

Top coronavirus issues seen by Citizens Advice

What Citizens Advice data
tells us about the concerns
of the UK

Updated 29th April 2020



Summary

- Our page [‘Coronavirus - if your employer has told you not to work’](#) has been the number 1 most viewed advice page throughout April (up to 26th), with nearly 340,000 views so far.
- The number of people our advisers helped on self-employment issues during the first 4 weeks of lockdown has increased by 350% compared to the same period 6 months ago.
- Our page [‘Coronavirus: check what benefits you can get’](#) has been one of the top 5 most viewed advice pages throughout April.
- 35% of the people our advisers helped in the first month of lockdown came to us for advice on Universal Credit.
- We continue to see spikes in visits to our advice pages on wills and inheritance.

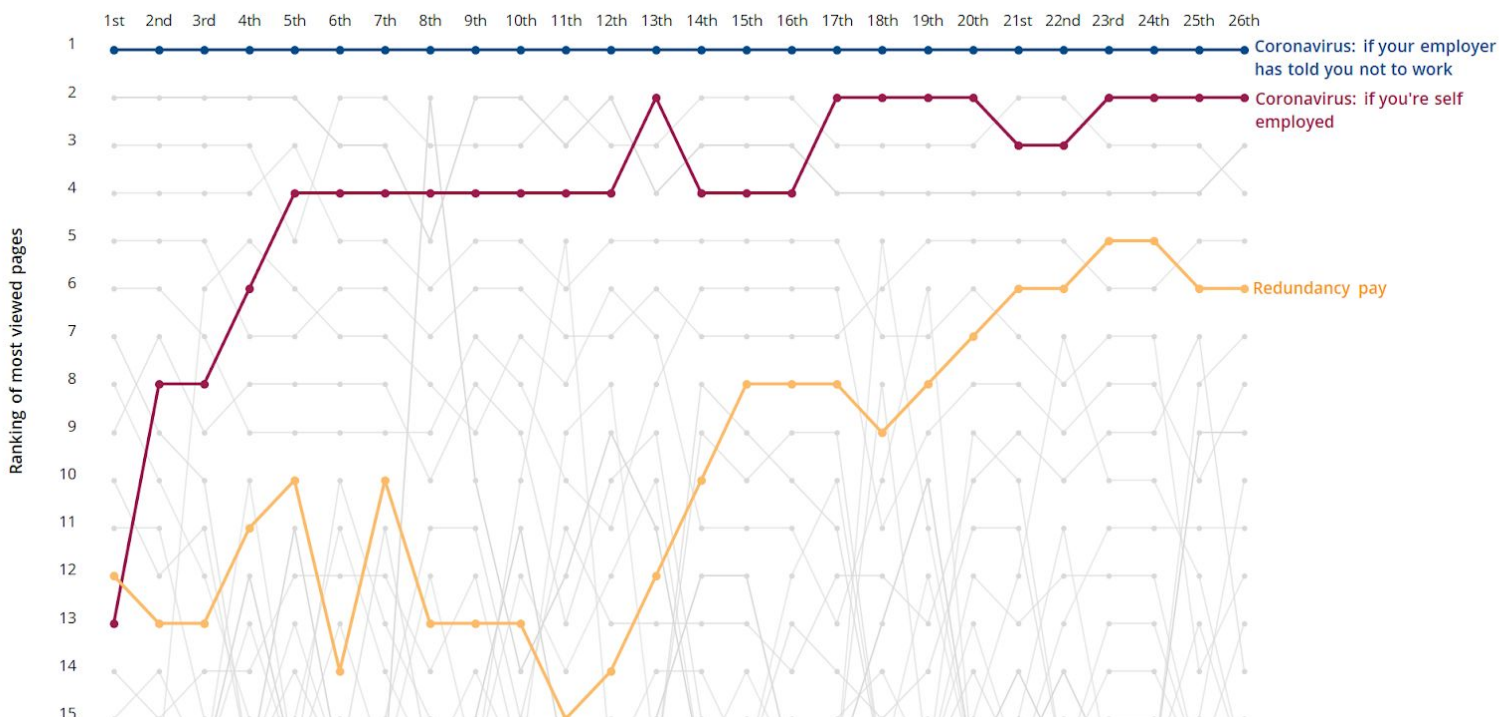
Work

Our advice page on [what to do if your employer has told you not to work because of coronavirus](#) has been the most viewed advice page for the whole of April so far. This page has been viewed nearly 340,000 times in the first 26 days of April.

