

# Citizens Advice coronavirus data report

Data trends in July 2020

**citizens  
advice**



# July 2020



**5.5 million**

views of our website

Up 12% on June 2020



## Most viewed advice pages

1. Being furloughed if you can't work
2. Redundancy pay
3. Check if your redundancy is fair
4. Redundancy notice period
5. If you want a refund because of coronavirus



**154,700**

people given advice  
on the phone, email  
or webchat

## Top issues advisers helped with

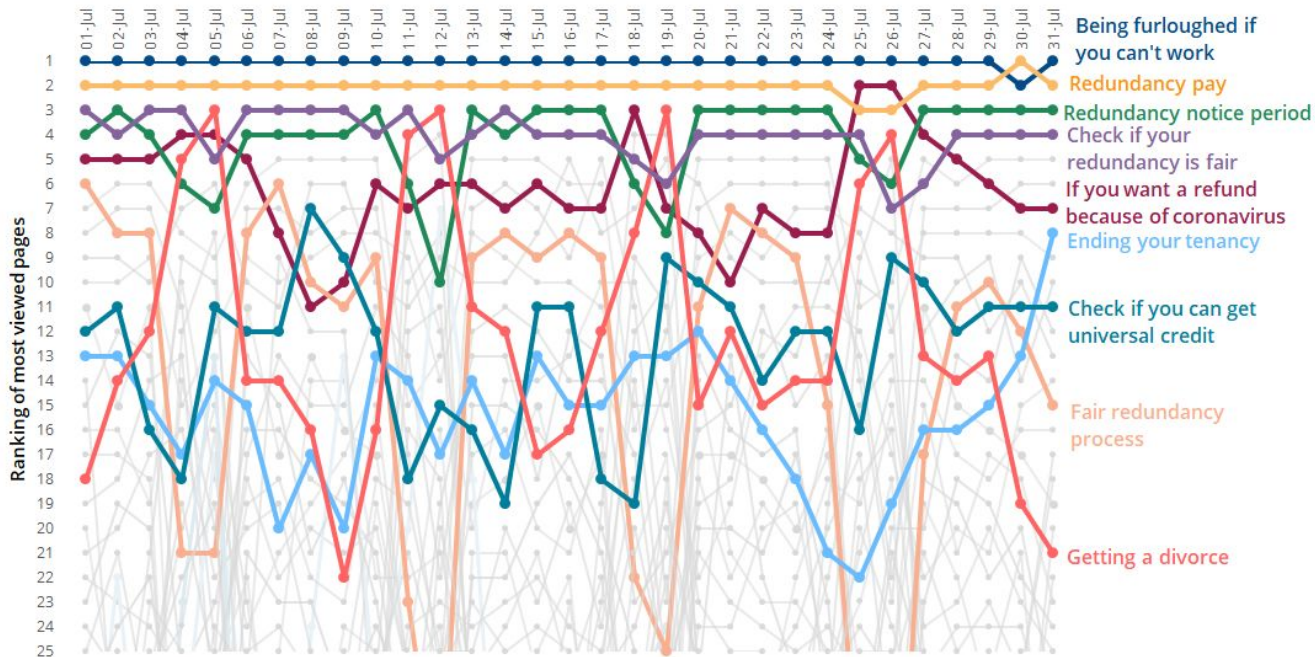
1. Benefits and tax credits - **up 9% on June**
2. Universal Credit - **up 13% on June**
3. Debt - **up 10% on June**



**Top search term:**  
"Redundancy"

# Top advice pages on Citizens Advice website

Citizens Advice top 25 advice pages - July 2020



Our webpage on being furloughed had nearly 40,000 fewer views than in June, but it remained the most viewed advice page for 30 days in July.

Our redundancy pay advice page was the second most viewed page across 28 days in July. Redundancy advice pages have continued to dominate our most popular advice pages, with four of July's top 10 pages relating to redundancy.

Interest in consumer issues also remained high, with two consumer advice pages in the top 10 pages in July. Together, these two consumer advice pages had over 15,000 more views than in June 2020.

