

# Debt Helpline Statistics

**May 2022**



DebtAdvice  
Foundation  
**Statistics**



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1 Anchor Court  
Commercial Road  
Darwen  
BB3 0DB

Telephone: 0800 779 71 36  
Email: [press.office@debtadvicefoundation.org](mailto:press.office@debtadvicefoundation.org)  
Website: [www.debtadvicefoundation.org](http://www.debtadvicefoundation.org)  
Facebook: /DebtAdviceFoundation  
Twitter: @DebtAdviceDAF

## Contents

- 2. Message from the Chair
- 3. About Debt Advice Foundation
- 4. At-a-glance
- 5. Overview
- 7. Age group
- 8. Gender
- 9. Region
- 10. Residential status
- 11. Employment status
- 12. Household demographics
- 13. Helpline outcomes
- 14. Appendix (data tables)

## Message from the Chair



Welcome to Debt Advice Foundation's May 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 read 'D. Benson', followed by a large, stylized flourish or bracket.

**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

## May 2022



Debt Advice Foundation  
Statistics

### What we dealt with



**£260,130**

Total debt dealt with



**£11,310**

Average caller debt



**38%**

Credit cards accounted for the highest proportion of caller debt



**6.1**

Average number of creditors

### Why people called us



**56%**

of callers told us illness caused their debts



**39%**

of clients have previously had some debt advice



**8%**

wanted advice on dealing with a debt problem

10% Disputed Liability  
7% Benefits  
6% Bailiff assistance  
4% Current Insolvency case

### Who called us



Most calls (22%)  
East Midlands

Most debt (£22,365)  
Yorkshire



Most calls (39%)  
45-54 age group

Most debt (£13,033)  
45-54 age group



Most calls (65%)  
Tenants

Most debt (£17,253)  
Homeowners



Most calls (52%)  
Females

Most debt (£13,836)  
Males

#### About Debt Advice Foundation

Statistics based on information provided by callers to the charity's helpline in May 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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Debt Advice Foundation

0800 043 40 50 (Helpline)

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

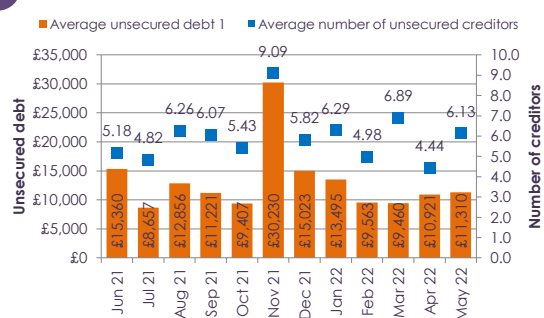
## 1. Overview



This section provides an overview of callers to the charity's helpline in May 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 £260,130 of unsecured debt in May 2022 at an average of £11,310 per case (full financial assessments).

## c1.1 Unsecured debt overview

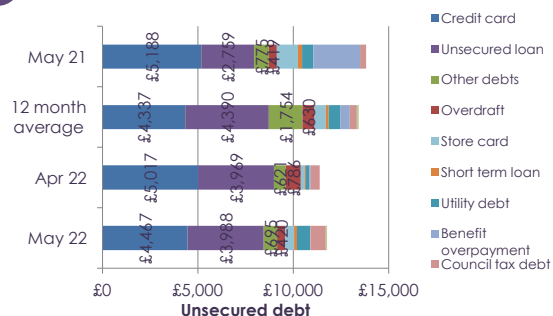


<sup>1</sup> Includes unsecured credit facilities such as credit cards, unsecured loans, short term (payday) loans, overdrafts, store cards and catalogue debts. Secured debts, such as mortgages, and priority arrears (for example rent and council tax debts) are not included.

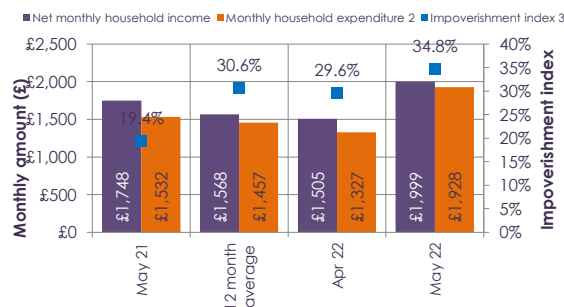
## c1.2 Unsecured debt profile (May 2022)



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



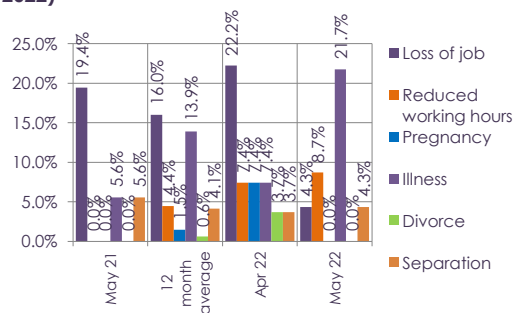
## c1.4 Client financial profile (May 2022)



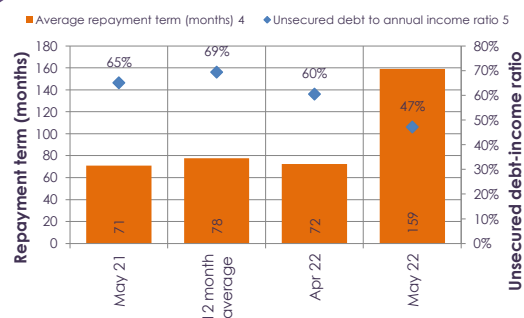
<sup>2</sup> Monthly household expenditure does not include contractual unsecured debt repayments but does include priority arrears payments.

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

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



## c1.6 Debt servicing (May 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 May 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).

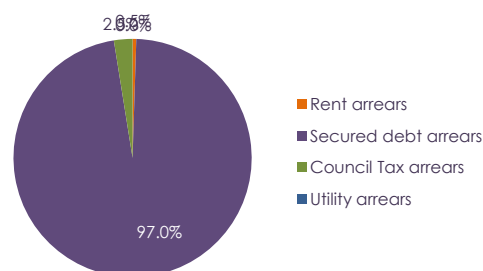
In May 2022, 39.1% of callers told us they'd previously sought help with their debts. 30.4% of callers were identified as having a vulnerability that made them susceptible to potential detriment.

