

Cost of living

Support available for Leicestershire residents



Liz Steiner
County Community Services

About



LeicesterShire



- Citizens Advice Bureaux set up 1939
- Citizens Advice LeicesterShire formed 2012
- Local, independent charity
- Blaby, Harborough, Hinckley & Bosworth, Melton, North West Leicestershire, Oadby & Wigston
- Free, confidential, independent and impartial advice and support
- Welfare Benefits, Debt, Housing, Employment, Family & Relationships, Immigration, Discrimination, Community Care and Consumer issues
- National network

County Service: ALL BRANCHES 2021/22

County Adviceline: 0808 278 7854 (freephone from landlines and mobiles)

Email advice at www.citizensadviceleicestershire.org/



11,392
clients helped



33,666
issues dealt with



306,572
visits to online advice*



£7,827,587
income gained

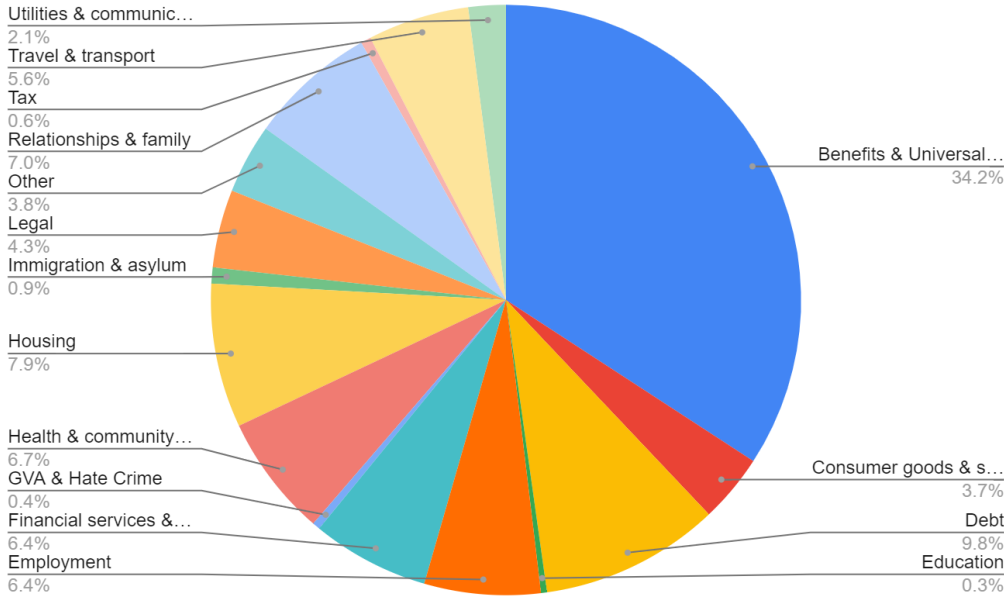


**Welfare benefits, Housing,
Debt**
top issues

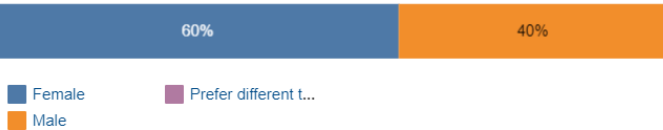


32
volunteers

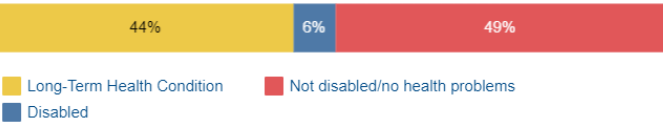
Issues and Demographics



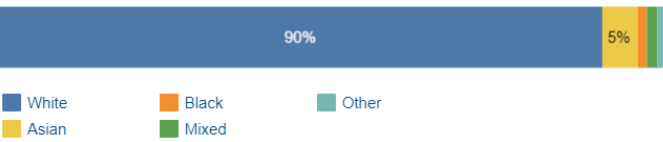
Gender



Disability / Long-term health



Ethnicity



Access and assessment

Free Adviceline

Email webform

Information

Signpost to online advice

Signpost to local services

Information/Assisted
information

Advice appointment

Referral to specialist
service

Generalist advice

Telephone callback

Video call

Face-to-face appointment

Specialist advice

Money Advice

Money Max

Macmillan

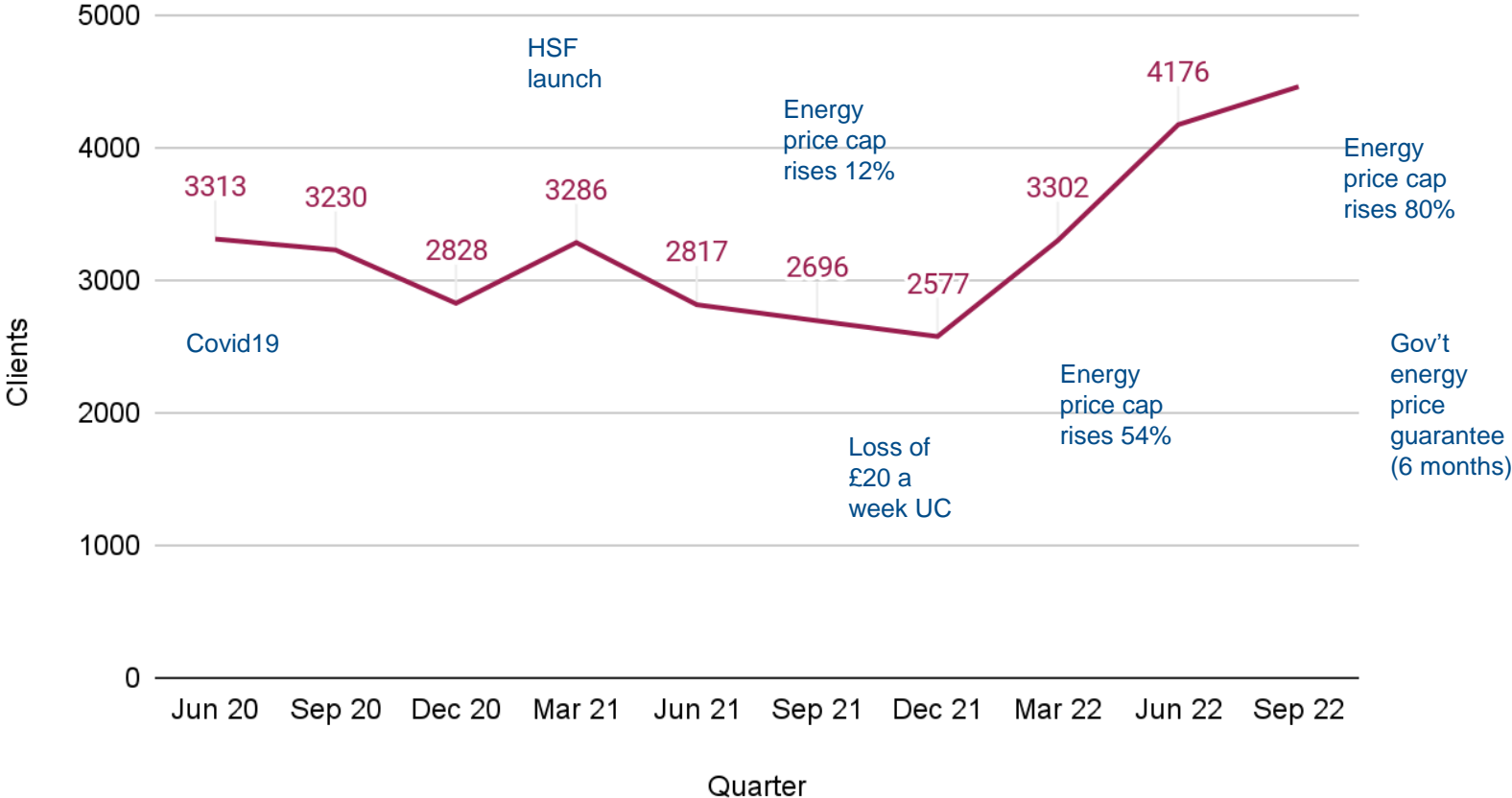
Meso UK

EMSTN

Help to Claim

Pension wise

