

**Local insight,
national reach**

**citizens
advice**

How Citizens
Advice can help

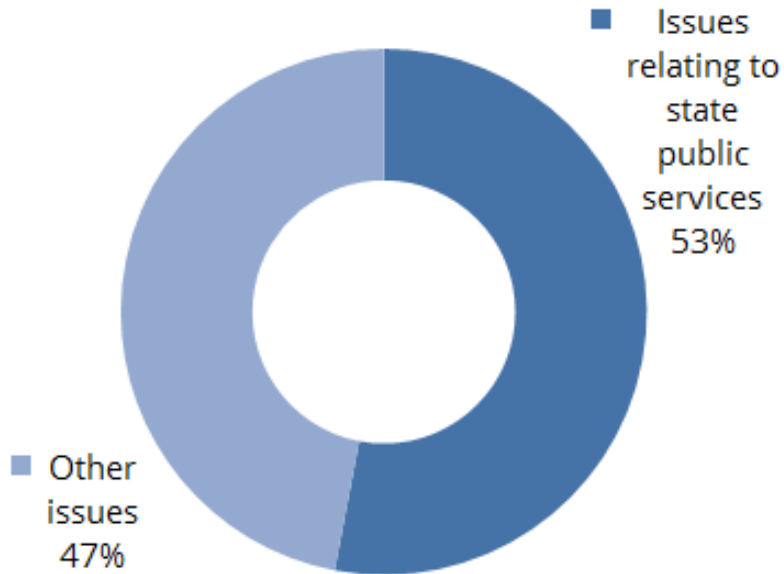
About Citizens Advice

- A national umbrella charity that sets standards and quality
- 307 individual charities across England and Wales
- 600 Citizens Advice outlets
- Over 2,250 outreaches in courts, community centres, doctors surgeries and prisons

Local insight, national reach

- Real local knowledge, based on hundreds of interactions a week
- National database of clients and issues
- Real time data
- Mapping and statistical tools to bring insight to raw data

What do we know about public services and government departments?



AIC issue data from April 2015 – March 2016

Benefits	1,810,999
Debt	610,245
Legal	127,354
Health	84,809
Housing	75,943
Immigration	66,972
Tax	47,067
Transport	30,068
Employment	20,587
Relationships	15,743
Education	12,498

Devolution brings big opportunities for improvement

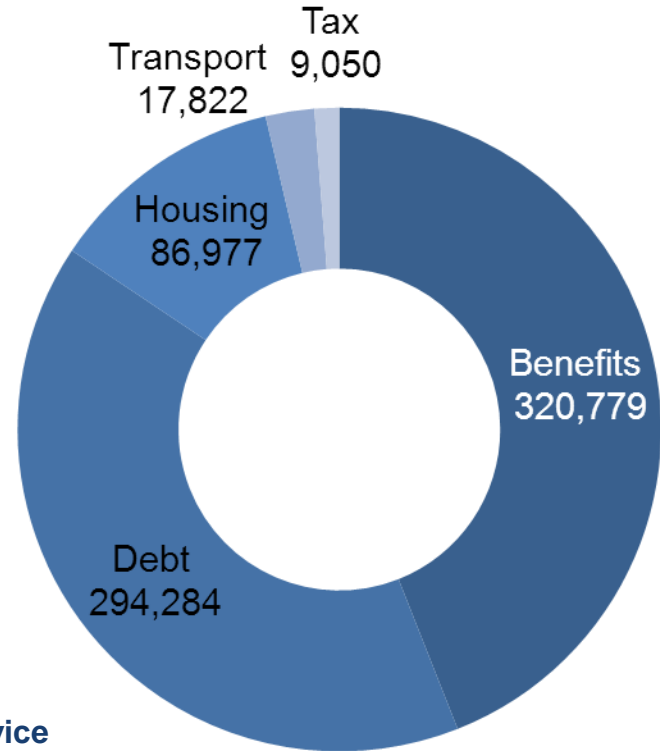
1. Devolution brings decisions about how services are made closer to the user and the community.
2. It gives more autonomy to let areas deal with 'whole person problems' that don't need to be subdivided by national government department.
3. It provides a greater incentive to prevent problems as they develop.