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

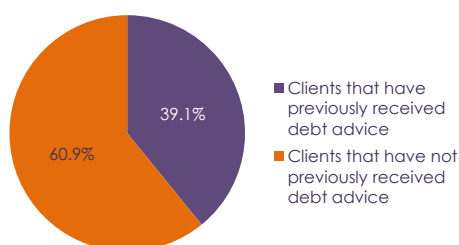


<sup>2</sup> Insolvency cases (DROs, bankruptcies and IVAs) have been omitted from the priority debt arrears calculation due to the variable nature of arrears processing in these solutions.

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

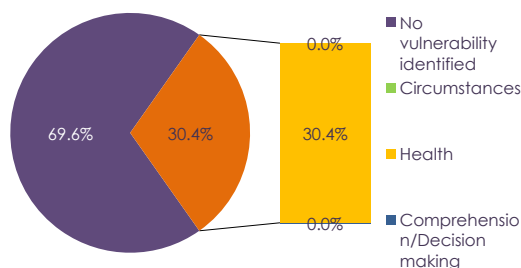


### c1.9 Repeat advice (May 2022)<sup>1</sup>



<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 (May 2022)





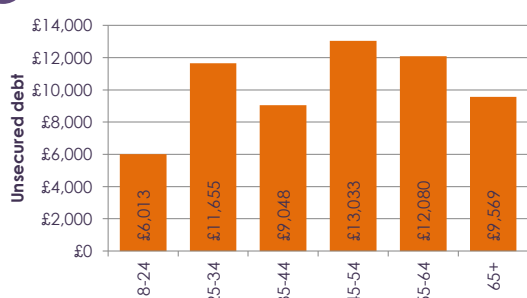
## 2. Age group

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

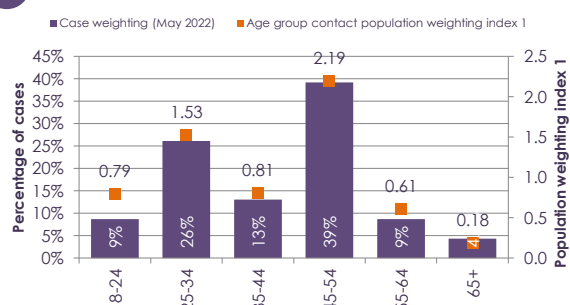


The age group with the highest average unsecured debt in May 2022 was the 45-54 age group (£13,033). The age group with the highest helpline engagement was the 45-54 age group, which was 119% more likely to call the helpline than the UK average.

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

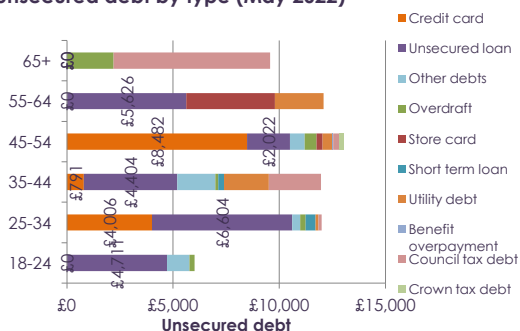


### c2.2 Case weighting (May 2022)

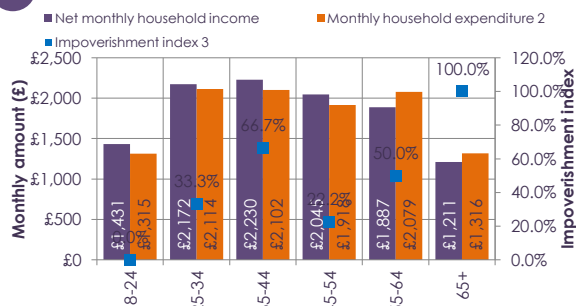


<sup>1</sup> The population weighting index is calculated by dividing the number of helpline contacts by the latest ONS population estimate for each age-group and comparing it to the UK average. This statistic provides a more useful relative measure of age-group helpline engagement by removing age-group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

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



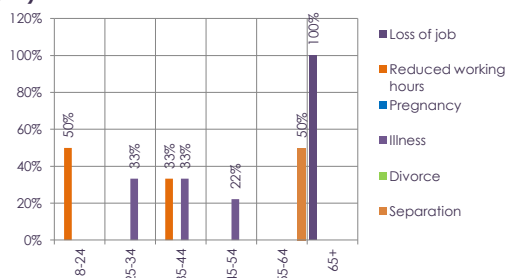
### c2.4 Client financial profile (May 2022)



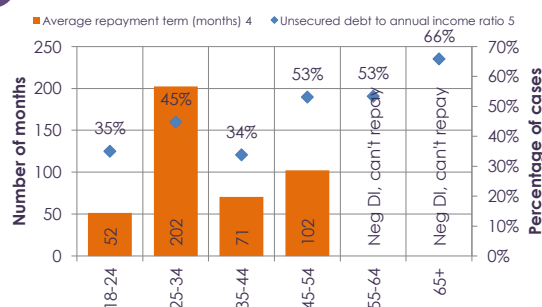
<sup>2</sup> Monthly household expenditure does not include contractual unsecured debt repayments but does include priority arrears payments.

<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 (May 2022)



### c2.6 Debt servicing (May 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.

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

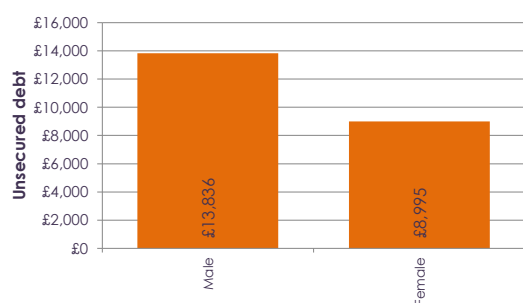
## 3. Gender

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

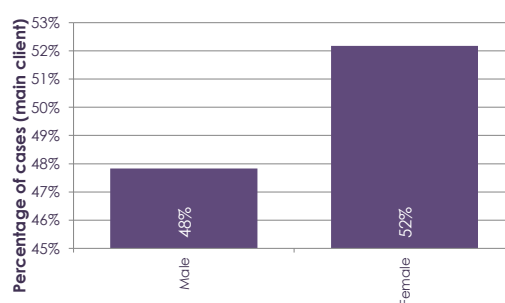


Males had the highest average amount of debt in May 2022 (£13,836). The highest weighting of callers to the helpline in the period was females (52%).