Since mid-April our [coronavirus advice for self-employed people](#) has almost consistently been our 2nd most popular advice page.

This tells a clear story about peoples continued uncertainty around their work.

Citizens Advice top 15 advice pages - April 2020

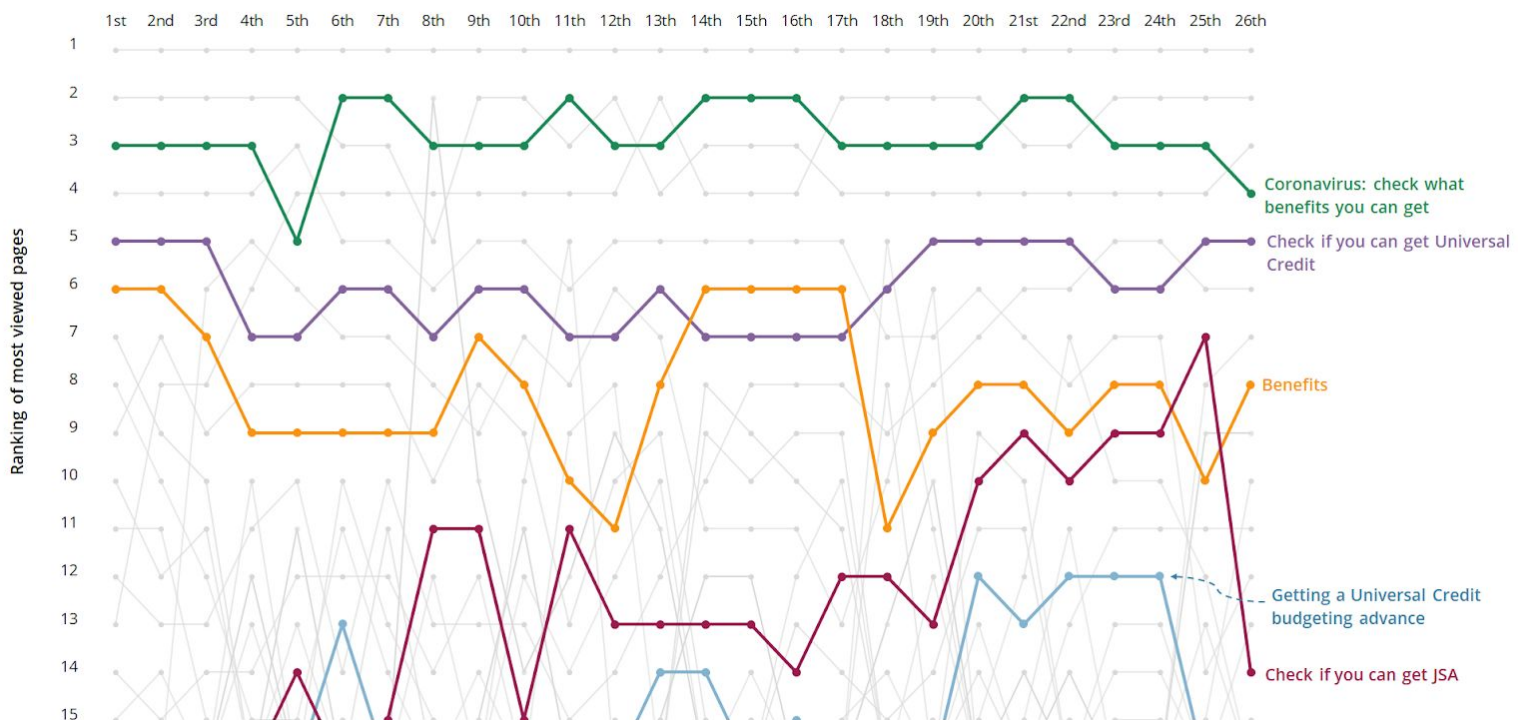


Our page on [redundancy pay](#) started to decline in popularity after its peak at the beginning of the coronavirus crisis in March. However, it's now starting to rise back up the rankings and has become our 6th most popular advice page.

In the first 4 weeks of lockdown (23 March - 19 April), 22% of the people our advisers helped were looking for advice on employment issues. Problems relating to self-employment, in particular, have gone up, increasing by over 350% compared to the same time period 6 months ago (23 September - 20 October).

