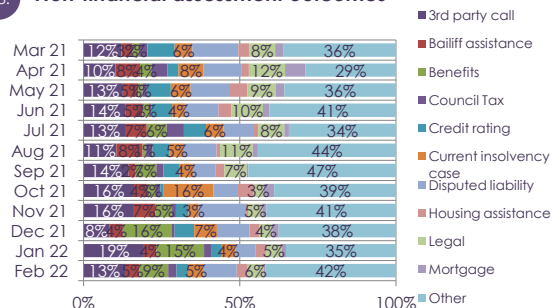
### C8. Case outcome analysis



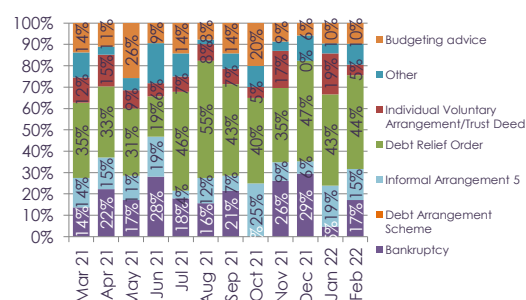
<sup>2</sup> Cases that required a full financial assessment and managed solution intervention (see 8.2)

<sup>3</sup> Cases that did not require a full financial assessment, for example, a specific question relating to a point of law (see 8.3).

### C8. Non-financial assessment outcomes



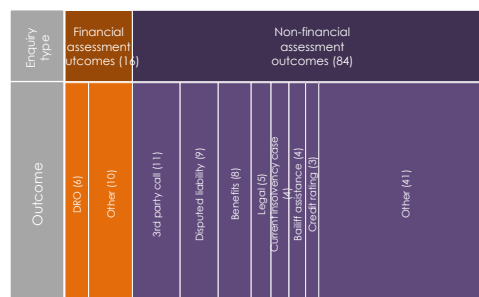
### C8. Financial assessment outcomes 4



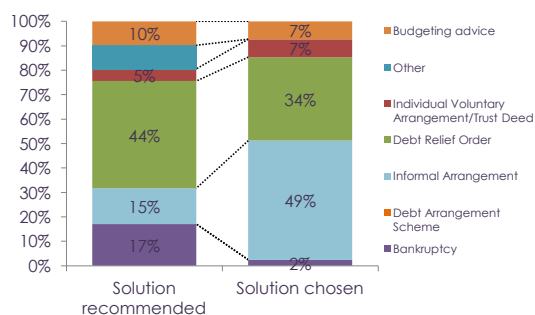
<sup>4</sup> Advice recommendations made to the client following financial assessment and explanation of the available options (this may differ to the advice chosen by the client).

<sup>5</sup> Informal arrangements can be managed interventions with a fairshare provider or a self managed programme via Money Advice

### C8. Outcome map (per 100 cases in February 2022)

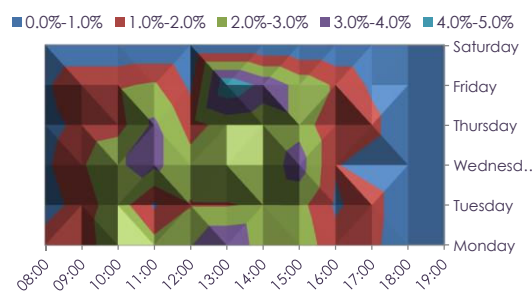


### C8. Advice take-up (February 2022)



<sup>6</sup> Following a full financial assessment, each client is provided with a recommended course of action along with a comprehensive breakdown of each solution they legally have access to in order that they are able to make an informed choice.

### C8. Weekly call density map (February 2022) 7



<sup>7</sup> The density map charts when calls to the charity's helpline were received during the month. The more calls the charity received on a given weekday and hour during the month, the higher the corresponding density value.

