

C A M L R e p o r t
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Quarter 1 2021/2022



Mid Lincolnshire

Figures for Q1

Throughout Quarter 1 2021/22 Citizens Advice Mid Lincolnshire has continued to work remotely using digital technology to reach clients via telephone, email, video platform and web chat. Our Boston Big Local adviser has continued to assist clients through these advice channels from home.

During this period we assisted 32 clients from the Boston Big Local postcode area.

Of the clients assisted during this quarter 47% of clients presented with a benefit issue including Universal Credit claims whilst 23% were assisted with debt and/or financial problems and 8% with employment problems. We have also seen an increase in clients presenting with housing enquiries this quarter (13%).

Our case studies below show the different enquiry areas that we have covered and the help we have provided during this quarter. Feedback from our clients (see below) demonstrates that the advice provided has helped to reduce feelings of anxiety and improve their mental wellbeing. We have also helped people to feel more confident managing their finances and day to day budgeting skills.

Working remotely has not affected our ability to assist our clients and achieve positive outcomes. We will continue to develop our service, incorporating the knowledge and expertise gained over the last year as we prepare for the reopening of face to face services (based on government guidelines). We are hopeful that this will take place week commencing 19th July 2021.

Local Trends

Key trends show that since the eviction ban ended on 1st June 2021 there has been an increase in clients requiring support with potential evictions. There have been many problems with reporting issues to landlords and no action being taken to rectify the problems by the landlord. There has also been a marked increase in the number of neighbour disputes. Relationship breakdown continues to be prevalent. Continued increases in benefit applications including Universal Credit (UC) claims and disability related benefits including mandatory reconsiderations and Appeals.

Outlook for next quarter

The impending phasing out of the furlough support scheme is likely to cause issues for our clients (employees and employers). This change to income will have a knock on effect to other enquiry areas such debt and a potential increase in the numbers of benefit applications completed by our advisers.

As we have seen during the last month of quarter one, we believe that housing issues will continue to rise, particularly with regards to eviction and homelessness.

These areas may affect the mental wellbeing of our clients, leading to further stress and anxiety, thereby putting additional strain on relationships. We are anticipating that with the opening of face to face services during quarter 2, we will see an increase in the number of clients for whom English is not their first language, who may not have accessed our service by the other available channels. There may also be an increase in the number of vulnerable clients due to the easing of restrictions including those who have been subject to coercive control.

Boston Big Local funding allows us to continue to provide advice and information to residents in the Boston area by local advisers, who are fully conversant and aware of the current local issues.

Client Feedback

I was pleasantly surprised by the amount of help I was given. I never knew how much help one could get'

Everyone has been amazing. I now can live a worry free life thank you to all involved'

Spot on excellent'

The advice provided was a great help and very thorough as well'