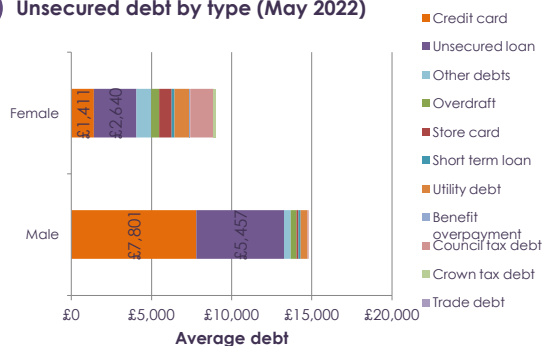
c3.1 Average unsecured debt (May 2022)



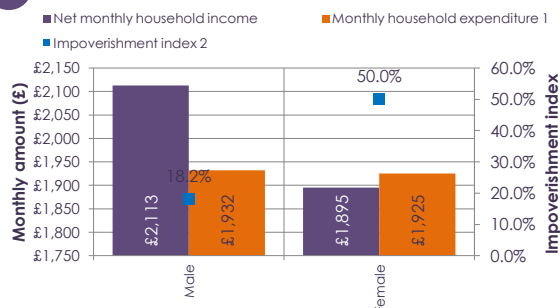
c3.2 Case weighting (May 2022)



c3.3 Unsecured debt by type (May 2022)



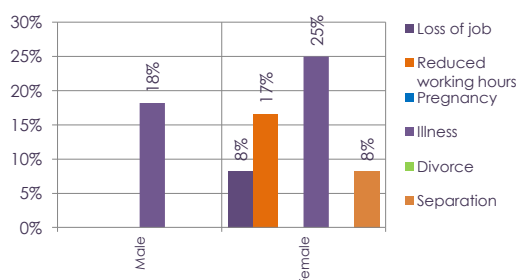
c3.4 Client financial profile (May 2022)



<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 (May 2022)



c3.6 Debt servicing (May 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.

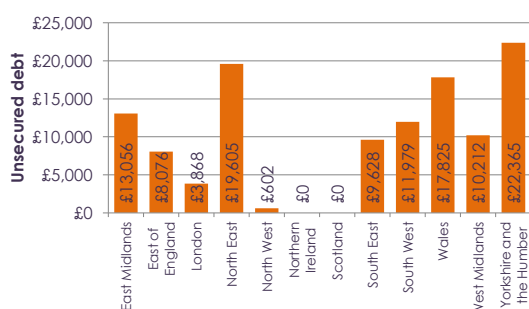
## 4. Region

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

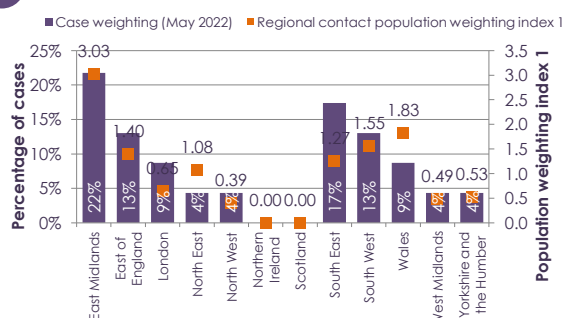


The region with the highest average unsecured debt in May 2022 was Yorkshire and the Humber (£22,365). The region with the highest helpline engagement was East Midlands which was 203% more likely to call the helpline than the UK average.

c4.1 Average unsecured debt (May 2022)

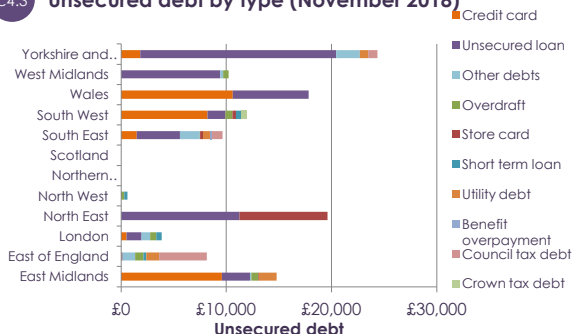


c4.2 Case weighting (May 2022)

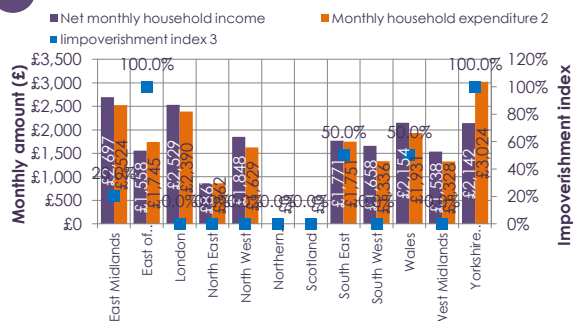


<sup>1</sup> The population weighting index is calculated by dividing the number of helpline contacts by the latest ONS population estimate for each region and comparing it to the UK average. This statistic provides a more useful relative measure of regional helpline engagement by removing regional population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

c4.3 Unsecured debt by type (November 2018)



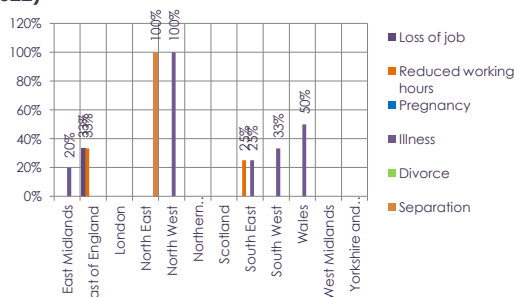
c4.4 Client financial profile (May 2022)



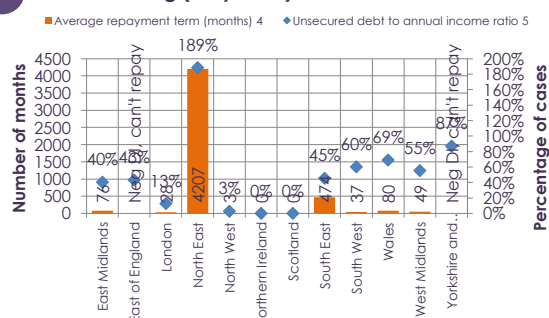
<sup>2</sup> Monthly household expenditure does not include contractual unsecured debt repayments but does include priority arrears payments.

<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 (May 2022)



c4.6 Debt servicing (May 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.

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

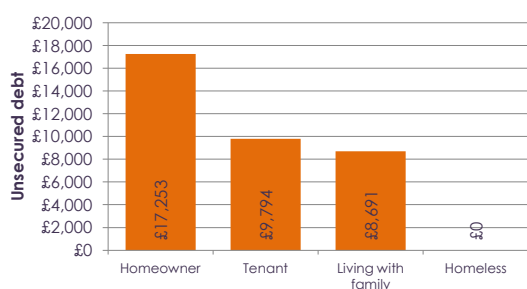
### 5. Residential status

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

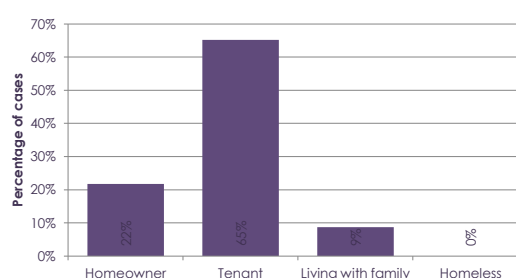


Homeowner was the group with the highest average unsecured debt (£17,253) in May 2022. Tenant was the most likely group to call the charity for advice (65%).

