

# Top coronavirus issues seen by Citizens Advice

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

Updated 22nd April 2020

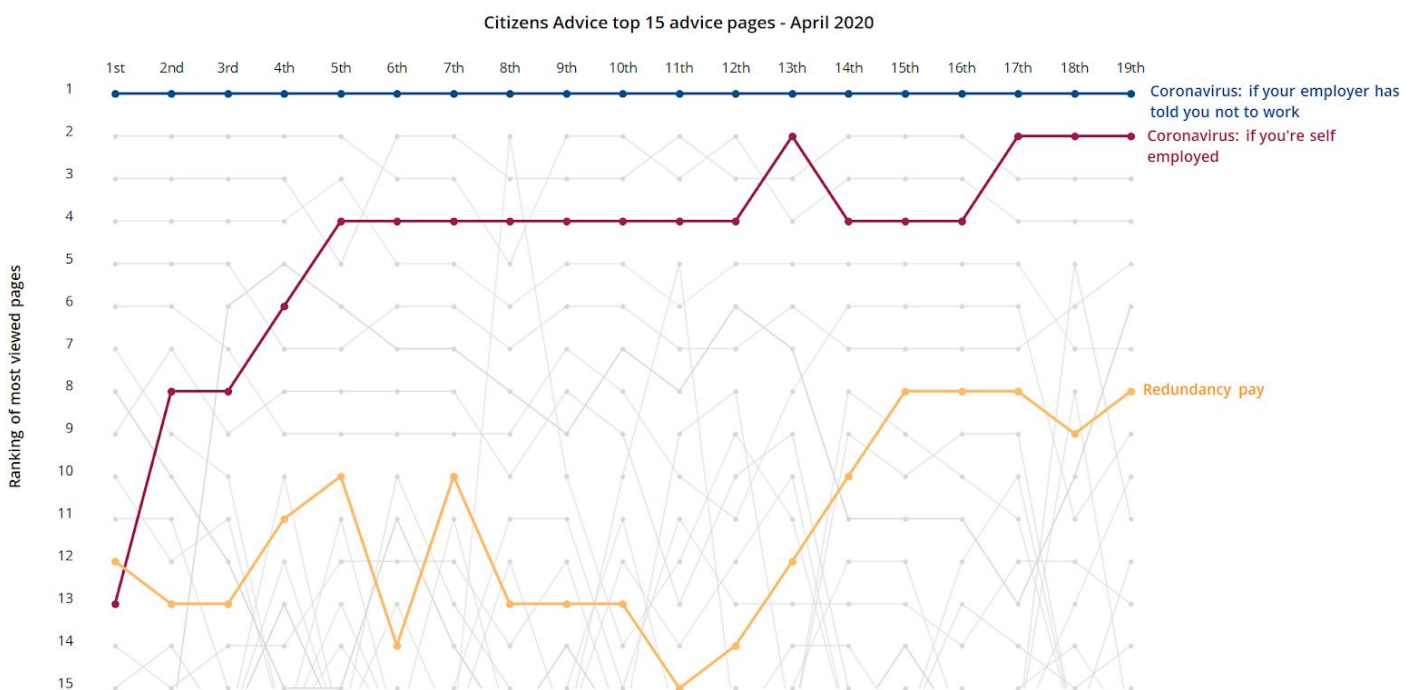


# Summary

- Citizens Advice is continuing to face high demand as the coronavirus crisis progresses.
- Our advisers have helped 11,000 people about employment problems since the beginning of April.
- Universal Credit makes up 30% of the problems people are talking to our advisers about.
- Our web page on if your employer has told you not to work because of coronavirus has been the number 1 most viewed advice page for the whole of April.
- We've seen an increase in views of our pages on getting advance payments for Universal Credit and using food banks.
- Other pages on our website with fewer views are indicating emerging trends. Views to our advice page on if something you've ordered hasn't been delivered have doubled.

# Work

Employment issues continue to dominate visits to our website. Our page on [if your employer has told you not to work](#) has been the most viewed advice page every day for the whole of April so far.

