

Citizens Advice Mid Lincs  
**Report to  
Boston Big Local**

**Reporting Period:**

1st October to 31st December 2021



**citizens  
advice**

**Mid Lincolnshire**

## The period in figures for Q3

Number of unique individuals given full advice within BBL Project

45

For the first two months of Quarter 3 2021/22 Citizens Advice Mid Lincolnshire were assisting clients via multiple channels including face to face, telephone and email. During this period, the demand for face to face advice was increasing. However following the Government announcement at the beginning of December 2021 regarding the pandemic, face to face advice was suspended on 13th December 2021. Remote working was therefore introduced immediately, allowing clients to be assisted via telephone, email and face to face via video platform.

Of the clients assisted during this quarter 53% of clients presented with a benefit issue including Universal Credit claims whilst 24% were assisted with debt and/or financial problems and 9% with employment problems. We have also seen an increase to 16% of clients presenting with housing enquiries.

The introduction of the Household Support Fund has proved beneficial for our clients and eased their immediate pressures, which was particularly helpful for them over the Christmas period. Moving forward into the new year, this fund will provide additional support over the winter months, relieving the growing concerns regarding the energy crisis.

The Lincolnshire Emergency Assistance Scheme which can provide food related white goods, has also been a valuable addition to extra support available to our clients. The scheme is aimed at those who have faced hardship which has arisen due to the pandemic. This has been particularly beneficial to clients who have experienced reduced income through loss/change of employment and benefit delays.

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 show how valuable our service is, particularly in times of instability and when people have limited options and nowhere else to obtain advice and help.

## Client Feedback

*'Thank you so much for helping me fill out my form for Attendance allowance. I would never have attempted it without your help, it is such a relief to me any allowance I get is thanks to you. Thank you so much.'*

*'Friendly staff ,very helpful when you are in need of the correct advice.♥♥♥'*

*'Thanks to your help and advice I went ahead with the claim and I won! I won both money owed and compensation on top so thank you so much for your help!'*

## Local Trends

Key trends show a further increase in relationship/family issues (8%). In particular, issues around child access and the rights of non-primary carers. In addition to this, domestic abuse cases continue to be a regular theme within the advice service.

We continue to assist clients with their concerns regarding the rising cost of energy with many being unsure of how they will be able to afford the increase. This has had an impact on the number of clients being referred to the Foodbank as they are having to make difficult choices between heating or eating. This will continue to be of high concern for the foreseeable future.

## Outlook for next quarter



With the issues mentioned above and the end of the festive season, we envisage that many clients will be struggling financially and have additional money worries. Traditionally we see an increase in clients requiring money advice towards the end of January/beginning of February. Our advisers will assist these clients with budgeting advice, income maximisation and financial planning.

As we move to the end of the second year of the pandemic, many clients still have concerns about Covid-19 and the impact that

this is having on their daily lives, mental health/anxiety and continuing uncertainty of when restrictions will come to an end and some form of normal life will resume.

Funding from Boston Big Local allows CAML to assist our clients and provide them with the advice and information that they need. This support will help to ease their concerns and empower them to resolve their issues.