

Citizens Advice coronavirus data report

Data trends in August 2020

**citizens
advice**



August 2020



5.4 million

views of our website

Most viewed advice pages

1. Redundancy pay
2. Being furloughed if you can't work
3. Redundancy notice period
4. Check if you can get Jobseeker's Allowance
5. What benefits can I get?



136,600

people given advice on the phone, email or webchat

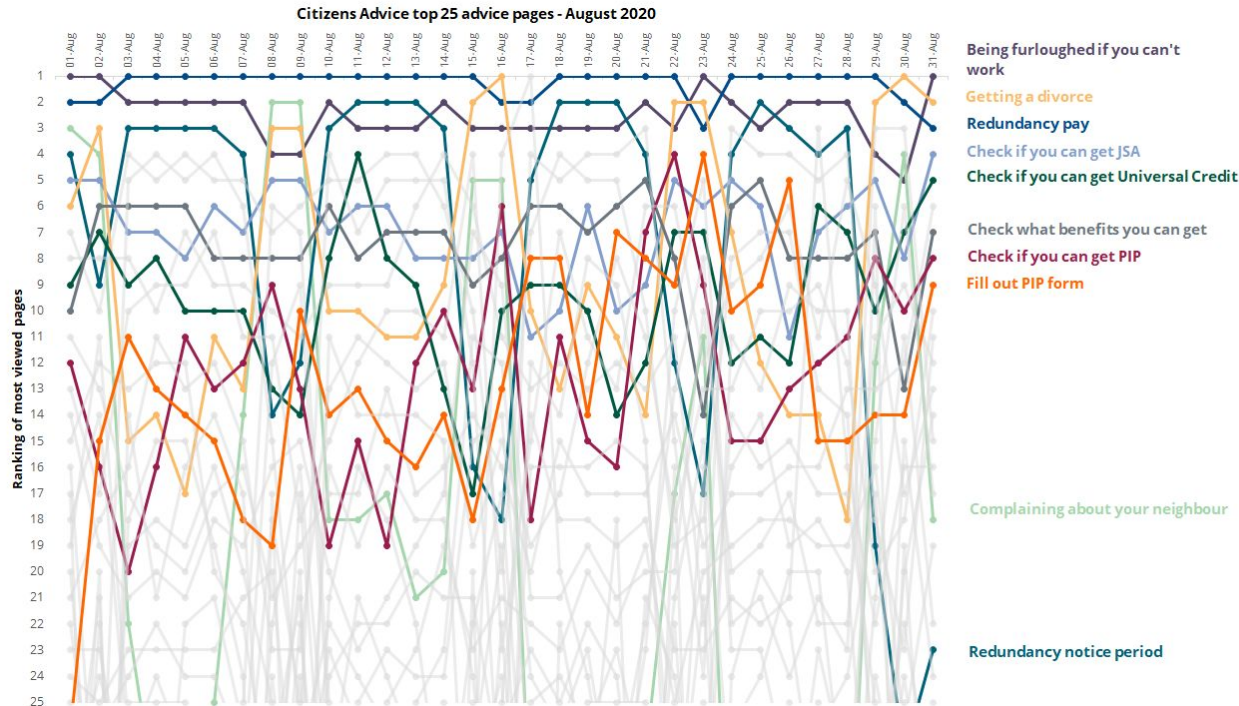
Top issues advisers helped with

1. Benefits and tax credits
2. Universal Credit
3. Debt



Top search term:
"Redundancy"

Top advice pages on Citizens Advice's website



For the first time since April, the top advice page for this month was not about furlough. Our redundancy advice page was the most popular page in August, with nearly 70,000 views.

Views of our benefits advice pages increased from July, with three of the top ten advice pages for August relating to benefits.

Our 'check what benefits you can get' page went from being our ninth most-viewed page in July to our fifth most-viewed page in August, while 'check if you can get Universal Credit' went from our eleventh to ninth most-viewed page.

Top search terms

Top searches on Citizens Advice's website:

Change from July to August:

①	Redundancy	↓	22%
②	Divorce	↓	15%
③	PIP	↑	5%
④	Housing	↑	1%
⑤	Debt	↔	No change

Changes in Google searches from July to August



In August, trading standards overtook IVA (individual voluntary arrangement) as the second most common Google search that led people to the Citizens Advice website.

