

Citizens Advice coronavirus data report

Data trends in September 2020

**citizens
advice**



September 2020



5.3 million

views of our website

Most viewed advice pages

1. Redundancy pay
2. Coronavirus: meeting with people
3. What benefits can I get?
4. Redundancy notice period
5. If you need more help about a consumer issue



154,300

people given advice
on the phone, email
or webchat

Top issues advisers helped with

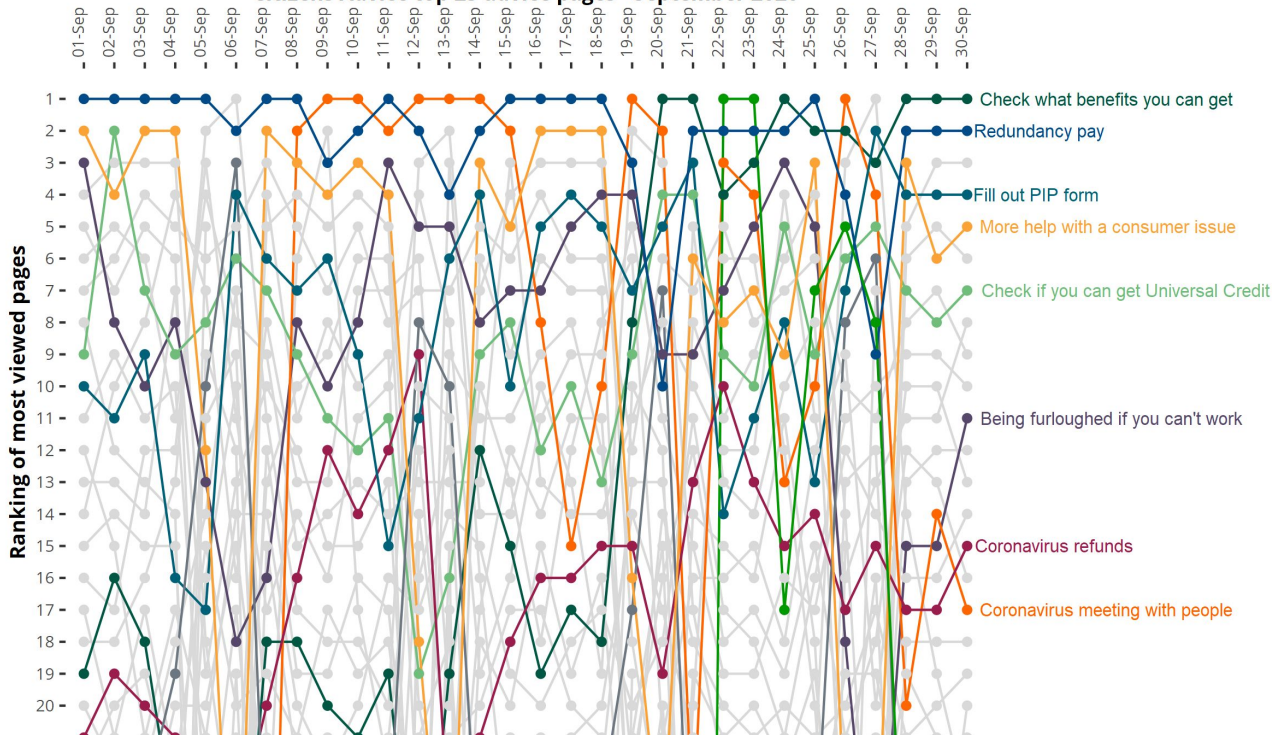
1. Benefits and tax credits - **up 16% on August**
2. Universal Credit - **up 17% on August**
3. Debt - **up 24% on August**



Top search term:
"Redundancy"

Top advice pages on Citizens Advice's website

Citizens Advice top 25 advice pages - September 2020



Our page on redundancy pay had the highest number of views for 13 days in September, making it our most viewed page last month. Benefits advice pages made up five of the 10 most viewed pages.

We have also seen a rise in people seeking advice across other areas. For instance, from 9 - 14 September, our 'Coronavirus: meeting with people' page was in the top two most viewed pages.

On 22 and 23 September our page on meeting people in Scotland was the most viewed page, which followed the announcement of new restrictions in the area. It is not shown in the graph as it subsequently dropped out of our top 20 ranked pages.

