# LawWorks Cost of Living InfoExchange

**GLA PARTNERSHIP** 

citizens advice Collaborating across the Capital

### **About Citizens Advie**

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.

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- · 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	
<del>ද</del> ී	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%

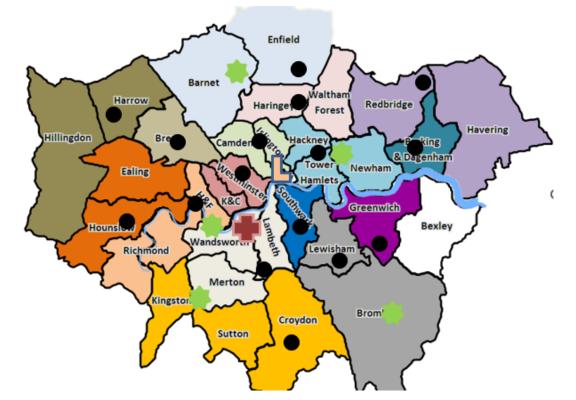
## **Cost of living context/discussions**

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

### **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





16 Crisis Prevention Advisers 5 Specialists Advice First Aid lead Project Management



### Overall model