## Debt Advice Foundation - Debt Helpline Statistics (February 2022)

### Appendix (data tables)

T1.1 - Unsecured debt overview	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22
Average unsecured debt	£14,679	£16,518	£13,491	£15,380	£8,657	£12,979	£11,731	£9,747	£30,230	£15,023	£13,495	£9,563
Average number of unsecured creditors	6.39	5.04	6.60	5.25	4.82	5.92	6.00	5.55	9.09	5.82	6.29	4.98

T1.2 - Unsecured debt profile (February 2022)	£0 - £5000	£5000 - £10000	£10000 - £15000	£15000 - £20000	£20000 - £25000	£25000 - £30000	£30000 - £35000	£35000 - £40000	£40000 - £45000	£45000 - £50000	£50000 - £55000
Category weighting	43.9%	34.1%	7.3%	4.9%	0.0%	2.4%	0.0%	0.0%	2.4%	2.4%	0.0%

T1.3 - Unsecured debt by type (February 2022)*	Feb 21	12 month average	Jan 22	Feb 22
Credit card	£6,463	£5,088	£5,247	£1,698
Unsecured loan	£2,467	£4,629	£2,820	£3,364
Other debts	£951	£1,884	£3,140	£2,582
Overdraft	£742	£653	£338	£491
Store card	£333	£641	£1,081	£201
Short term loan	£181	£156	£85	£70
Utility debt	£543	£591	£989	£428
Benefit overpayment	£188	£464	£199	£346
Council tax debt	£202	£361	£390	£294
Crown tax debt	£1,123	£237	£0	£277
Trade debt	£0	£0	£0	£0

\* Some listed debts may not be included in the final unsecured totals due to the laws governing treatment of certain liabilities in different debt solutions.

T1.4 - Client financial profile (February 2022)	Feb 21	12 month average	Jan 22	Feb 22
Net monthly household income	£1,434	£1,540	£1,710	£1,503
Monthly household expenditure	£1,398	£1,433	£1,581	£1,407
Impoverishment index	£0	£0	£0	£0

T1.5 - Specified cause of financial impairment (February 2022)	Feb 21	12 month average	Jan 22	Feb 22
Loss of job	17%	16%	14%	15%
Reduced working hours	6%	5%	0%	5%
Pregnancy	0%	1%	0%	2%
Illness	6%	12%	29%	12%
Divorce	0%	0%	5%	0%
Separation	0%	6%	0%	2%
Other	71%	61%	52%	63%

T1.6 - Debt servicing (February 2022)	Feb 21	12 month average	Jan 22	Feb 22
Average repayment term (months)	409	153	105	161
Unsecured debt to annual income ratio	76%	78%	66%	53%



## Appendix (data tables)

T1.7 - Priority debt arrears (February 2022) <sup>2</sup>	Feb 22
Average priority arrears debt	£261
Percentage of clients with priority arrears	21.7%

T1.8 - Priority debt arrears by type (February 2022)	Feb 22
Rent arrears	87.4%
Secured debt arrears	0.0%
Council Tax arrears	12.6%
Utility arrears	0.0%

T1.9 - Repeat advice (February 2022)	Feb 22
Clients that have previously received debt advice	31.7%
Clients that have not previously received debt advice	68.3%

T1.10 - Client vulnerability (February 2022)	Feb 22
No vulnerability identified	56.1%
Circumstances	3.0%
Health	40.9%
Comprehension/Decision making	0.0%

## Debt Advice Foundation - Debt Helpline Statistics (February 2022)

### Appendix (data tables)

T2.1 - Average unsecured debt (age group)	18-24	25-34	35-44	45-54	55-64	65+
Average unsecured debt (February 2022)	£2,315	£4,333	£16,562	£13,852	£11,160	£7,071

T2.2 - Case weighting (age group)	18-24	25-34	35-44	45-54	55-64	65+
Case weighting (February 2022)	17.1%	22.0%	19.5%	24.4%	9.8%	7.3%
Age group contact population weighting index	155.5%	128.4%	120.7%	136.4%	68.3%	31.0%

