

Citizens Advice coronavirus data report

Data trends in November 2020

**citizens
advice**



November 2020



5.6 million

views of our website

Most viewed advice pages

1. Check if you have to self-isolate because of coronavirus
2. Coronavirus - being furloughed if you can't work
3. Coronavirus - meeting with people
4. Coronavirus - if you're self employed
5. Coronavirus - getting benefits if you're self isolating



161,250

people given advice on the phone, email or webchat

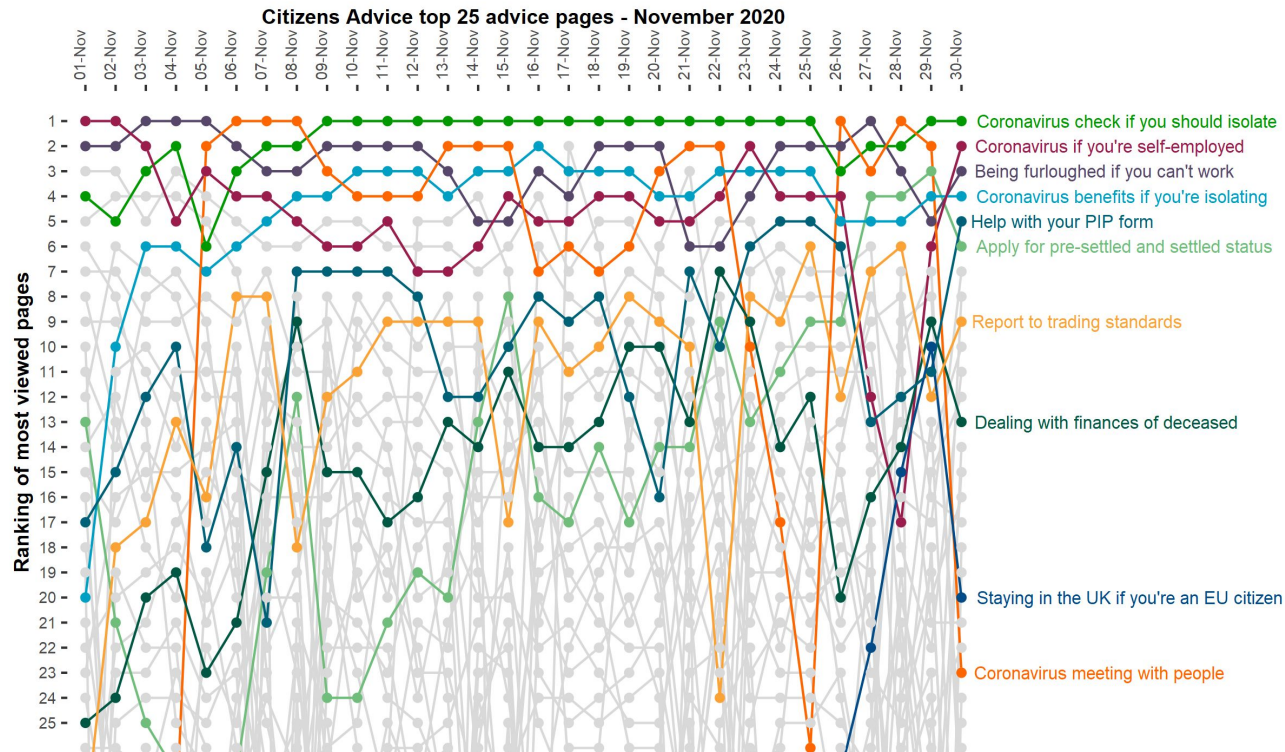
Top issues advisers helped with

1. Benefits and tax credits - **down 2% on October**
2. Universal Credit - **down 3% on October**
3. Debt - **up 2% on October**



Top search term:
"Redundancy"

Top advice pages on Citizens Advice's website



For a successive month, our pages related to coronavirus had the highest number of views in November.

Pages relating to Brexit returned to our top 25, as we get close to the end of the transition period.

Our page on help with consumer issues was overtaken by our page on reporting to trading standards to become our most viewed page on consumer issues.

As England went into a second lockdown, we saw a rise in views of pages on death and wills. Our page on dealing with the finances of someone who has died rose from our 25th most viewed page at the start of the month to as high as the 8th most viewed.