# Top search terms

## Top searches on Citizens Advice website:

Change from June to July:

①	Redundancy	↑	25%
②	Divorce	↑	10%
③	Debt	↑	40%
④	PIP	↑	19%
⑤	Housing	↑	6%

## Changes in Google searches from June to July



The top two Google searches that led people to the Citizens Advice website changed between June and July:

### June:

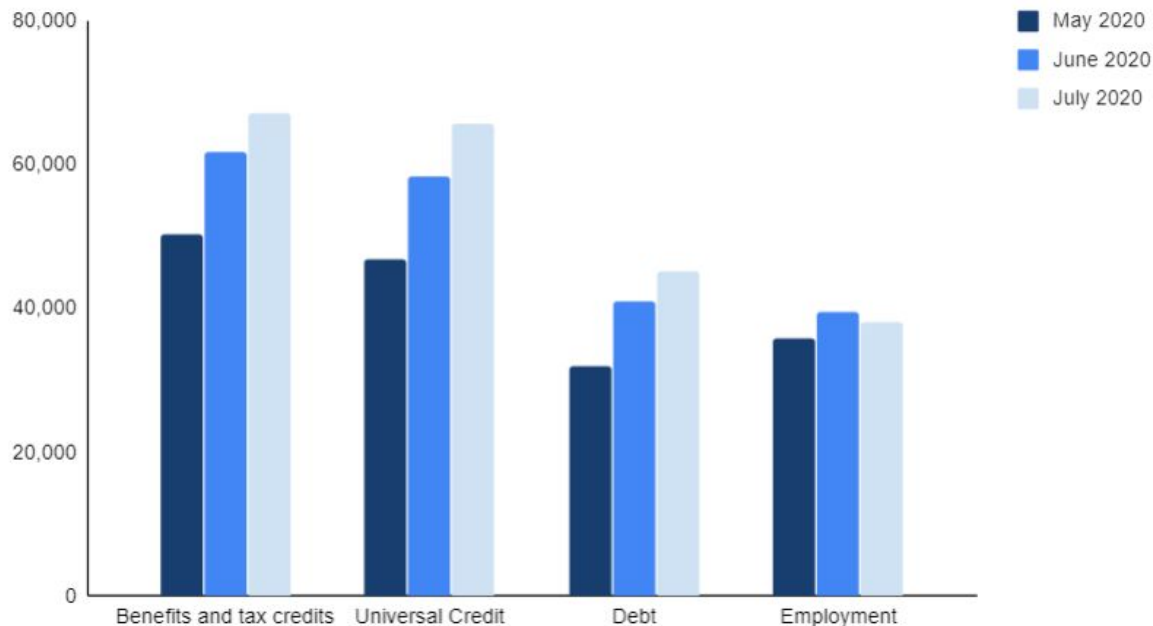
1. Redundancy pay
2. Voluntary redundancy

### July:

1. Universal Credit
2. IVA [individual voluntary arrangement]

# Advice given by local offices

Top advice issues in May, June and July 2020



## Top 4 advice areas



In July, our advisers supported people with more than 352,000 issues. Our top four advice areas were **benefits and tax credits** (67,200 issues), **Universal Credit** (65,800 issues), **debt** (45,200 issues) and **employment** (38,200 issues).

In July 2019, the top 4 issues in order were **benefits and tax credits, debt, Universal Credit, and housing.**

# Spotlight on debt issues

## Skye's story

Prior to the coronavirus pandemic, Skye was self-employed and also had a part-time job at a school. She lost her self-employed income and therefore applied for Universal Credit, but is entitled to less than £100 per month. As a result, she has fallen behind on both her priority and non-priority bills, and court action is being threatened for her council tax arrears.

Skye is disabled and has a long-term health condition, which meant she had to shield for several months. She has a lifeline connected to her phone line in case of emergency, but her phone provider has threatened her with disconnection due to her arrears. Skye came to Citizens Advice because she is stressed and worried about how she can get back on track, and especially fears her lifeline not working if the telecoms provider disconnects her.

**Advice given by our advisers on debt issues increased by 10% in July 2020 compared with June 2020**



## Top 3 debt issues in July:

1. Debt assessment
2. Fuel debts
3. Credit, store and charge card debts