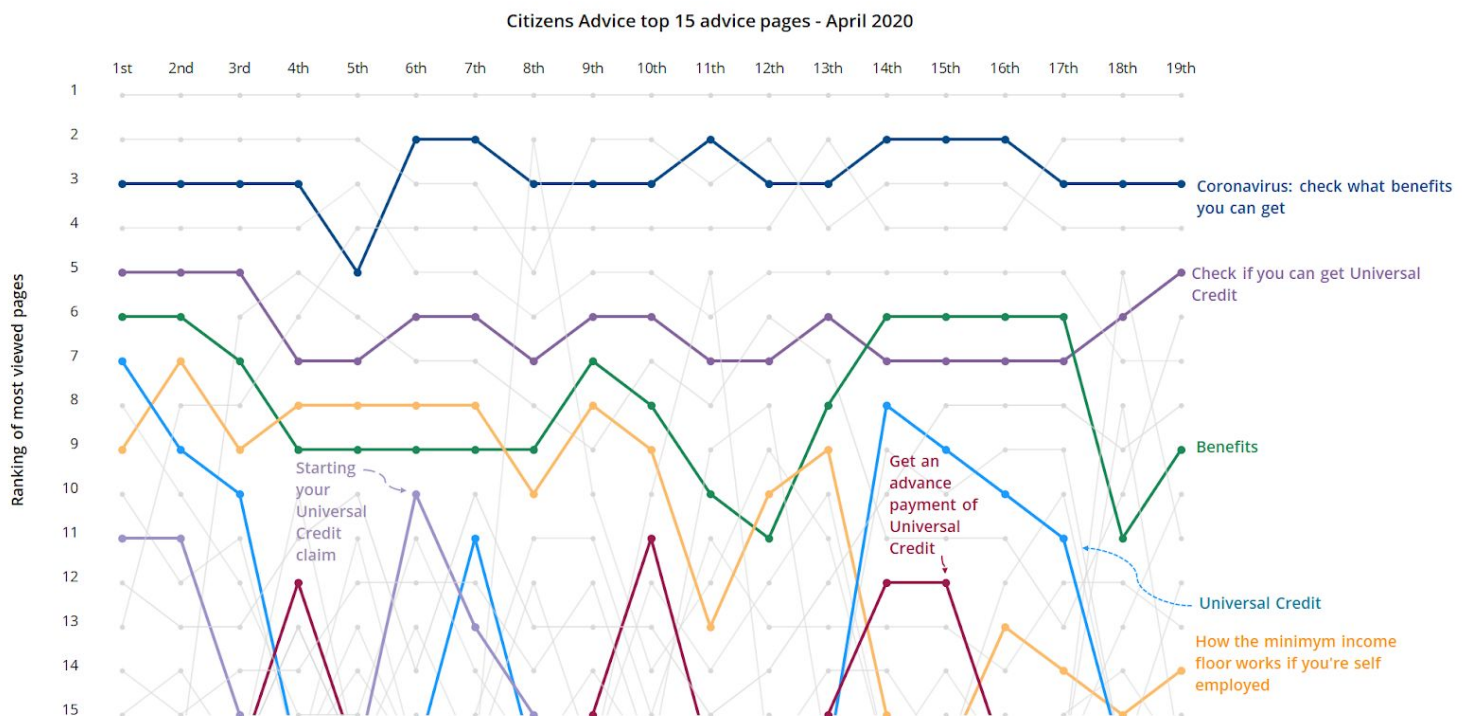


Our [coronavirus advice page for self-employed people](#) is becoming increasingly popular - it's now the second most viewed advice page on our website. Since the beginning of April it's been viewed over 87,000 times.

Although total views to our redundancy advice pages have declined following the government's announcement on the job retention scheme, our page on [redundancy pay](#) remains one of the top 15 most viewed advice pages.

