



Torrige, North Mid and West Devon Research and campaigns

February 2021 Newsletter

12th February 2021



What's new- 2020 roundup reports

#KeepTheLifeline Campaign

Our latest campaign action for the #KeepTheLifeline campaign is now live. This week we're asking you to share our [new personalised briefing](#) with your local MPs outlining three reasons why keeping the lifeline is so important for people in their constituencies.

You can find everything you need to do in [our new action pack](#). This includes the [personalised briefing](#), template cover emails and a [new data pack](#) with all the up to date information needed for the briefing.

We understand it's still a challenging time and appreciate any help you're able to offer but with a decision imminent please try and do this as soon as you can.

We're looking for clients on Universal Credit to help us with our media work

Do you have any clients worried about what the end of the £20-a-week increase to Universal Credit would mean? Would they be willing to share their story in the national media as part of our #KeepTheLifeline campaign? Please contact our stories team at stories@citizensadvice.org.uk.

New data report

This month we released our latest data report looking into people's concerns over December:

- Personal Independence Payments was the top search term on our website
- Our advisers supported 124,000 people with their issues
- We saw an increase in views to our pages around Royal Mail delays and related consumer issues during 11-18 December, likely due to online Christmas shopping
- In December our top advice issues were, benefits and tax credit, Universal Credit, debt, housing
- The weekend before Christmas (19-20 December) saw an increase of views to our English and Scottish 'Coronavirus - meeting with people' pages as people sought to understand the changes that were being made by government



Calls for evidence

Calls for evidence will lead to a prompt on Casebook for advisors to fill out an evidence form when you write up a case using connected AIC codes. Please complete an evidence form, where you think this is appropriate, for the following topics:

The national call for evidence is:

Please feel free to contact me for more information at Emily.d@ruraldevoncab.org.uk



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- Access to post and essential services for people in vulnerable living situations -
- Problems/issues with the Green Home Grant - The call for evidence on Problems/issues with the Green Homes Grant will continue as we monitor emerging issues and clients' experience of all aspects of the scheme which has now been extended to the end of March 2022
- Buy Now Pay Later: Call for evidence - We're looking for local offices to submit case studies about any issues they've seen that have been caused by Buy Now Pay Later products such as Klarna and ClearPay. This evidence will be used as part of a research project looking at detriment caused by these products, which will be used to influence how they're regulated. If you'd like to submit any client stories, please get in touch with Hannah Poll (hannah.poll@citizensadvice.org.uk).

TNMWD calls for evidence are:

- Bad practices from **any** bailiffs
- Housing
 - Illegal evictions
- Harsh Local Authority Council Tax arrears collection processes
- Employment
 - Bad redundancy practises from employers
 - Issues returning to work, e.g. unable to arrange childcare



Take action

Call for survey responses: help Healthwatch explore people's experiences of shielding, how carers have coped with shielding and their concerns coming out of shielding.

Please let your clients know, or anyone you know who has been shielding, about [this survey](#).



Local action roundup

TNMWD evidence form statistics

In January, a whopping 25 evidence forms were submitted, with Tavistock submitting eleven of those! Well done Tavistock for knocking Barnstaple off the top spot after 8 months of reigning supreme!

A huge thank you to everyone who completed an evidence form in January, your contribution is greatly appreciated! Below, is a breakdown of the issues raised by the

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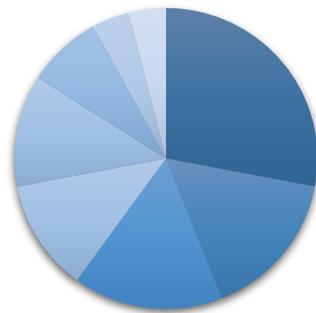
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evidence forms submitted last month:

Evidence Form Issues



■ Universal Credit ■ Benefits ■ Employment ■ Debt ■ Other ■ Housing ■ Consumer ■ COVID-19

A huge congratulations to Tim Nias who submitted the most evidence forms in TNMWD during January, with Ursula Mann closely behind in second place.

If you are advising a client and you believe the issue you are dealing with is a national or local emerging trend, please complete and submit an evidence form. If you are unsure on how to complete an evidence form, please contact your Research and Campaigns office champion and they will be able to talk you through the process.

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