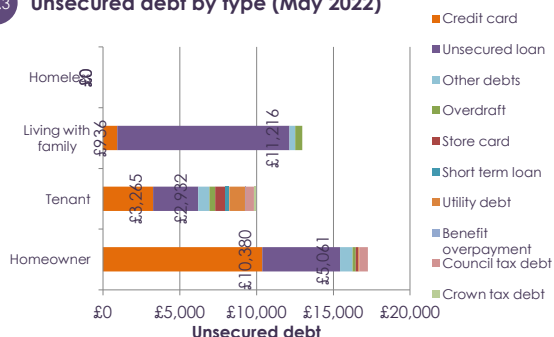
c5.1 Average unsecured debt (May 2022)



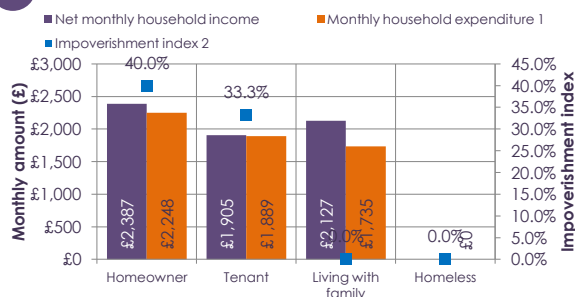
c5.2 Case weighting (May 2022)



c5.3 Unsecured debt by type (May 2022)



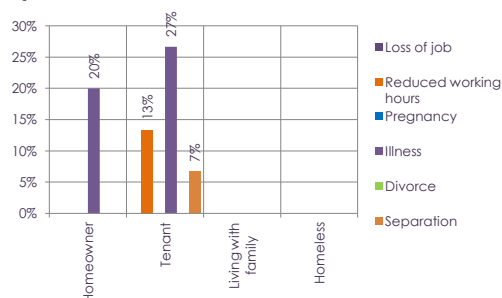
c5.4 Client financial profile (May 2022)



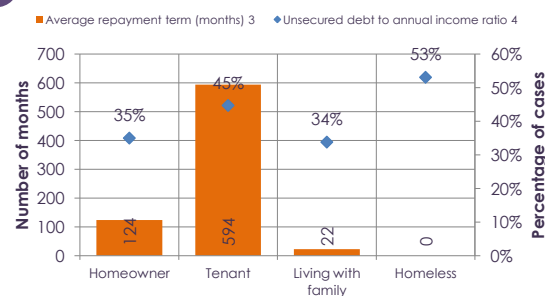
<sup>1</sup> Monthly household expenditure does not include contractual unsecured debt repayments but does include priority arrears payments.

<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 (May 2022)



c5.6 Debt servicing (May 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.

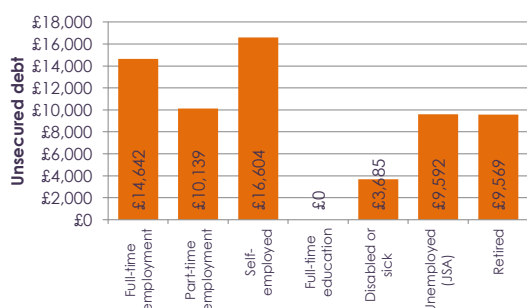
## 6. Employment status

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

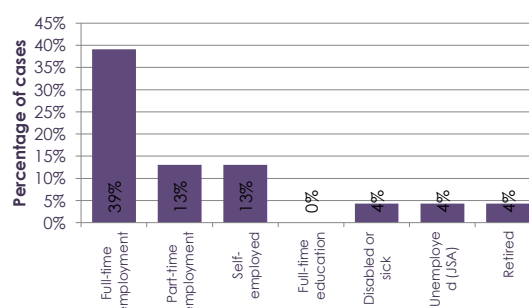


Self-employed was the group with the highest average unsecured debt (£16,604) in May 2022. Full-time employment was the most likely group to call us for advice (39%).

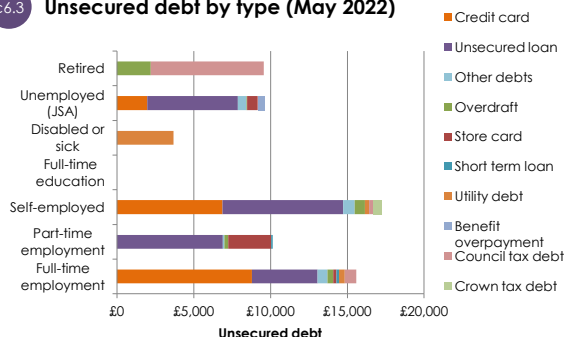
c6.1 Average unsecured debt (May 2022)



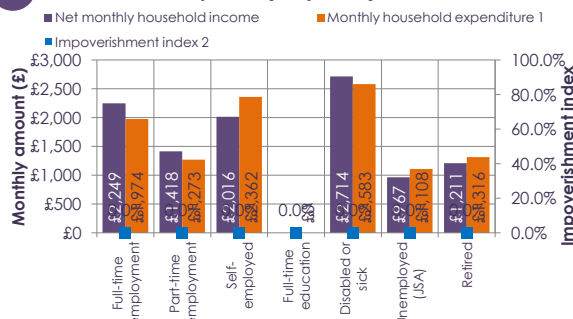
c6.2 Case weighting (May 2022)



c6.3 Unsecured debt by type (May 2022)



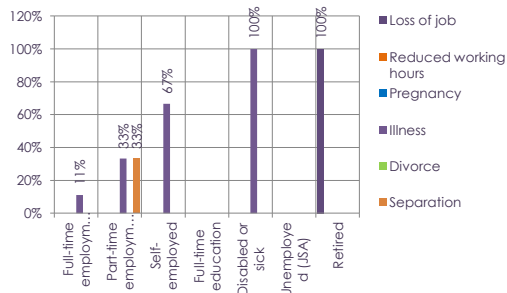
c6.4 Client financial profile (May 2022)



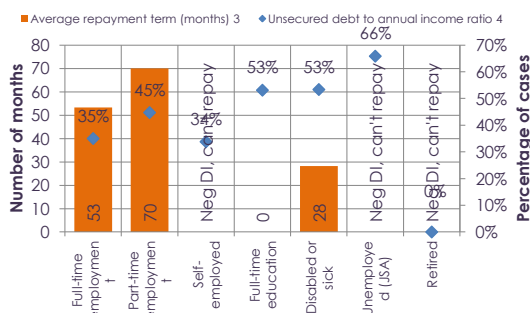
<sup>1</sup> Monthly household expenditure does not include contractual unsecured debt repayments but does include priority arrears payments.