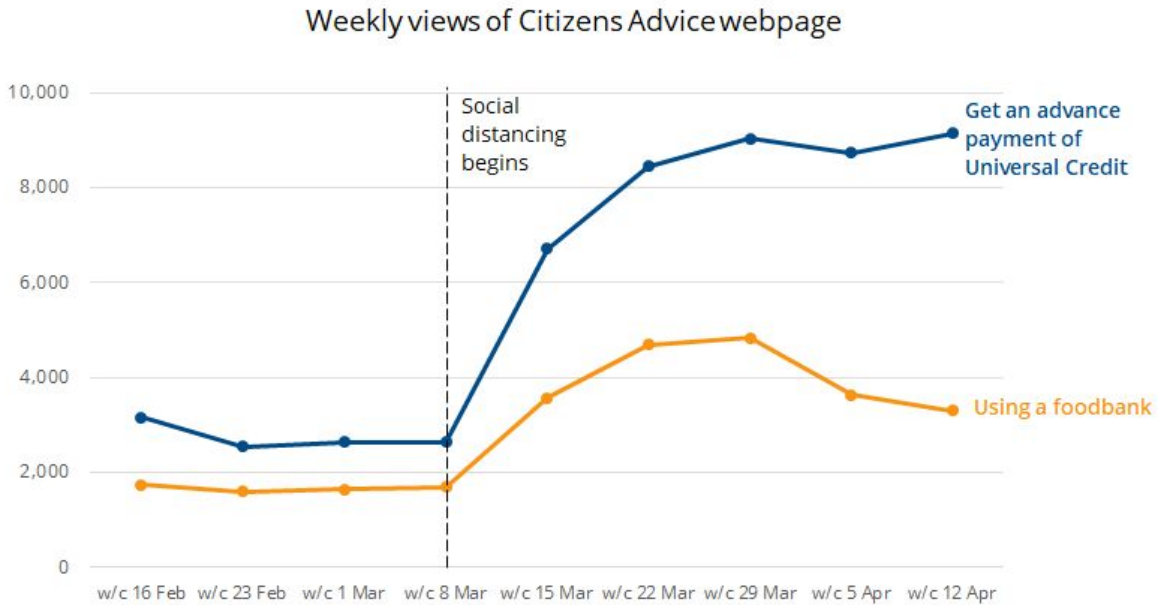
Our advisers are continuing to speak to a significant number of people about work-related issues. Since 1 April, they've advised over 11,000 people on employment issues, that's over 20% of all people they've advised during this period.

## Benefits



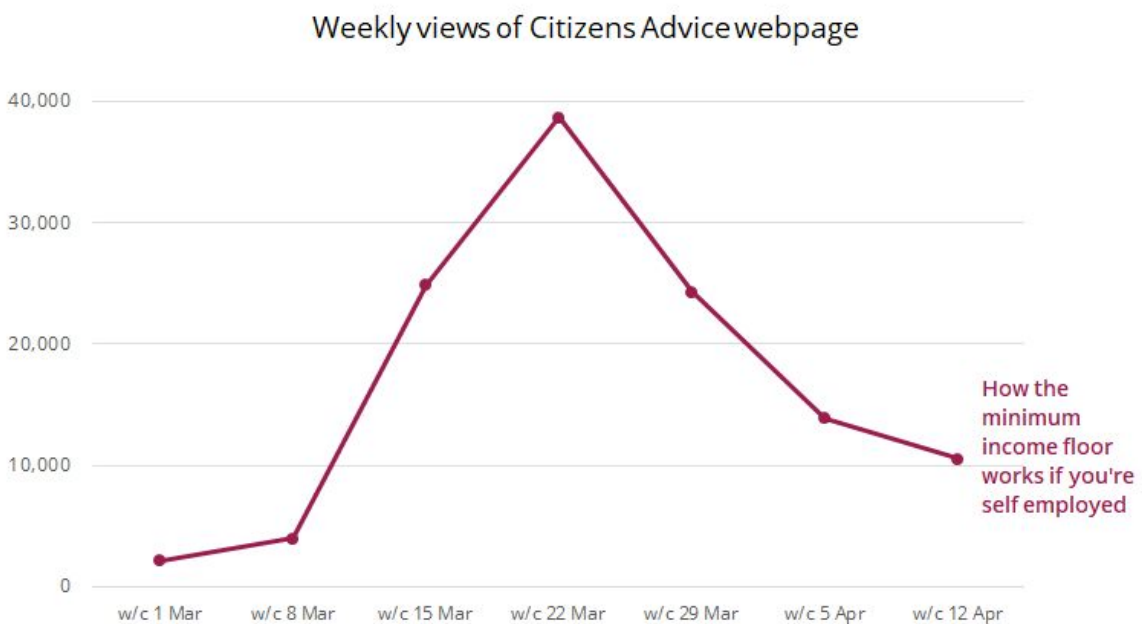
Universal Credit-related advice makes up the majority of our most popular benefits advice pages, with almost 337,000 views in the first 19 days of April. This is also reflected in the data from our local offices. Universal credit makes up 30% of the issues our advisers have seen since 1 April.

We've seen peaks in views for our advice on [getting an advance payment](#) during the 5-week wait for Universal Credit.



Views to our pages on [using a foodbank](#) have also increased, suggesting people may be struggling to cover their immediate living costs.