T2.3 - Average debt by type (age group)*	18-24	25-34	35-44	45-54	55-64	65+
Credit card	£176	£177	£1,439	£3,681	£1,885	£3,641
Unsecured loan	£908	£952	£4,443	£6,962	£4,454	£0
Other debts	£1,353	£1,386	£7,456	£1,105	£948	£3,142
Overdraft	£50	£439	£1,638	£110	£200	£275
Store card	£29	£32	£274	£554	£0	£0
Short term loan	£0	£240	£86	£0	£0	£0
Utility debt	£111	£356	£243	£940	£544	£13
Benefit overpayment	£0	£659	£0	£365	£1,150	£0
Council tax debt	£86	£156	£0	£215	£1,979	£0
Crown tax debt	£0	£0	£1,419	£0	£0	£0
Trade debt	£0	£0	£0	£0	£0	£0

\* Some listed debts may not be included in the final unsecured totals due to the laws governing treatment of certain liabilities in different debt solutions.

T2.4 - Client financial profile (age group)	18-24	25-34	35-44	45-54	55-64	65+
Net monthly household income	£882	£1,419	£1,687	£1,760	£1,595	£1,729
Monthly household expenditure	£744	£1,330	£1,495	£1,696	£1,614	£1,712
Impoverishment index	0.0%	44.4%	12.5%	30.0%	50.0%	0.0%

T2.5 - Cause of financial impairment (age group)	18-24	25-34	35-44	45-54	55-64	65+
Loss of job	14.3%	33.3%	12.5%	0.0%	0.0%	33.3%
Reduced working hours	14.3%	0.0%	0.0%	0.0%	25.0%	0.0%
Pregnancy	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Illness	0.0%	11.1%	0.0%	30.0%	25.0%	0.0%
Divorce	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Separation	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%
Other	71.4%	44.4%	87.5%	60.0%	50.0%	66.7%

T2.6 - Debt servicing (age group)	18-24	25-34	35-44	45-54	55-64	65+
Average repayment term (months)	17	49	87	214	Neg DI, can't	427
Unsecured debt to annual income ratio	22%	25%	82%	66%	58%	34%

## Appendix (data tables)

T3.1 - Average unsecured debt (gender)	Male	Female
Average unsecured debt (February 2022)	£10,253	£8,905

T3.2 - Case weighting (gender)	Male	Female
Case weighting (February 2022)	48.8%	51.2%

T3.3 - Average debt by type (gender)*	Male	Female
Credit card	£2,319	£1,106
Unsecured loan	£2,263	£4,412
Other debts	£3,709	£1,509
Overdraft	£759	£236
Store card	£18	£374
Short term loan	£108	£33
Utility debt	£97	£743
Benefit overpayment	£468	£230
Council tax debt	£40	£537
Crown tax debt	£525	£40
Trade debt	£0	£0

\* Some listed debts may not be included in the final unsecured totals due to the laws governing treatment of certain liabilities in different debt solutions.

T3.4 - Client financial profile (gender)	Male	Female
Net monthly household income	£1,383	£1,616
Monthly household expenditure	£1,264	£1,544
Impoverishment index	0.0%	44.4%

T3.5 - Cause of financial impairment (gender)	Male	Female
Loss of job	25.0%	4.8%
Reduced working hours	5.0%	4.8%
Pregnancy	0.0%	4.8%
Illness	15.0%	9.5%
Divorce	0.0%	0.0%
Separation	0.0%	4.8%
Other	55.0%	71.4%

T3.6 - Debt servicing (gender)	Male	Female
Average repayment term (months)	86	123
Unsecured debt to annual income ratio	62%	46%

# Debt Advice Foundation - Debt Helpline Statistics (February 2022)

## Appendix (data tables)

T4.1 - Average unsecured debt (region)	East Midlands	East of England	London	North East	North West	Northern Ireland	Scotland	South East	South West	Wales	West Midlands	Yorkshire
Average unsecured debt (February 2022)	£2,136	£7,971	£6,154	£0	£10,483	£0	£0	£22,300	£1,075	£19,826	£11,662	£6,168

T4.2 - Case weighting (region)	East Midlands	East of England	London	North East	North West	Northern Ireland	Scotland	South East	South West	Wales	West Midlands	Yorkshire
Case weighting (February 2022)	7.3%	9.8%	22.0%	0.0%	19.5%	0.0%	0.0%	4.9%	4.9%	9.8%	14.6%	7.3%
Regional contact population weighting index	101.9%	104.5%	164.8%	0.0%	177.1%	0.0%	0.0%	35.5%	58.1%	205.0%	165.7%	88.4%