Top search terms

Top searches on Citizens Advice's website:

Change from October to November:

① Redundancy	↓ 41%
② Universal Credit	↑ 11%
③ PIP	↓ 11%
④ Debt	↓ 16%
⑤ Divorce	↓ 14%

A drop in website traffic from October to November led to a decrease in searches on our website, particularly for 'redundancy' (which is also likely to be driven by the extension of the furlough scheme)

Top incoming Google searches :

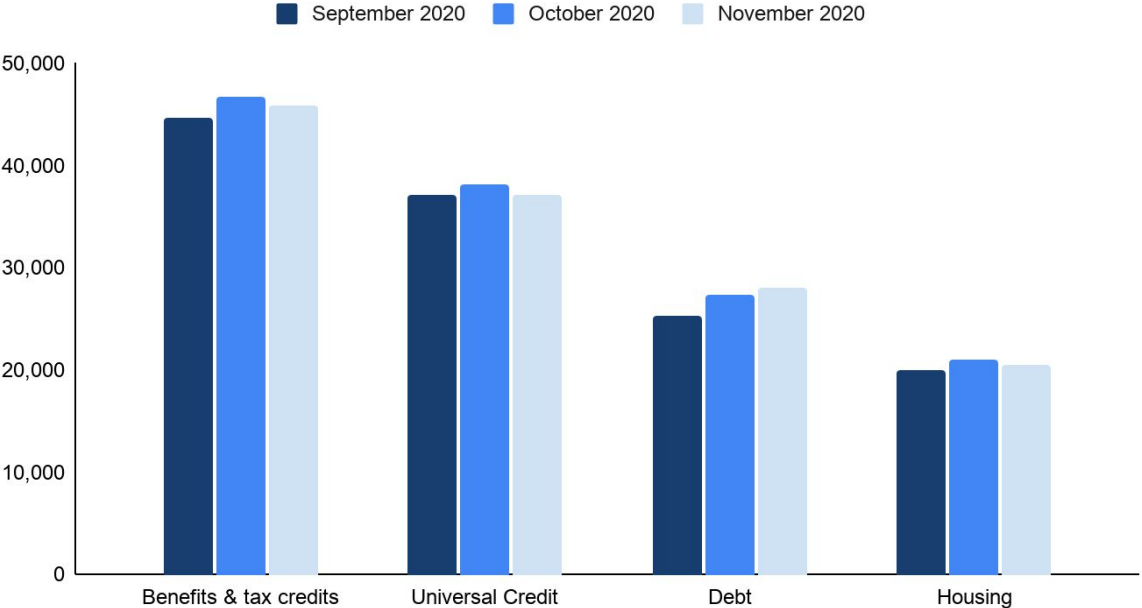
Change from October to November:

① Trading Standards	↑ 25%
② IVA	↓ 8%
③ Self employed grant	↑ 76%
④ PIP rates	↓ 7%
⑤ Universal credit	↑ 1%

Other searches that saw an increase in clicks through to our website are 'equality act 2010' (210%) and 'can you get another job while on furlough' (1100%)

People helped by local offices

Top advice areas in September, October and November 2020



Top four advice areas



In November, our advisers supported more than **161,000 people**. Overall, advice given decreased by 0.6% on the previous month.

Our top four advice areas were **benefits and tax credits** (45,910 people), **Universal Credit** (37,125 people), **debt** (28,070 people) and **housing** (20,547 people).

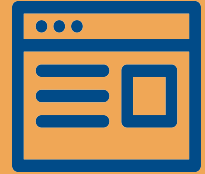
In November 2019, our top four advice areas in order were **benefits and tax credits**, **Universal Credit**, **debt** and **housing**.

Spotlight on self-employed issues

Rob's Story

Rob is newly self-employed having started a business before COVID-19. Working without business premises and with over £5,000 of start-up debts, he has been struggling due to a drop in business. He is not eligible for the Self-Employment Income Support Scheme or any of the government financial support for businesses during the pandemic.

The mental health issues that Rob has been diagnosed with have worsened during this time. He has submitted a fit note and been referred for a Work Capability Assessment. Rob has completed his UC50 form and has been told he should expect to wait 3 months for a decision as to whether he needs to attend a face-to-face assessment. In the meantime he is too ill to work, and is facing further difficulties due to having little income and a business that is struggling.



Our page on the [Self-employment Income Support Scheme](#) was viewed 74,000 times in November, a 181% increase on October.

We also helped almost 2,400 people with self-employment concerns related to coronavirus, a 20% increase on October.