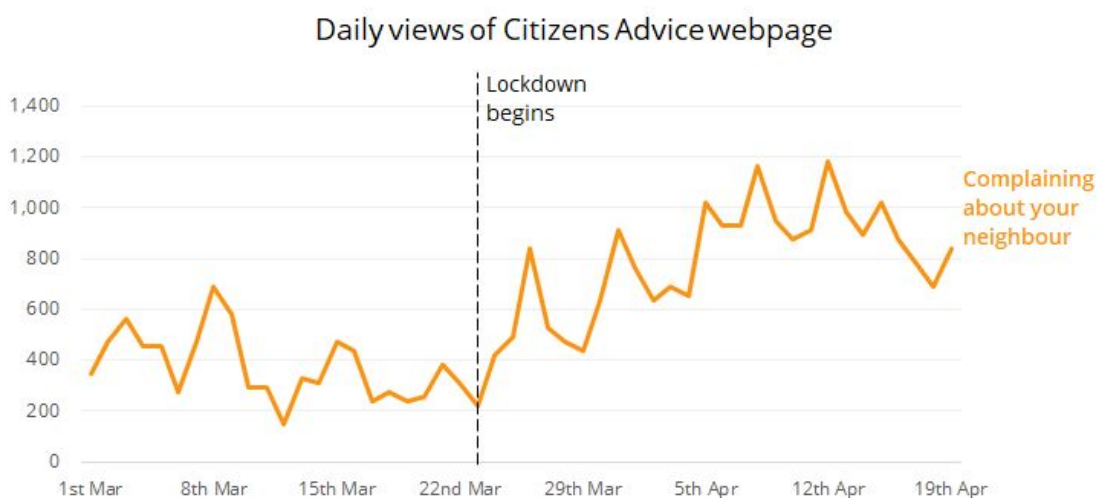
At the beginning of the crisis, we saw a peak in views to our advice on [how the minimum income floor works if you're self-employed](#). The views are starting to decline again, but remain at a much higher level than usual.



# Other emerging issues

Some of our advice pages have relatively fewer views but still tell an important story about the problems people are facing.

Since the lockdown began, we've seen an increase in views to our advice pages on [complaining about your neighbour](#) or what to do [if your neighbour complains about you](#).

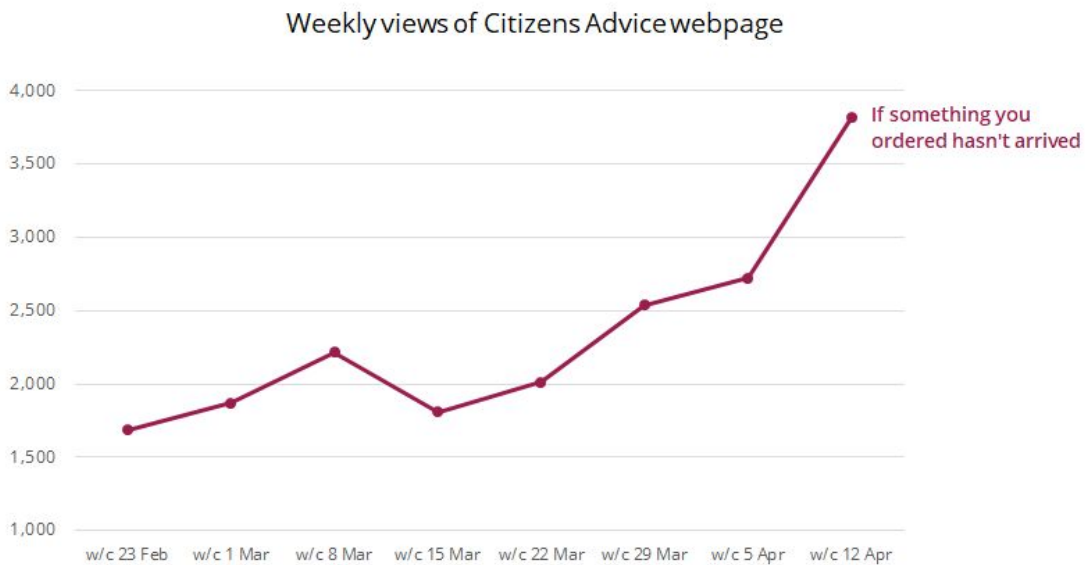


As well as continuing popularity for our pages on holiday and flight cancellation, we've also seen an increase in views to pages on [getting refunds for events](#).



There has also been an increase in views to our pages on scams, in particular [‘check if something might be a scam’](#) and [‘check if you can get your money back after a scam’](#). Overall, our scams pages have been viewed over 27,300 times since April 1st. This compares to 4,200 views in the same period last year.

Finally, with people increasingly reliant on online shopping, views to our page on [‘if something you ordered hasn’t arrived’](#) have doubled since late February.



# 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'.

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



**[citizensadvice.org.uk](https://citizensadvice.org.uk)**

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