T4.3 - Average debt by type (region)*	East Midlands	East of England	London	North East	North West	Northern Ireland	Scotland	South East	South West	Wales	West Midlands	Yorkshire
Credit card	£411	£854	£747	£0	£2,493	£0	£0	£0	£250	£4,382	£3,378	£0
Unsecured loan	£668	£6,364	£2,147	£0	£2,417	£0	£0	£0	£0	£9,513	£5,002	£1,243
Other debts	£1,359	£288	£2,215	£0	£1,938	£0	£0	£20,000	£0	£372	£2,306	£3,289
Overdraft	£0	£188	£475	£0	£1,163	£0	£0	£0	£700	£200	£600	£0
Store card	£67	£144	£19	£0	£243	£0	£0	£0	£125	£784	£306	£37
Short term loan	£0	£0	£0	£0	£319	£0	£0	£0	£0	£0	£0	£100
Utility debt	£259	£333	£402	£0	£124	£0	£0	£0	£0	£2,220	£322	£0
Benefit overpayment	£0	£0	£159	£0	£425	£0	£0	£2,300	£0	£0	£42	£1,500
Council tax debt	£202	£0	£137	£0	£101	£0	£0	£0	£0	£2,356	£0	£0
Crown tax debt	£0	£0	£94	£0	£1,313	£0	£0	£0	£0	£0	£0	£0
Trade debt	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

\* Some listed debts may not be included in the final unsecured totals due to the laws governing treatment of certain liabilities in different debt solutions.

T4.4 - Client financial profile (region)	East Midlands	East of England	London	North East	North West	Northern Ireland	Scotland	South East	South West	Wales	West Midlands	Yorkshire
Net monthly household income	£1,193	£1,801	£1,545	£0	£1,232	£0	£0	£1,734	£1,241	£1,528	£1,772	£1,457
Monthly household expenditure	£991	£1,773	£1,524	£0	£1,185	£0	£0	£1,710	£1,130	£1,367	£1,641	£1,148
Im impoverishment index	0.0%	44.4%	12.5%	30.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

T4.5 - Cause of financial impairment (region)	East Midlands	East of England	London	North East	North West	Northern Ireland	Scotland	South East	South West	Wales	West Midlands	Yorkshire
Loss of job	0.0%	0.0%	33.3%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%
Reduced working hours	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%
Pregnancy	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Illness	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	25.0%	33.3%	0.0%
Divorce	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Separation	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	66.7%	75.0%	55.6%	0.0%	62.5%	0.0%	0.0%	100.0%	100.0%	50.0%	33.3%	100.0%

T4.6 - Debt servicing (region)	East Midlands	East of England	London	North East	North West	Northern Ireland	Scotland	South East	South West	Wales	West Midlands	Yorkshire
Average repayment term (months)	11	285	301	0	222	0	0	933	10	123	89	20
Unsecured debt to annual income ratio	15%	37%	33%	0%	71%	0%	0%	107%	7%	108%	55%	35%

## Debt Advice Foundation - Debt Helpline Statistics (February 2022)

### Appendix (data tables)

T5.1 - Average unsecured debt (housing status)	Homeowner	Tenant	Living with family	Homeless
Average unsecured debt (February 2022)	£26,799	£7,862	£12,124	£1,400

T5.2 - Case weighting (housing status)	Homeowner	Tenant	Living with family	Homeless
Case weighting (February 2022)	7.9%	68.4%	21.1%	2.6%

T5.3 - Average debt by type (housing status)*	Homeowner	Tenant	Living with family	Homeless
Credit card	£6,325	£1,474	£1,413	£1,000
Unsecured loan	£18,373	£2,149	£3,257	£0
Other debts	£0	£2,524	£3,990	£0
Overdraft	£0	£289	£1,526	£400
Store card	£1,568	£131	£14	£0
Short term loan	£0	£27	£271	£0
Utility debt	£750	£588	£0	£0
Benefit overpayment	£0	£373	£563	£0
Council tax debt	£0	£464	£0	£0
Crown tax debt	£0	£33	£1,313	£0
Trade debt	£0	£0	£0	£0

\* Some listed debts may not be included in the final unsecured totals due to the laws governing treatment of certain liabilities in different debt solutions.