Top search terms

Top searches on Citizens Advice's website:

Change from August to September:

| | | | |
|---|------------|---|-----|
| ① | Redundancy | ↓ | 13% |
| ② | Divorce | ↑ | 15% |
| ③ | PIP | ↑ | 9% |
| ④ | Housing | ↑ | 11% |
| ⑤ | Debt | ↑ | 10% |

Changes in Google searches from August to September:



There was no change in the top search terms that led people to the Citizens Advice website from August to September:

August:

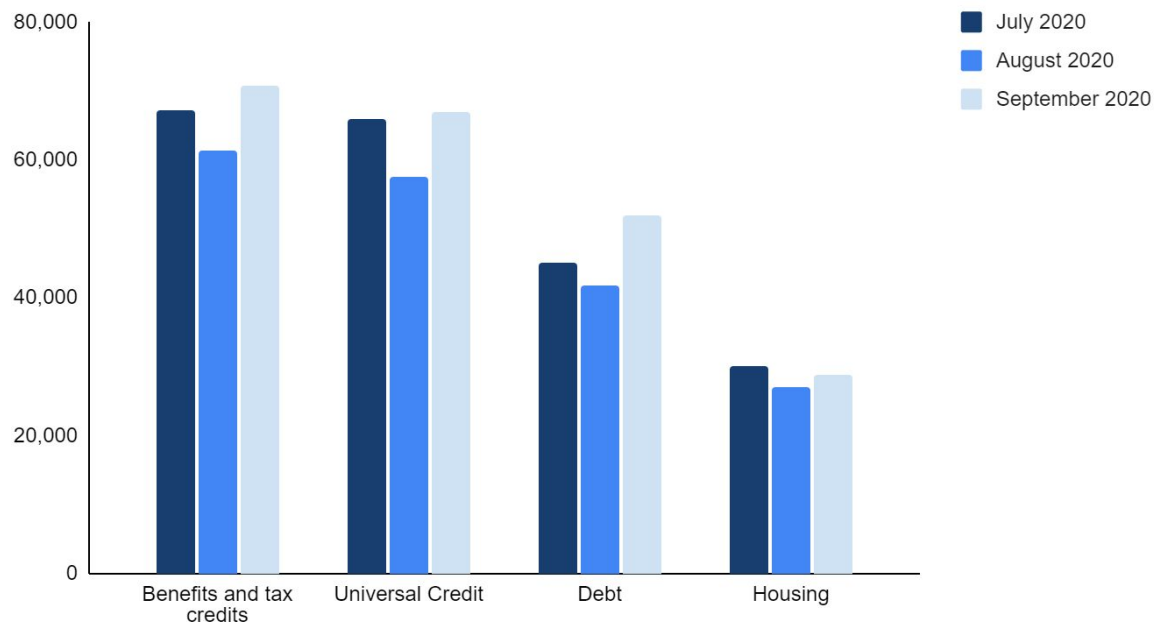
1. Universal Credit
2. Trading standards

September:

1. Universal Credit
2. Trading standards

Advice given by local offices

Top advice issues in July, August and September 2020



Top four advice areas



In September, our advisers supported people with more than **354,000 issues**. Overall, advice given increased by 14% on the previous month.

Our top four advice areas were **benefits and tax credits** (70,826 issues), **Universal Credit** (67,057 issues), **debt** (52,096 issues) and **housing** (28,895 issues).

In September 2019, our top four advice areas in order were **benefits and tax credits**, **debt**, **Universal Credit**, and **housing**.

Spotlight on possession action and eviction

Harri's Story

Harri and his wife have privately rented their home for 2 years. Earlier this year they both lost their jobs. Having never previously been behind on their rent they struggled to keep up with their payments.

The landlord was initially understanding and Harri and his wife paid as much as they could each month. The landlord then started asking for higher payments that they couldn't afford. In August when Harri said he couldn't make these payments, the landlord told him they would have to leave when their tenancy ends in October.

Harri came to Citizens Advice for support. He and his wife have only just started new jobs, and need more time to be able to afford the deposit on a new tenancy. An adviser told Harri that in order to be evicted, his landlord would need to provide a written eviction notice and a 6 month minimum notice period.



The number of clients we advised on housing issues increased by 7% in September. This follows the end of the eviction ban on 20 September.

Courts in England and Wales are also hearing housing possession cases again.