<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 (May 2022)



c6.6 Debt servicing (May 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.

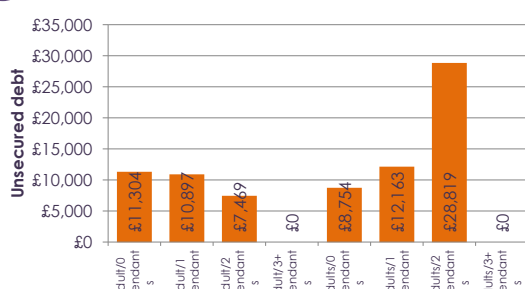
## 7. Household demographics

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

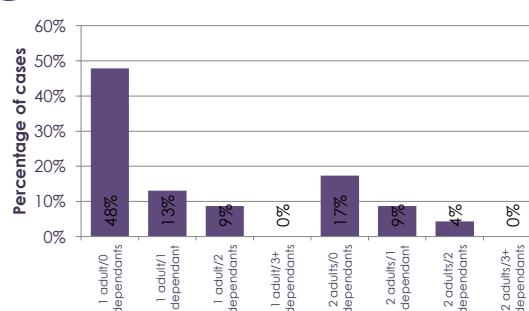


2 adults/2 dependants was the group with the highest average unsecured debt (£28,819) in May 2022. 1 adult/0 dependants was the most likely group to call us for advice (48%).

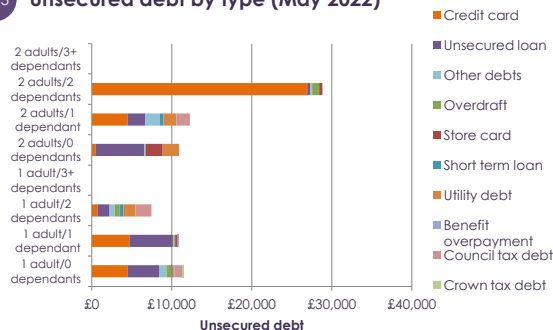
c7.1 Average unsecured debt (May 2022)



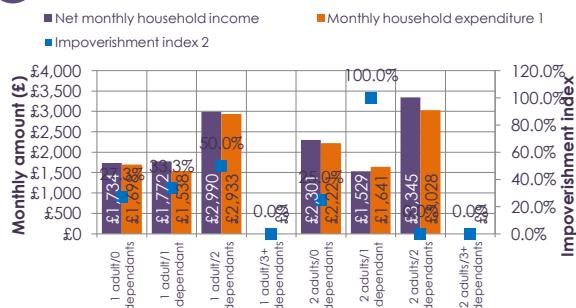
c7.2 Case weighting (May 2022)



c7.3 Unsecured debt by type (May 2022)



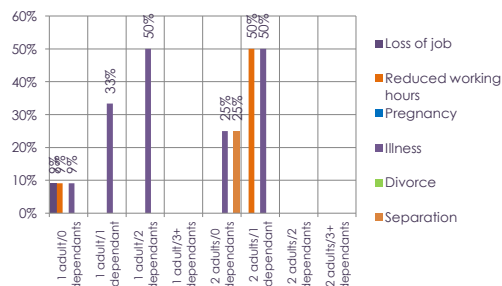
c7.4 Client financial profile (May 2022)



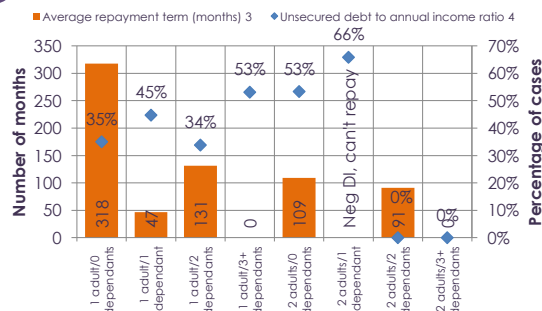
<sup>1</sup> Monthly household expenditure does not include contractual unsecured debt repayments but does include priority arrears payments.

<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 (May 2022)



c7.6 Debt servicing (May 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.

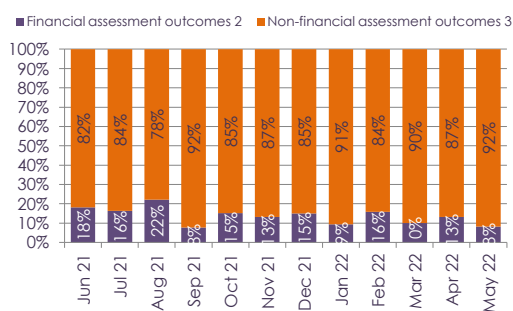
## 8. Helpline outcomes

This section provides an overview of helpline activity in May 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.

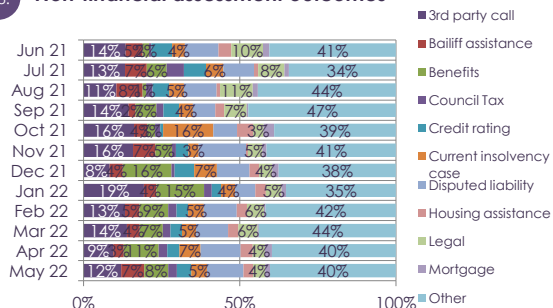
### C8. Case outcome analysis



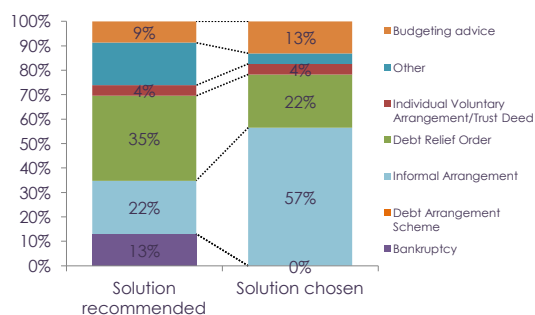
<sup>2</sup> Cases that required a full financial assessment and managed solution intervention (see 8.2)