T5.4 - Client financial profile (housing status)	Homeowner	Tenant	Living with family	Homeless
Net monthly household income	£2,496	£1,486	£1,673	£600
Monthly household expenditure	£2,334	£1,457	£1,364	£855
Impoverishment index	0.0%	44.4%	12.5%	30.0%

T5.5 - Cause of financial impairment (housing status)	Homeowner	Tenant	Living with family	Homeless
Loss of job	0.0%	11.5%	25.0%	0.0%
Reduced working hours	0.0%	3.8%	0.0%	0.0%
Pregnancy	0.0%	3.8%	0.0%	0.0%
Illness	0.0%	19.2%	0.0%	0.0%
Divorce	0.0%	0.0%	0.0%	0.0%
Separation	0.0%	3.8%	0.0%	0.0%
Other	100.0%	57.7%	75.0%	100.0%

T5.6 - Debt servicing (housing status)	Homeowner	Tenant	Living with family	Homeless
Average repayment term (months)	166	271	39	Neg DI, can't
Unsecured debt to annual income ratio	22%	25%	82%	66%

## Debt Advice Foundation - Debt Helpline Statistics (February 2022)

## Appendix (data tables)

T6.1 - Average unsecured debt (employment status)	Full-time employment	Part-time employment	Self-employed	Full-time education	Disabled or sick	Unemployed (JSA)
Average unsecured debt (February 2022)	£11,028	£6,273	£14,564	£33,040	£8,241	£1,760

T6.2 - Case weighting (employment status)	Full-time employment	Part-time employment	Self-employed	Full-time education	Disabled or sick	Unemployed (JSA)
Case weighting (February 2022)	34.1%	12.2%	2.4%	4.9%	22.0%	14.6%

T6.3 - Average debt by type (employment status)*	Full-time employment	Part-time employment	Self-employed	Full-time education	Disabled or sick	Unemployed (JSA)
Credit card	£1,034	£0	£0	£8,424	£2,952	£133
Unsecured loan	£3,212	£0	£4,885	£19,152	£3,321	£389
Other debts	£4,318	£1,672	£9,678	£2,129	£828	£203
Overdraft	£932	£240	£0	£776	£167	£333
Store card	£179	£35	£0	£1,434	£93	£306
Short term loan	£204	£0	£0	£0	£0	£0
Utility debt	£55	£1,410	£0	£1,125	£747	£0
Benefit overpayment	£650	£968	£0	£0	£28	£0
Council tax debt	£43	£1,948	£1	£0	£170	£33
Crown tax debt	£750	£0	£0	£0	£0	£141
Trade debt	£0	£0	£0	£0	£0	£0

\* Some listed debts may not be included in the final unsecured totals due to the laws governing treatment of certain liabilities in different debt solutions.

T6.4 - Client financial profile (employment status)	Full-time employment	Part-time employment	Self-employed	Full-time education	Disabled or sick	Unemployed (JSA)
Net monthly household income	£1,585	£1,515	£2,166	£2,368	£1,309	£933
Monthly household expenditure	£1,412	£1,414	£2,061	£1,946	£1,344	£936
Impositionment index	0.0%	44.4%	12.5%	30.0%	50.0%	0.0%

T6.5 - Cause of financial impairment (employment status)	Full-time employment	Part-time employment	Self-employed	Full-time education	Disabled or sick	Unemployed (JSA)
Loss of job	14.3%	0.0%	0.0%	0.0%	0.0%	50.0%
Reduced working hours	0.0%	40.0%	0.0%	0.0%	0.0%	0.0%
Pregnancy	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%
Illness	0.0%	0.0%	0.0%	0.0%	55.6%	0.0%
Divorce	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Separation	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%
Other	85.7%	40.0%	100.0%	100.0%	33.3%	50.0%