We can help by sharing insight about the communities we serve, and the problems they face.

1. We have live data on local problems

In 2015-16 we helped clients with three quarters of a million (728,912) issues relating to local authority provided public services.

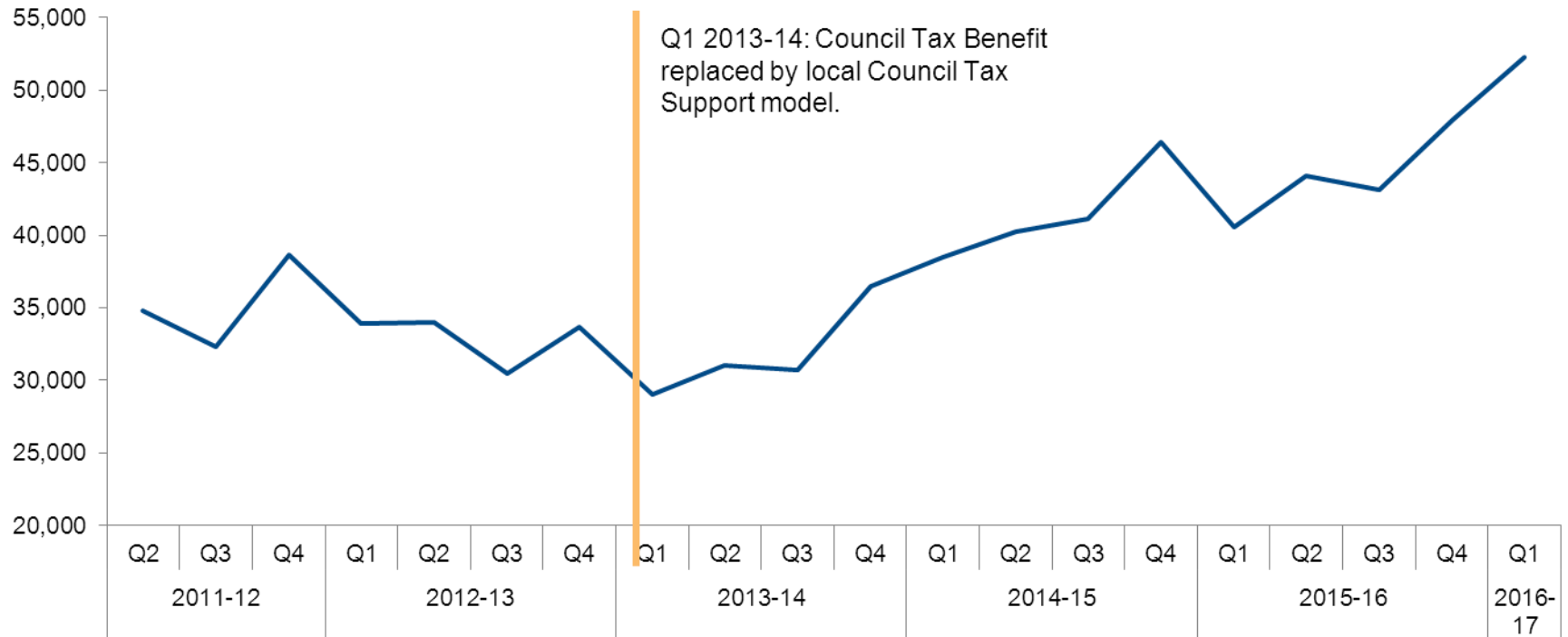
- 93,000 Council Tax arrears repayment problems
- 12,000 LA homelessness service problems



Split of LA-run public service advice issues by Tier 1 Advice Issue Code. 2015-16.

