

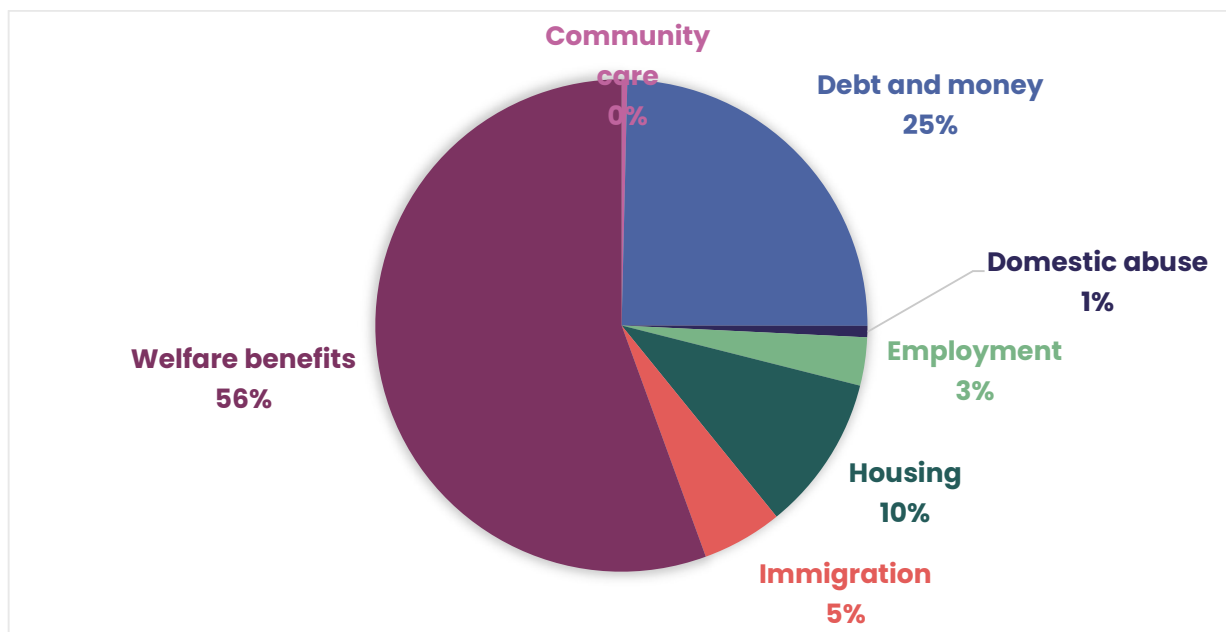
Advice Trends 2021

A total of 372,961 cases were opened by AdviceUK members on the AdvicePro case management system in 2021.

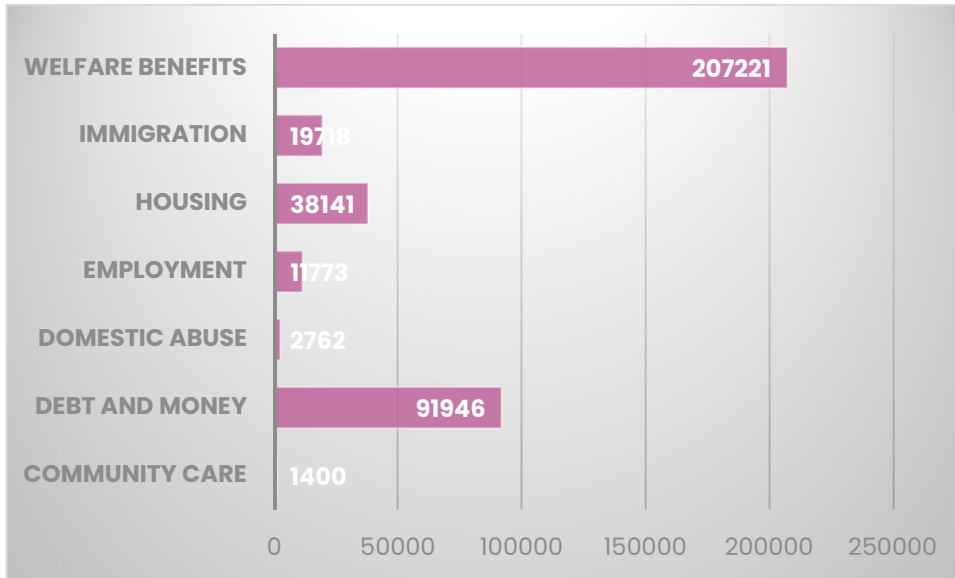
As in previous years, over half of all cases opened were welfare benefits cases. Debt was the second largest area of social welfare law and accounted for a quarter of total cases, followed by housing, immigration and employment.

Total case volumes varied throughout the course of the year. As in previous years, the months with the lowest volumes were those that coincided with Easter, the summer holidays and Christmas.

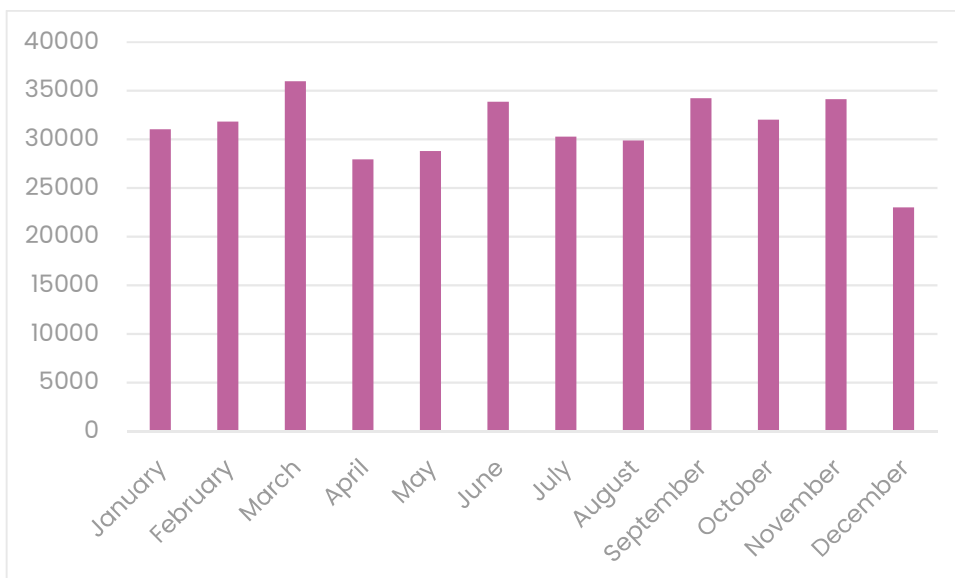
Percentage of cases by area of social welfare law



Number of cases by area of social welfare law



Total case numbers by month



Breakdown of case volumes by area of social welfare law