<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

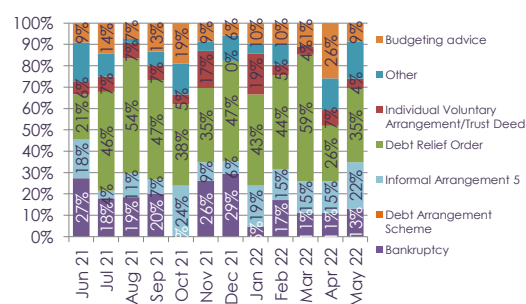


### C8. Advice take-up (May 2022)



<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. Financial assessment outcomes 4



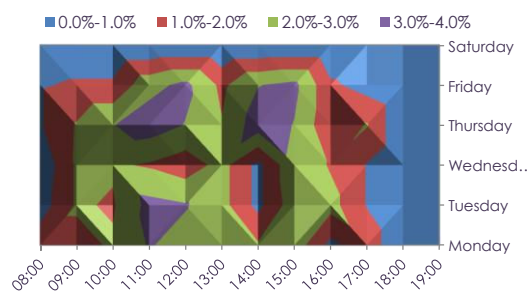
<sup>4</sup> Advice recommendations made to the client following financial assessment and explanation of the available options (this may differ to the advice chosen by the client).

<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 May 2022)



### C8. Weekly call density map (May 2022) <sup>7</sup>



<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 (May 2022)

### Appendix (data tables)

T1.1 - Unsecured debt overview	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22
Average unsecured debt	£15,360	£8,657	£12,856	£11,221	£9,407	£30,230	£15,023	£13,495	£9,563	£9,460	£10,921	£11,310
Average number of unsecured creditors	5.18	4.82	6.26	6.07	5.43	9.09	5.82	6.29	4.98	6.89	4.44	6.13

T1.2 - Unsecured debt profile (May 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	26.1%	26.1%	17.4%	13.0%	13.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%

T1.3 - Unsecured debt by type (May 2022)*	May 21	12 month average	Apr 22	May 22
Credit card	£5,188	£4,337	£5,017	£4,467
Unsecured loan	£2,759	£4,390	£3,969	£3,988
Other debts	£775	£1,754	£621	£695
Overdraft	£419	£630	£786	£420
Store card	£1,111	£588	£224	£471
Short term loan	£215	£160	£53	£160
Utility debt	£587	£600	£168	£684
Benefit overpayment	£2,444	£500	£77	£19
Council tax debt	£322	£369	£479	£801
Crown tax debt	£0	£108	£0	£73
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 (May 2022)	May 21	12 month average	Apr 22	May 22
Net monthly household income	£1,748	£1,568	£1,505	£1,999
Monthly household expenditure	£1,532	£1,457	£1,327	£1,928
Impoverishment index	£0	£0	£0	£0

T1.5 - Specified cause of financial impairment (May 2022)	May 21	12 month average	Apr 22	May 22
Loss of job	19%	16%	22%	4%
Reduced working hours	0%	4%	7%	9%
Pregnancy	0%	1%	7%	0%
Illness	6%	14%	7%	22%
Divorce	0%	1%	4%	0%
Separation	6%	4%	4%	4%
Other	69%	59%	48%	61%

T1.6 - Debt servicing (May 2022)	May 21	12 month average	Apr 22	May 22
Average repayment term (months)	71	78	72	159
Unsecured debt to annual income ratio	65%	69%	60%	47%

## Appendix (data tables)

T1.7 - Priority debt arrears (May 2022) <sup>2</sup>	May 22
Average priority arrears debt	£303
Percentage of clients with priority arrears	17.6%

T1.8 - Priority debt arrears by type (May 2022)	May 22
Rent arrears	0.5%
Secured debt arrears	97.0%
Council Tax arrears	2.5%
Utility arrears	0.0%

T1.9 - Repeat advice (May 2022)	May 22
Clients that have previously received debt advice	39.1%
Clients that have not previously received debt advice	60.9%

T1.10 - Client vulnerability (May 2022)	May 22
No vulnerability identified	69.6%
Circumstances	0.0%
Health	30.4%
Comprehension/Decision making	0.0%

## Debt Advice Foundation - Debt Helpline Statistics (May 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 (May 2022)	£6,013	£11,655	£9,048	£13,033	£12,080	£9,569

T2.2 - Case weighting (age group)	18-24	25-34	35-44	45-54	55-64	65+
Case weighting (May 2022)	8.7%	26.1%	13.0%	39.1%	8.7%	4.3%
Age group contact population weighting index	79.2%	152.6%	80.7%	218.8%	60.9%	18.4%

T2.3 - Average debt by type (age group)*	18-24	25-34	35-44	45-54	55-64	65+
Credit card	£0	£4,006	£791	£8,482	£0	£0
Unsecured loan	£4,711	£6,604	£4,404	£2,022	£5,626	£0
Other debts	£1,052	£376	£1,796	£692	£0	£0
Overdraft	£250	£250	£136	£562	£0	£2,200
Store card	£0	£0	£0	£277	£4,176	£0
Short term loan	£0	£473	£277	£0	£0	£0
Utility debt	£0	£134	£2,099	£454	£2,278	£0
Benefit overpayment	£0	£0	£0	£49	£0	£0
Council tax debt	£0	£146	£2,467	£309	£0	£7,369
Crown tax debt	£0	£0	£0	£186	£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	£1,431	£2,172	£2,230	£2,045	£1,887	£1,211
Monthly household expenditure	£1,315	£2,114	£2,102	£1,918	£2,079	£1,316
Impoverishment index	0.0%	33.3%	66.7%	22.2%	50.0%	100.0%

T2.5 - Cause of financial impairment (age group)	18-24	25-34	35-44	45-54	55-64	65+
Loss of job	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Reduced working hours	50.0%	0.0%	33.3%	0.0%	0.0%	0.0%
Pregnancy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Illness	0.0%	33.3%	33.3%	22.2%	0.0%	0.0%
Divorce	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Separation	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%
Other	50.0%	66.7%	33.3%	77.8%	50.0%	0.0%

T2.6 - Debt servicing (age group)	18-24	25-34	35-44	45-54	55-64	65+
Average repayment term (months)	52	202	71	102	Neg DI, can't	Neg DI, can't
Unsecured debt to annual income ratio	35%	45%	34%	53%	53%	66%

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

### Appendix (data tables)

T3.1 - Average unsecured debt (gender)	Male	Female
Average unsecured debt (May 2022)	£13,836	£8,995