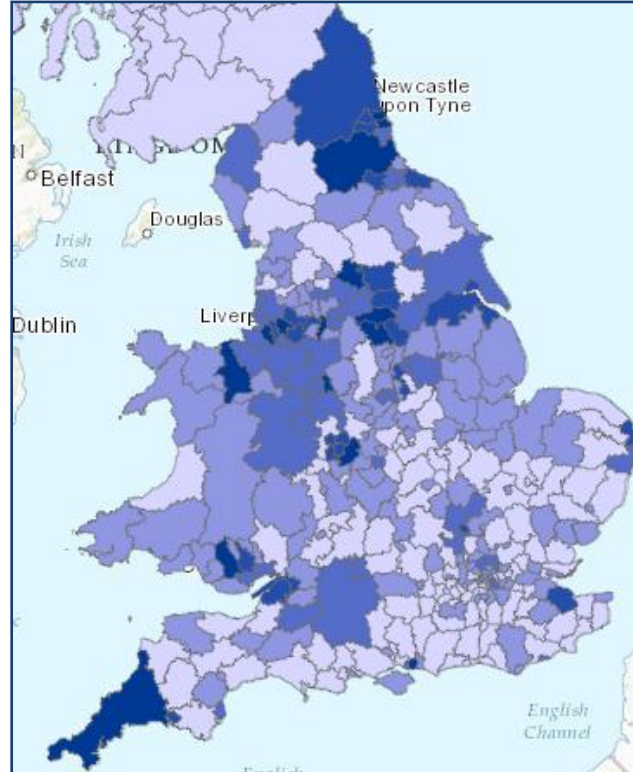
We can see how issues change

AIC Council tax arrears issues, five year trend to Q1 2016-17



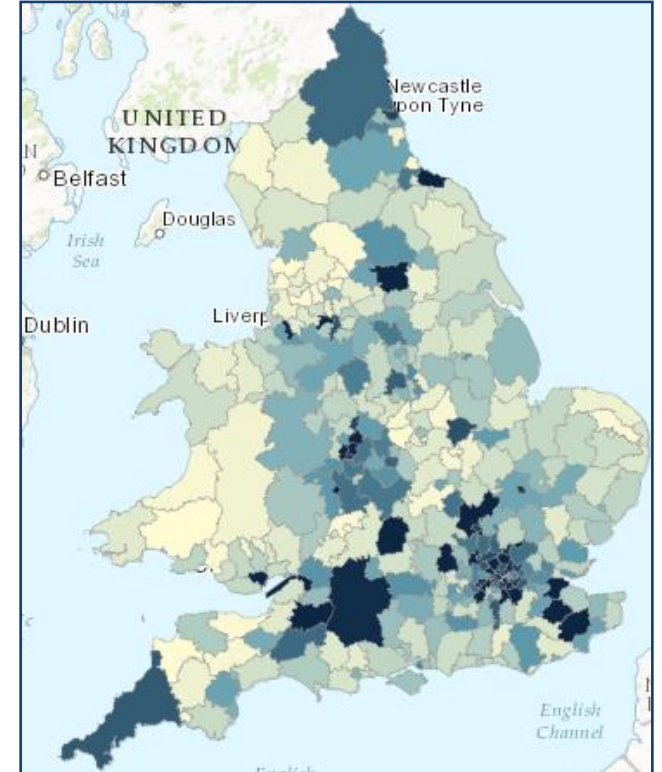
...and how regions differ

Heat maps by region using our AIC data



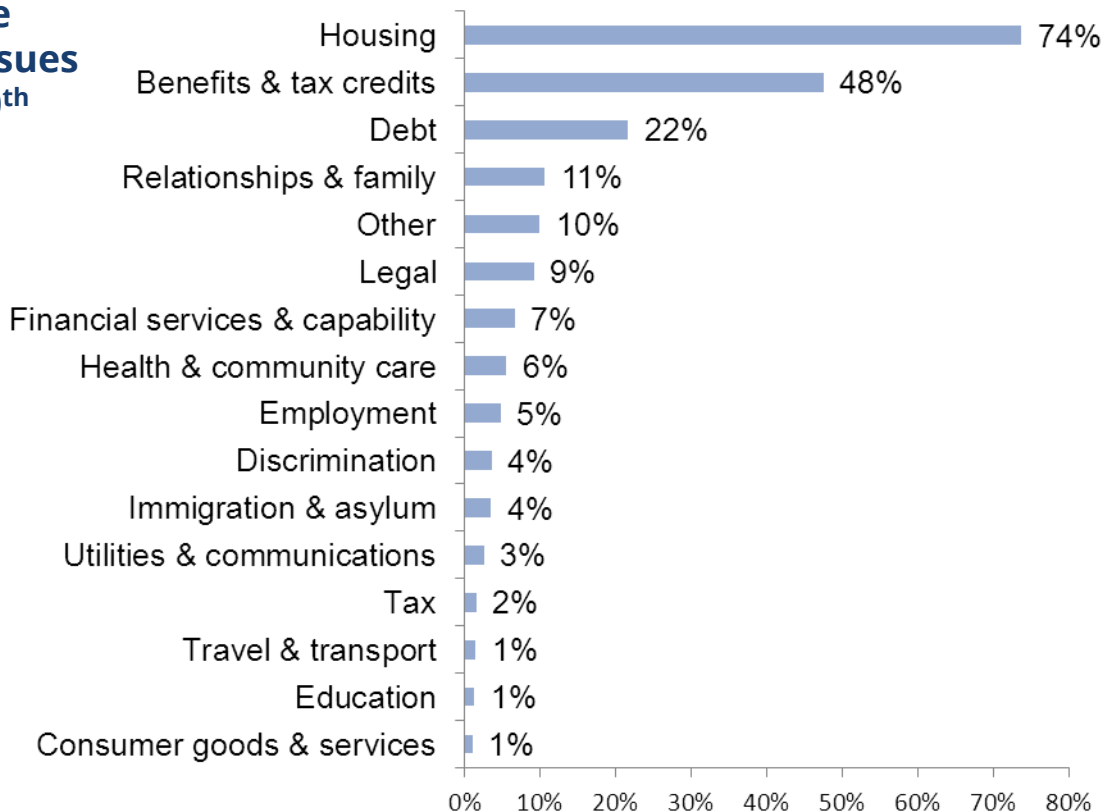
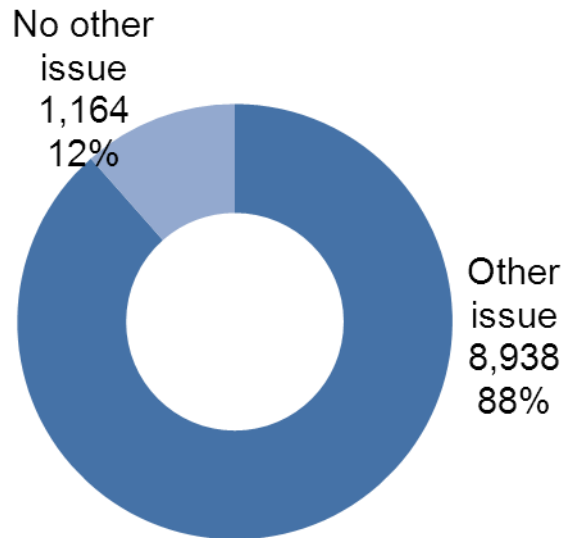
Left:
AIC data on
Council Tax
Arrears

Right:
AIC data on
Homelessness



2. We see how problems interrelate

Issue clustering: Advice issues people with local authority homelessness issues had between 1st October 2015 and 30th September 2016



3. We see real people every day

Sarah came for advice about debts. Following a bereavement, her husband had become depressed, and started spending heavily. She tried to access support for him, but was unable to, and eventually the relationship broke down. Now Sarah's worried the family home is at risk and she might lose everything.



Shaping devolution – what are we doing?

- Citizens Advice insight could add a new dimension
- Not a competition – part of the partnership
- Part of the solutions too – advice can really help!
- Organising ourselves to make this easier to manage



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