



Our local response to COVID-19

As the Chief Officer of CAP, I have never been more proud of our service and our dedicated staff and volunteers, than I have been in the last few unprecedented weeks. We have been working hard to meet the challenges Coronavirus has brought to our community in Peterborough and to adapt our service in response. Access to free, impartial and quality advice at this time is more important than ever.

Since the Coronavirus crisis started, we have seen an increase in the number of people seeking our help - particularly on the issues of debt, domestic violence, impact on employment security and the Furlough process, making claims for benefits, the challenges in making a claim for Universal Credit, self-employed people who do not fit within the government schemes, threats of illegal eviction, together with requests for help with food and medication and referrals to food banks.

We will continue to work in a coordinated way with partner agencies to tackle our shared challenges and to meet the needs of the community. Ensuring people can access vital services during, and beyond, this crisis. By working together, we can play our part in helping the people of Peterborough through this worrying period.

**Keith Jones, Chief Officer
Citizens Advice Peterborough**

We are trying our best to respond to unprecedented levels of demand for our service:

Since 1st March, we have helped 1039 unique clients with 2410 issues;
61% via telephone
35% via email
4% via webchat
2800 people visited our website

We are seeing a change in the types of issues our clients are experiencing:

Following the COVID-19 outbreak, we've seen a 112% increase in the number of employment enquiries

Other common areas of advice are benefits (49%) and housing (9%)

We continue to offer specialist advice to our clients:

Our specialist teams - Prevention of Homelessness and Money Advice - are able to provide telephone advice appointments and support to clients who need them



Peterborough

We continue to be supported by our highly trained volunteers:

Our volunteer generalist advisers are also working from home to support Citizens Advice Peterborough, helping 277 clients and contributing more than 650 hours of their time

We are still here for our clients in their time of need:

Getting in touch

General enquiries - Adviceline* on 0344 499 4120 or 0300 3300 650 (mobiles)

Universal Credit - "Help to Claim" on 0800 1448 444

Self help - CAP website
www.citapeterborough.org.uk

* Callers can leave a voicemail

Service update

During the COVID-19 outbreak, we have closed our face to face advice service to clients, including our outreach locations, and we are not offering in-person appointments.

People can still access local advice and support from the team at Citizens Advice Peterborough by telephone and via our local website.



What we need to do next:

- Improve our call Adviceline response rates so we can assist more people across Peterborough
- Source funding for urgently needed laptops and mobile phones
- Mobilise more of our homebased volunteers by providing them with suitable ICT equipment
- Secure funding to increase our telephone advice team
- Work with local partners and public services to ensure the people of Peterborough continue to receive the support they need