T3.2 - Case weighting (gender)	Male	Female
Case weighting (May 2022)	47.8%	52.2%

T3.3 - Average debt by type (gender)*	Male	Female
Credit card	£7,801	£1,411
Unsecured loan	£5,457	£2,640
Other debts	£437	£931
Overdraft	£346	£488
Store card	£129	£785
Short term loan	£137	£180
Utility debt	£408	£938
Benefit overpayment	£0	£37
Council tax debt	£80	£1,462
Crown tax debt	£0	£139
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	£2,113	£1,895
Monthly household expenditure	£1,932	£1,925
Impoverishment index	0.0%	33.3%

T3.5 - Cause of financial impairment (gender)	Male	Female
Loss of job	0.0%	8.3%
Reduced working hours	0.0%	16.7%
Pregnancy	0.0%	0.0%
Illness	18.2%	25.0%
Divorce	0.0%	0.0%
Separation	0.0%	8.3%
Other	81.8%	41.7%

T3.6 - Debt servicing (gender)	Male	Female
Average repayment term (months)	77	Neg DI, can't
Unsecured debt to annual income ratio	55%	40%

# Debt Advice Foundation - Debt Helpline Statistics (May 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 (May 2022)	£13,056	£8,076	£3,868	£19,605	£602	£0	£0	£9,628	£11,979	£17,825	£10,212	£22,365

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 (May 2022)	21.7%	13.0%	8.7%	4.3%	4.3%	0.0%	0.0%	17.4%	13.0%	8.7%	4.3%	4.3%
Regional contact population weighting index	302.6%	139.8%	65.3%	107.9%	39.5%	0.0%	0.0%	126.5%	155.2%	182.7%	49.2%	52.5%

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	£9,584	£67	£500	£0	£0	£0	£0	£1,493	£8,206	£10,600	£0	£1,834
Unsecured loan	£2,662	£67	£1,456	£11,252	£0	£0	£0	£4,114	£1,704	£7,225	£9,422	£18,596
Other debts	£132	£1,215	£799	£0	£0	£0	£0	£1,882	£0	£0	£290	£2,257
Overdraft	£662	£770	£600	£0	£300	£0	£0	£13	£667	£0	£500	£0
Store card	£80	£0	£0	£8,352	£0	£0	£0	£267	£340	£0	£0	£0
Short term loan	£0	£277	£513	£0	£302	£0	£0	£0	£504	£0	£0	£0
Utility debt	£1,648	£1,232	£0	£0	£0	£0	£0	£750	£0	£0	£0	£804
Benefit overpayment	£0	£0	£0	£0	£0	£0	£0	£110	£0	£0	£0	£0
Council tax debt	£0	£4,516	£0	£0	£0	£0	£0	£1,000	£0	£0	£0	£875
Crown tax debt	£0	£0	£0	£0	£0	£0	£0	£0	£558	£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	£2,697	£1,558	£2,529	£867	£1,848	£0	£0	£1,771	£1,658	£2,154	£1,538	£2,142
Monthly household expenditure	£2,524	£1,745	£2,390	£862	£1,629	£0	£0	£1,751	£1,336	£1,931	£1,328	£3,024
Impoverishment index	0.0%	33.3%	66.7%	22.2%	50.0%	100.0%	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%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reduced working hours	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%
Pregnancy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Illness	20.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	25.0%	33.3%	50.0%	0.0%	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%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	80.0%	33.3%	100.0%	0.0%	0.0%	0.0%	0.0%	50.0%	66.7%	50.0%	100.0%	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)	76	Neg DI, can't	28	4207	3	0	0	474	37	80	49	Neg DI, can't
Unsecured debt to annual income ratio	40%	43%	13%	189%	3%	0%	0%	45%	60%	69%	55%	87%

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

### Appendix (data tables)

T5.1 - Average unsecured debt (housing status)	Homeowner	Tenant	Living with family	Homeless
Average unsecured debt (May 2022)	£17,253	£9,794	£8,691	£0

T5.2 - Case weighting (housing status)	Homeowner	Tenant	Living with family	Homeless
Case weighting (May 2022)	21.7%	65.2%	8.7%	0.0%

T5.3 - Average debt by type (housing status)*	Homeowner	Tenant	Living with family	Homeless
Credit card	£10,380	£3,265	£936	£0
Unsecured loan	£5,061	£2,932	£11,216	£0
Other debts	£814	£745	£366	£0
Overdraft	£202	£370	£454	£0
Store card	£160	£669	£0	£0
Short term loan	£0	£245	£0	£0
Utility debt	£80	£1,023	£0	£0
Benefit overpayment	£0	£29	£0	£0
Council tax debt	£555	£552	£0	£0
Crown tax debt	£0	£112	£0	£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	£2,387	£1,905	£2,127	£0
Monthly household expenditure	£2,248	£1,889	£1,735	£0
Impoverishment index	0.0%	33.3%	66.7%	22.2%

T5.5 - Cause of financial impairment (housing status)	Homeowner	Tenant	Living with family	Homeless
Loss of job	0.0%	0.0%	0.0%	0.0%
Reduced working hours	0.0%	13.3%	0.0%	0.0%
Pregnancy	0.0%	0.0%	0.0%	0.0%
Illness	20.0%	26.7%	0.0%	0.0%
Divorce	0.0%	0.0%	0.0%	0.0%
Separation	0.0%	6.7%	0.0%	0.0%
Other	80.0%	53.3%	100.0%	0.0%

T5.6 - Debt servicing (housing status)	Homeowner	Tenant	Living with family	Homeless
Average repayment term (months)	124	594	22	0
Unsecured debt to annual income ratio	35%	45%	34%	53%

## Debt Advice Foundation - Debt Helpline Statistics (May 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 (May 2022)	£14,642	£10,139	£16,604	£0	£3,685	£9,592

T6.2 - Case weighting (employment status)	Full-time employment	Part-time employment	Self-employed	Full-time education	Disabled or sick	Unemployed (JSA)
Case weighting (May 2022)	39.1%	13.0%	13.0%	0.0%	4.3%	4.3%

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	£8,798	£0	£6,864	£0	£0	£1,973
Unsecured loan	£4,269	£6,891	£7,870	£0	£0	£5,899
Other debts	£646	£97	£752	£0	£0	£563
Overdraft	£380	£267	£667	£0	£0	£50
Store card	£202	£2,784	£0	£0	£0	£669
Short term loan	£168	£101	£0	£0	£0	£0
Utility debt	£378	£0	£268	£0	£3,685	£0
Benefit overpayment	£0	£0	£0	£0	£0	£439
Council tax debt	£753	£0	£292	£0	£0	£0
Crown tax debt	£0	£0	£558	£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.