July:

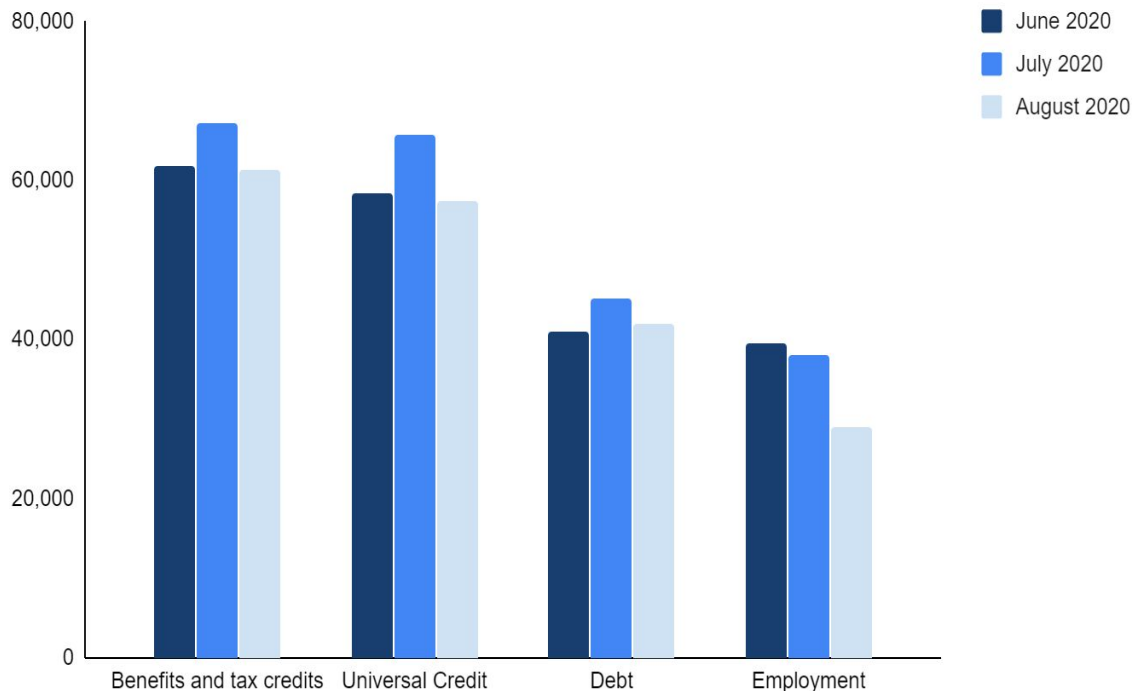
1. Universal Credit
2. IVA

August:

1. Universal Credit
2. Trading standards

Advice given by local offices

Top advice issues in June, July and August 2020



Top four advice areas



In August, our advisers supported people with more than 310,000 issues. Overall, advice given dropped slightly in August, which is in line with trends from previous years due to people having summer breaks.

Our top four advice areas were **benefits and tax credits** (61,299 issues), **Universal Credit** (57,441 issues), **debt** (41,909 issues) and **employment** (29,004 issues).

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

Spotlight on Redundancy

Patrick's story

Patrick was recently made redundant from a company he had worked at for over 10 years. He received no official paperwork and when told what his redundancy pay would be, was told to write this down for himself. This redundancy pay was calculated based on his furlough wage instead of his standard wage, and he was told this amount was non-negotiable. He was given his contractual redundancy notice of 4 weeks, instead of his statutory 10 weeks. Meetings about his redundancy were kept very short and he was told not to ask questions.

Patrick found the redundancy process strange and came to Citizens Advice for support after visiting our website to confirm his suspicions that he was not given the correct redundancy period or correct redundancy pay. An adviser was able to confirm what he was entitled to and how he could address this with his employer.

Throughout August, redundancy was a key issue for clients accessing advice online.

The top viewed advice page for August was 'redundancy pay', and the top search term was 'redundancy'.