Client numbers

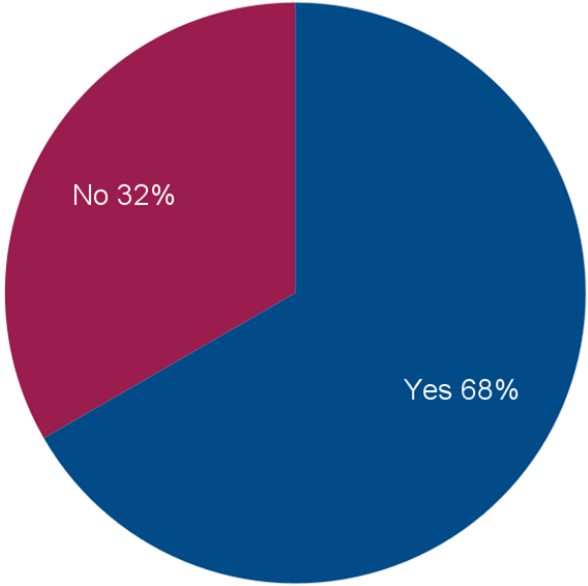


Cost of living issues

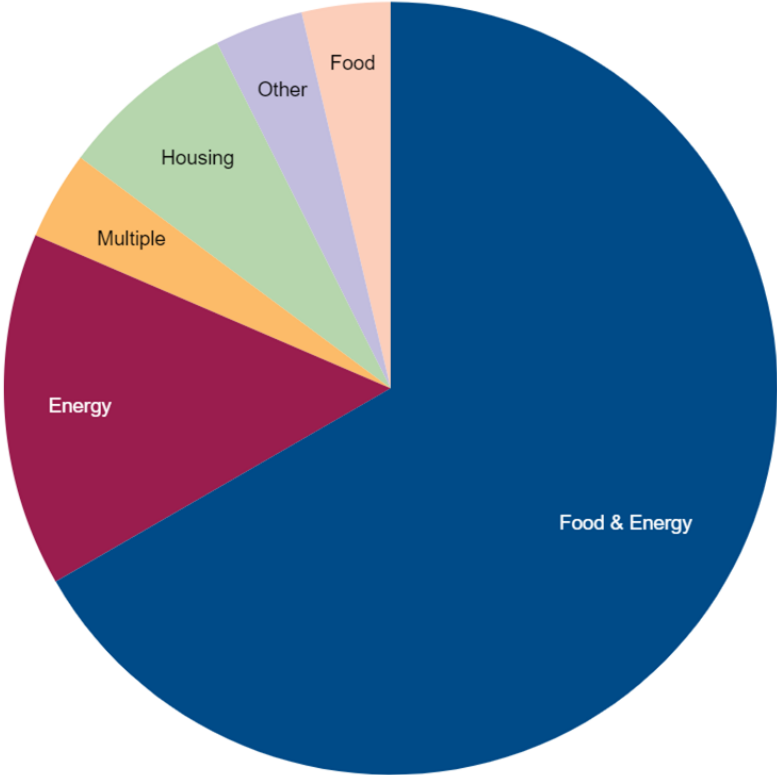
	2019/20*	2020/21*	2021/22*
Charitable support & food banks	104	145 (+39%)	1206 (+732%)
Benefits and Universal Credit	3,869	3,141 (-18%)	5,216 (+60%)
Fuel & water issues	537	370 (-31%)	622 (+68%)
Homelessness	106	91 (-14%)	162 (+78%)

*12 months to September

Cost of living issues.



Was the client already struggling?



What were they struggling with?

Local response

- **Support is available** for those that are struggling
- Working with partners to reach vulnerable clients in the community
 - Local partnerships
 - Food Bank Advice Worker (Hinckley)
 - Distribution of food parcels (Harborough)
 - Cost of living and other local events (various)
 - New outreach (Melton)
 - Warm spaces and Information Cafes (North West)
 - Energy outreach application

Benefits of good advice

% of clients rating 3-5	Another issue	Benefits	Consumer	Debt	Employment	Housing	Overall
Less stressed, depressed, anxious	65%	74%	67%	76%	68%	65%	70%
Physical health improved	39%	43%	44%	57%	49%	48%	46%
More money to spend	34%	48%	38%	55%	37%	42%	44%
More secure housing	32%	41%	26%	51%	36%	52%	41%
More secure employment	25%	24%	19%	34%	44%	30%	28%
Relationships improved	41%	45%	35%	51%	48%	47%	45%
Easier day-to-day	53%	61%	50%	68%	60%	59%	59%

Measuring the impact of advice on health; Citizens Advice; (2018); <https://asauk.org.uk/wp-content/uploads/2019/01/Jamie-Mitchell-Measuring-the-impact-of-advice-on-health-ASA-presentation-November-2018.pdf>

Referrals to Citizens Advice LeicesterShire

If any organisation wishes to refer someone to our service, they can do so via our website Partners Page.

Any organisation who has not already received information on this process should give their contact details to Sabrina and we will arrange for the instructions and password to be forwarded to them.

Sometimes, because of their own security systems, organisations cannot use our website referral system so an email address is also provided as a secondary way of making a referral.

Please note that these referral routes are not for the general public but only for organisations.

County residents needing help

If any residents of the County want to make direct contact for help, they can do so via these phone numbers, or via our website at <https://citizensadviceleicestershire.org>

Cost of living support available for Leicestershire residents

Leicestershire County residents can access FREE advice services including:

County Generalist Service:

0808 2787854

Adviceline is open from 9am - 4:30pm

Specialist services:

Macmillan Advice- 0300 456 8400

Help-to-Claim Advice- 0800 144 8 444

Mesothelioma - 0800 169 2409

Pensionwise- 0800 138 3944

Money Advice Services- 0116 464 7239

More information can be found at
www.citizensadviceleicestershire.org

citizens
advice

LeicesterShire



Thank you.

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Additional resources

- Citizens Advice LeicesterShire Impact Report (2021/22)
- Cost of living briefing Leicestershire
- Prescribing advice: the impact of advice on health