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	£2,249	£1,418	£2,016	£0	£2,714	£967
Monthly household expenditure	£1,974	£1,273	£2,362	£0	£2,583	£1,108
Imperishment index	0.0%	33.3%	66.7%	22.2%	50.0%	100.0%

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	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reduced working hours	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Pregnancy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Illness	11.1%	33.3%	66.7%	0.0%	100.0%	0.0%
Divorce	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Separation	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%
Other	88.9%	33.3%	33.3%	0.0%	0.0%	100.0%

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)	53	70	Neg DI, can't	0	28	Neg DI, can't
Unsecured debt to annual income ratio	35%	45%	34%	53%	53%	66%



## Debt Advice Foundation - Debt Helpline Statistics (May 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 (May 2022)	£11,304	£10,897	£7,469	£0	£8,754	£12,163	£28,819	£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 (May 2022)	47.8%	13.0%	8.7%	0.0%	17.4%	8.7%	4.3%	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	£4,473	£4,724	£750	£0	£468	£4,500	£27,000	£0
Unsecured loan	£3,972	£5,399	£1,456	£0	£6,066	£2,178	£300	£0
Other debts	£892	£188	£651	£0	£110	£1,822	£219	£0
Overdraft	£619	£117	£600	£0	£102	£0	£900	£0
Store card	£129	£223	£0	£0	£2,088	£0	£400	£0
Short term loan	£137	£101	£513	£0	£0	£416	£0	£0
Utility debt	£109	£0	£1,500	£0	£2,060	£1,648	£0	£0
Benefit overpayment	£0	£146	£0	£0	£0	£0	£0	£0
Council tax debt	£1,002	£0	£2,000	£0	£0	£1,701	£0	£0
Crown tax debt	£152	£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	£1,734	£1,772	£2,990	£0	£2,301	£1,529	£3,345	£0
Monthly household expenditure	£1,698	£1,538	£2,933	£0	£2,221	£1,641	£3,028	£0
Impositionment index	0.0%	33.3%	66.7%	22.2%	50.0%	100.0%	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	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reduced working hours	9.1%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%
Pregnancy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Illness	9.1%	33.3%	50.0%	0.0%	25.0%	50.0%	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%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%
Other	72.7%	66.7%	50.0%	0.0%	50.0%	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)	318	47	131	0	109	Neg DI, can't	91	0
Unsecured debt to annual income ratio	35%	45%	34%	53%	53%	66%	0%	0%

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

### Appendix (data tables)

T8.1 -Case outcome analysis	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22
Financial assessment outcomes	18%	16%	22%	8%	15%	13%	15%	9%	16%	10%	13%	8%
Non-financial assessment outcomes	82%	84%	78%	92%	85%	87%	85%	91%	84%	90%	87%	92%

T8.2 -Financial assessment outcomes	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22
Bankruptcy	27%	18%	19%	20%	0%	26%	29%	5%	17%	11%	11%	13%
Debt Arrangement Scheme	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Informal Arrangement	18%	4%	11%	7%	24%	9%	6%	19%	15%	15%	15%	22%
Debt Relief Order	21%	46%	54%	47%	38%	35%	47%	43%	44%	59%	26%	35%
Individual Voluntary Arrangement/Trust Deed	6%	7%	7%	7%	5%	17%	0%	19%	5%	4%	7%	4%
Other	18%	11%	2%	7%	14%	4%	12%	5%	10%	0%	15%	17%
Budgeting advice	9%	14%	7%	13%	19%	9%	6%	10%	10%	11%	26%	9%

T8.3 -Non-financial assessment outcomes	May 22	Apr 22	Mar 22	Feb 22	Jan 22	Dec 21	Nov 21	Oct 21	Sep 21	Aug 21	Jul 21	Jun 21
3rd party call	12%	9%	14%	13%	19%	8%	16%	16%	14%	11%	13%	14%
Bailiff assistance	7%	3%	4%	5%	4%	4%	7%	4%	2%	8%	7%	5%
Benefits	8%	11%	7%	9%	15%	16%	5%	3%	7%	1%	6%	2%
Council Tax	3%	3%	2%	3%	2%	1%	1%	2%	2%	2%	6%	1%
Credit rating	5%	4%	4%	4%	3%	6%	4%	1%	5%	5%	7%	7%
Current insolvency case	5%	7%	5%	5%	4%	7%	3%	16%	4%	5%	6%	4%
Disputed liability	12%	13%	10%	11%	6%	10%	15%	8%	7%	11%	10%	11%
Housing assistance	3%	4%	3%	3%	3%	3%	1%	5%	3%	1%	1%	4%
Legal	4%	4%	6%	6%	5%	4%	5%	3%	7%	11%	8%	10%
Mortgage	2%	2%	0%	0%	1%	2%	1%	3%	1%	2%	1%	2%
Other	40%	40%	44%	42%	35%	38%	41%	39%	47%	44%	34%	41%

T8.5 -Advice take-up (May 2022)	Solution recommended	Solution chosen
Bankruptcy	13%	0%
Debt Arrangement Scheme	0%	0%
Informal Arrangement	22%	57%
Debt Relief Order	35%	22%
Individual Voluntary Arrangement/Trust Deed	4%	4%
Other	17%	4%
Budgeting advice	9%	13%

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

## Appendix (data tables)

T8.6 -Weekly call density map (May 2022)	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
08:00	1.7%	0.5%	0.2%	0.9%	0.9%	0.0%
09:00	1.7%	2.1%	2.1%	2.1%	1.2%	0.0%
10:00	2.1%	1.9%	2.1%	3.0%	1.2%	0.0%
11:00	3.1%	3.3%	1.9%	3.6%	2.7%	0.0%
12:00	2.6%	3.1%	1.4%	3.0%	3.3%	0.0%
13:00	2.1%	2.4%	2.4%	2.1%	1.8%	0.0%
14:00	2.1%	0.7%	0.7%	3.6%	3.0%	0.0%
15:00	2.6%	2.6%	2.8%	3.0%	3.3%	0.0%
16:00	0.7%	2.4%	1.9%	1.2%	1.2%	0.0%
17:00	1.7%	0.9%	0.9%	2.1%	0.6%	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%

Debt Advice Foundation  
1 Anchor Court  
Commercial Road  
Darwen  
BB3 0DB

Telephone: 0800 779 71 36  
Email: [press.office@debtadvicefoundation.org](mailto:press.office@debtadvicefoundation.org)  
Website: [www.debtadvicefoundation.org](http://www.debtadvicefoundation.org)  
Facebook: /DebtAdviceFoundation  
Twitter: @DebtAdviceDAF

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.

Authorised and regulated by the Financial Conduct Authority No 692492.

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