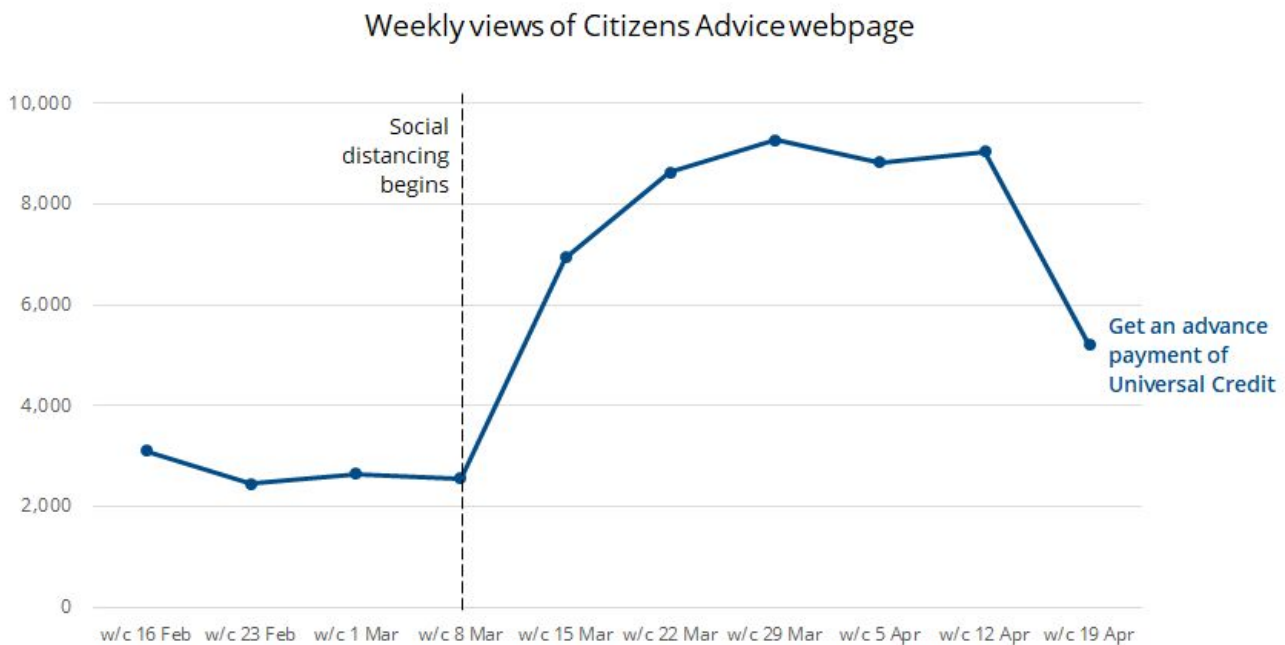
Benefits

Citizens Advice top 15 advice pages - April 2020



A consistent trend throughout the coronavirus crisis has been the way our benefits advice has dominated our most viewed pages. There is no sign this is changing, with our [Coronavirus: check what benefits you can get](#) page remaining one of the top 5 most viewed advice pages throughout April.

The views of our advice page on [getting an advance payment of Universal Credit](#) are still over double what they were before social distancing began.

