

LawWorks Cost of Living InfoExchange

GLA PARTNERSHIP

citizens
advice

Collaborating across
the Capital

About Citizens Advice

We provide support in approximately 2,500 locations across England and Wales with over 21,000 volunteers and 8,700 staff. We help millions of people every year; in 2020-21, this included:

- 40 million visits to our website
- 58,000 people helped face to face
- 1.48 million people using our phone service
- 549,000 people contacting our consumer helpline
- 624,000 people getting help by email or webchat
- 52,000 witnesses supported through the Witness Service

Number of people by issue: last 12 months compared to previous 12 months

Region

(Multiple values) ▼

- This page shows you the number of people Citizens Advice have seen compared to the previous 12 months.
- To compare this data to issue trends please view the issue trend pages.
- Please note this is not the same as all people seen in the period as this report does not include anonymous cases or people with ongoing enquiries.
- In 2021-22 the network of local Citizens Advice services helped **1.8 million people**.

Category 	Last year	Prior year	Prior year	
	Clients	Clients	Change	%
Benefits & tax credits & Benefits Universal Credit	659,127	609,758	49,369	7%
Charitable Support & Food Banks	106,881		106,881	100%
Consumer goods & services	86,077	101,673	-15,596	-18%
Debt	308,930	275,437	33,493	11%
Discrimination & Hate & GVA	13,755	20,783	-7,028	-51%
Education	12,945	12,381	564	4%
Employment	109,324	157,933	-48,609	-44%
Financial services & capability	208,339	208,332	7	0%
Health & community care	57,612	63,372	-5,760	-10%
Housing	220,869	230,730	-9,861	-4%
Immigration & asylum	47,880	54,452	-6,572	-14%
Legal	86,177	97,668	-11,491	-13%
Other	140,588	163,743	-23,155	-16%
Relationships & family	111,267	122,438	-11,171	-10%
Tax	29,136	24,378	4,758	16%
Travel & transport	47,791	42,023	5,768	12%
Utilities & communications	140,457	88,824	51,633	37%
Grand Total	1,465,500	1,472,728	-7,228	0%

Cost of living context/discussions

- Increase in debt clients, especially energy debts
- Increase in PIP
- Increase demand on social housing and private rent inquiries, beginning to see threatened homelessness increase to pre-pandemic levels
- Increase in foodbank referrals especially single families and BAME clients
- Trends tracked on CA Dashboard
<https://public.flourish.studio/story/1634399/>

Responses: London Partnership

- Looking to develop more partnerships to boost capacity
- A £2.3m partnership between the GLA, London Citizens Advice, and London Legal Support Trust (LLST) supporting their 'Centres of Excellence' working with community groups and organisations to boost capacity alongside community outreach
 - £1.2m to London Citizens Advice to fund crisis adviser posts and specialist to refer to advice
 - £1.1m to LLST to fund Centres of Excellence specialist adviser posts
 - Training and support for community groups

Distribution

16 Crisis Prevention Advisers ●

5 Specialists ★

Advice First Aid lead +

Project Management L





Overall model



Model of Delivery