T6.6 - Debt servicing (employment status)	Full-time employment	Part-time employment	Self-employed	Full-time education	Disabled or sick	Unemployed (JSA)
Average repayment term (months)	64	62	138	78	Neg DI, can't	Neg DI, can't
Unsecured debt to annual income ratio	22%	25%	82%	66%	58%	34%

## Debt Advice Foundation - Debt Helpline Statistics (February 2022)

## Appendix (data tables)

T7.1 - Average unsecured debt (household demographics)	1 adult/0 dependants	1 adult/1 dependant	1 adult/2 dependants	1 adult/3+ dependants	2 adults/0 dependants	2 adults/1 dependant	2 adults/2 dependants	2 adults/3+ dependants
Average unsecured debt (February 2022)	£9,233	£12,806	£10,766	£1,645	£0	£0	£4,216	£0

T7.2 - Case weighting (household demographics)	1 adult/0 dependants	1 adult/1 dependant	1 adult/2 dependants	1 adult/3+ dependants	2 adults/0 dependants	2 adults/1 dependant	2 adults/2 dependants	2 adults/3+ dependants
Case weighting (February 2022)	65.9%	17.1%	9.8%	2.4%	0.0%	0.0%	4.9%	0.0%

T7.3 - Average debt by type (household demographics)*	1 adult/0 dependants	1 adult/1 dependant	1 adult/2 dependants	1 adult/3+ dependants	2 adults/0 dependants	2 adults/1 dependant	2 adults/2 dependants	2 adults/3+ dependants
Credit card	£1,800	£2,494	£691	£0	£0	£0	£398	£0
Unsecured loan	£2,482	£6,583	£5,905	£0	£0	£0	£600	£0
Other debts	£3,131	£2,022	£1,794	£0	£0	£0	£0	£0
Overdraft	£584	£565	£0	£400	£0	£0	£0	£0
Store card	£11	£723	£254	£0	£0	£0	£918	£0
Short term loan	£80	£99	£0	£0	£0	£0	£0	£0
Utility debt	£218	£321	£2,040	£1,245	£0	£0	£0	£0
Benefit overpayment	£302	£0	£359	£0	£0	£0	£2,300	£0
Council tax debt	£353	£0	£636	£0	£0	£0	£0	£0
Crown tax debt	£420	£0	£0	£0	£0	£0	£0	£0
Trade debt	£0	£0	£0	£0	£0	£0	£0	£0

\* Some listed debts may not be included in the final unsecured totals due to the laws governing treatment of certain liabilities in different debt solutions.

T7.4 - Client financial profile (household demographics)	1 adult/0 dependants	1 adult/1 dependant	1 adult/2 dependants	1 adult/3+ dependants	2 adults/0 dependants	2 adults/1 dependant	2 adults/2 dependants	2 adults/3+ dependants
Net monthly household income	£1,292	£1,774	£2,127	£1,651	£0	£0	£2,072	£0
Monthly household expenditure	£1,222	£1,532	£2,055	£1,646	£0	£0	£2,060	£0
Impositionment index	0.0%	44.4%	12.5%	30.0%	50.0%	0.0%	0.0%	0.0%

T7.5 - Cause of financial impairment (household demographics)	1 adult/0 dependants	1 adult/1 dependant	1 adult/2 dependants	1 adult/3+ dependants	2 adults/0 dependants	2 adults/1 dependant	2 adults/2 dependants	2 adults/3+ dependants
Loss of job	22.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reduced working hours	7.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Pregnancy	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Illness	11.1%	14.3%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Divorce	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Separation	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	59.3%	85.7%	25.0%	100.0%	0.0%	0.0%	100.0%	0.0%

T7.6 - Debt servicing (household demographics)	1 adult/0 dependants	1 adult/1 dependant	1 adult/2 dependants	1 adult/3+ dependants	2 adults/0 dependants	2 adults/1 dependant	2 adults/2 dependants	2 adults/3+ dependants
Average repayment term (months)	131	53	150	343	0	0	356	0
Unsecured debt to annual income ratio	22%	25%	82%	66%	58%	34%	0%	0%