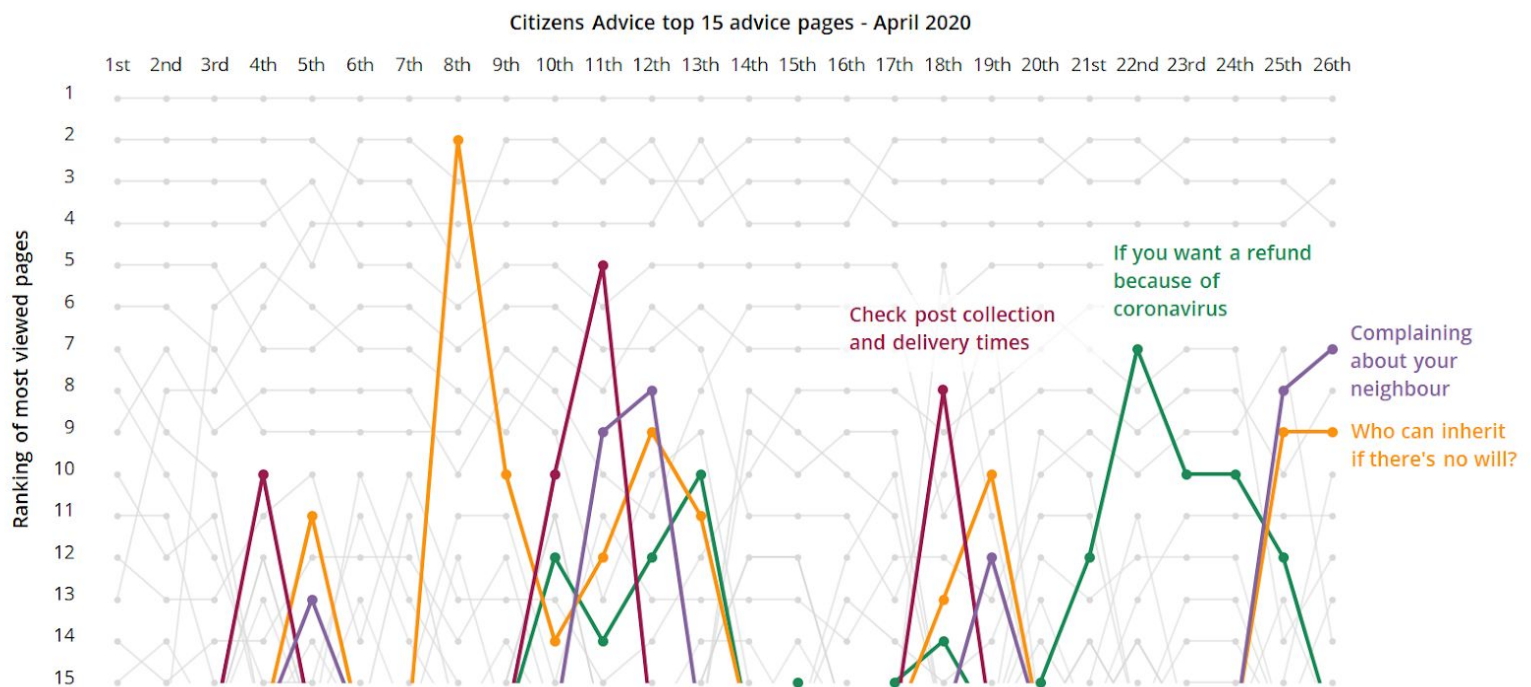


In the first 4 weeks of lockdown (23 March - 19 April), 35% of the people our advisers helped were seeking advice on Universal Credit, and 30% on other benefits and tax credit issues.

Looking closer at Universal Credit, we've seen a 35% increase in people coming to us for help with their initial claim compared to the same period 6 months ago (23 September - 20 October 2019). This likely reflects the rise in new claims during the coronavirus crisis. We've also seen a 100% increase in people coming to our advisers for help with Universal Credit and calculating their income and earnings.

Other emerging issues

Some of our advice pages with relatively fewer views still tell an important story about the problems people are facing. We tend to see spikes in the views of these pages around the weekend.



Sadly, we continue to see regular spikes in views for our pages on family deaths and [who can inherit if there's no will](#).

As the lockdown continues, our page on [getting a refund because of coronavirus](#) has become increasingly popular.

We also see spikes at the weekend for our page on [post collection and delivery times](#). This may be because people are increasingly reliant on post as a means of communication and parcel deliveries for receiving goods.

Finally, our page on [complaining about your neighbours](#) has been regularly popping up in our top 15 most viewed pages at the weekends.

Where our data comes from

We've pulled together data from across our website and local advice services on the issues affecting people in the UK during the coronavirus crisis.

Our website data includes the number of views to our website in total, views to individual pages, rankings of the most viewed pages, and the most popular search terms used on our website. This week we have changed our page ranking graphs slightly to show only advice pages (we've excluded the home page, search, contact us etc).

Our local advice service data comes from our case management system - Casebook. This allows us to record notes each time someone seeks advice, including codes relating to the issues they're looking for advice on. We've recently introduced a new tag for when someone is seeking advice on an issue related to coronavirus.

Finally, we're able to analyse the calls coming through to the Consumer Service and any trends in the issues people are calling about. We have the ability to search case notes for the mention of key terms such as 'coronavirus'.

Good quality, independent advice. For everyone, for 80 years.

We give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem.

Our network of charities offers confidential advice online, over the phone, and in person, for free.

With the right evidence, we show companies and the government how they can make things better for people.



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