

LawWorks Conference

**citizens
advice**

JUNE 2023

About Citizens Advice

- **252 charities providing support in approximately 2,500 locations in England and Wales with over 18,000 volunteers and 8,650 staff. We help millions of people every year; in 2021-22 this included:**
 - 40.6 million visits to our website
 - 183,000 people helped face to face (reduced f2f volumes since pandemic)
 - 1.96 million people using our phone service
 - 800,000 people getting help by email or webchat
 - 87,000 witnesses supported through the Witness Service
 - **Main Advice issues 2021-22:**
 - benefits (724,000),
 - debt, money and financial capability (422,000),
 - housing (275,000),
 - employment (172,000),
 - consumer & energy (1.8m)

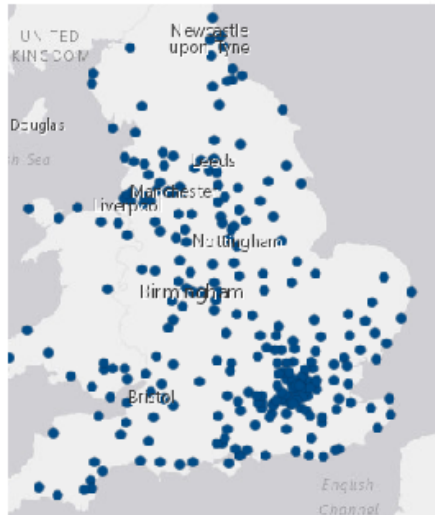


Citizens Advice in London

28 local Citizens Advice charities providing free advice cover all area of advice (benefits, debt/ money, housings, employment consumer, immigration, community care, legal) in all boroughs & different community settings (eg community & childrens' centres, food banks) via different channels

<https://londoncitizensadvice.org.uk/>

Offices & outreaches



What have we seen

- Huge increase in demand for crisis support (foodbanks, charitable grants etc.)
- More energy issues inquiries
- Negative budgets
- Escalating housing issues

Citizens Advice
Dashboard

<https://public.flourish.studio/story/1634399/>

How can you [pro bono] help?

Work with us

- New clinic partnerships
- Supported volunteer projects
- Specialisations
- Advocacy



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jsandbach@londoncitizenadvice.org.uk