## Debt Advice Foundation - Debt Helpline Statistics (February 2022)

### Appendix (data tables)

T8.1 -Case outcome analysis	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22
Financial assessment outcomes	18%	16%	20%	18%	16%	21%	7%	14%	13%	15%	9%	16%
Non-financial assessment outcomes	82%	84%	80%	82%	84%	79%	93%	86%	87%	85%	91%	84%

T8.2 -Financial assessment outcomes	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22
Bankruptcy	14%	22%	17%	28%	18%	16%	21%	0%	26%	29%	5%	17%
Debt Arrangement Scheme	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Informal Arrangement	14%	15%	11%	19%	4%	12%	7%	25%	9%	6%	19%	15%
Debt Relief Order	35%	33%	31%	19%	46%	55%	43%	40%	35%	47%	43%	44%
Individual Voluntary Arrangement/Trust Deed	12%	15%	9%	6%	7%	8%	7%	5%	17%	0%	19%	5%
Other	12%	4%	6%	19%	11%	2%	7%	10%	4%	12%	5%	10%
Budgeting advice	14%	11%	26%	9%	14%	8%	14%	20%	9%	6%	10%	10%

T8.3 -Non-financial assessment outcomes	Feb 22	Jan 22	Dec 21	Nov 21	Oct 21	Sep 21	Aug 21	Jul 21	Jun 21	May 21	Apr 21	Mar 21
3rd party call	13%	19%	8%	16%	16%	14%	11%	13%	14%	13%	10%	12%
Bailiff assistance	5%	4%	4%	7%	4%	2%	8%	7%	5%	5%	8%	3%
Benefits	9%	15%	16%	5%	3%	7%	1%	6%	2%	1%	4%	2%
Council Tax	3%	2%	1%	1%	2%	2%	2%	6%	1%	1%	5%	3%
Credit rating	4%	3%	6%	4%	1%	5%	5%	7%	7%	8%	4%	9%
Current insolvency case	5%	4%	7%	3%	16%	4%	5%	6%	4%	6%	8%	6%
Disputed liability	11%	6%	10%	15%	8%	7%	11%	10%	11%	13%	12%	15%
Housing assistance	3%	3%	3%	1%	5%	3%	1%	1%	4%	6%	2%	3%
Legal	6%	5%	4%	5%	3%	7%	11%	8%	10%	9%	12%	8%
Mortgage	0%	1%	2%	1%	3%	1%	2%	1%	2%	3%	7%	3%
Other	42%	35%	38%	41%	39%	47%	44%	34%	41%	36%	29%	36%

T8.5 -Advice take-up (February 2022)	Solution recommended	Solution chosen
Bankruptcy	17%	2%
Debt Arrangement Scheme	0%	0%
Informal Arrangement	15%	49%
Debt Relief Order	44%	34%
Individual Voluntary Arrangement/Trust Deed	5%	7%
Other	10%	0%
Budgeting advice	10%	7%



## Appendix (data tables)

T8.6 -Weekly call density map (February 2022)	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
08:00	1.6%	0.4%	0.8%	0.5%	0.8%	0.0%
09:00	1.3%	1.5%	1.9%	1.3%	1.9%	0.0%
10:00	2.9%	2.6%	2.9%	1.6%	1.9%	0.0%
11:00	2.4%	0.9%	3.2%	3.2%	2.1%	0.0%
12:00	2.9%	1.9%	2.4%	1.6%	0.8%	0.0%
13:00	4.0%	1.9%	2.9%	2.4%	4.8%	0.0%
14:00	2.4%	2.1%	2.4%	2.1%	3.7%	0.0%
15:00	2.7%	2.4%	3.5%	2.7%	2.7%	0.0%
16:00	1.3%	0.9%	1.1%	1.1%	1.9%	0.0%
17:00	1.3%	1.5%	0.5%	1.3%	0.8%	0.0%
18:00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
19:00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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If you are experiencing financial difficulties, please call the charity's helpline on 0800 043 40 50.  
The helpline is open Monday to Friday 8am to 8pm and Saturday 9am to 3pm.

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