

City Wide Advice Service

November 25



Citizens Advice Manchester - who we are

- Free, confidential, independent and impartial advice
- Working in Manchester communities for over 85 years
- Experienced in multi-channel advice delivery
- 30 Local Citizens Advice across the North West
- Key partner of National Citizens Advice who are the official watchdog for energy consumers

Citizens Advice Manchester - What we do

- **Omni Channel Delivery**

- Face to face / Place based advice
- Telephone contact centre
- Digital
- Video

- **City Wide Service**

- Available to **all** Manchester residents
- Targeted at priority wards

- **Level of advice**

- Advice
- Advice with casework
- Specialist advice & representation

- **Underpinned by regulation**

- AQS
- Financial Conduct Authority
- Specialist Quality Mark

- **Focus on Key advice topics**

- Welfare benefits
- Debt
- Housing
- Employment

Citizens Advice Manchester

Energy

Our energy advisers can help clients with managing energy costs or accessing available support.

Consumer

Our consumer advisers help clients when something has gone wrong with goods, services or a consumer contract they have entered into.



citizens advice

Benefits

Our benefits advisers can help clients to ensure that they are getting all the help that they are entitled to. This includes supporting clients when things go wrong with a benefit claim.



Pension Wise

Our Pension Wise team offer clear, free, impartial help for pension choices for clients over 50.

Housing

Our housing advisers can help people who are private renters or renting from the council or a housing association to resolve issues when things go wrong and to help them to stay in their home.





0808 278 7800

citizens
advice

Manchester

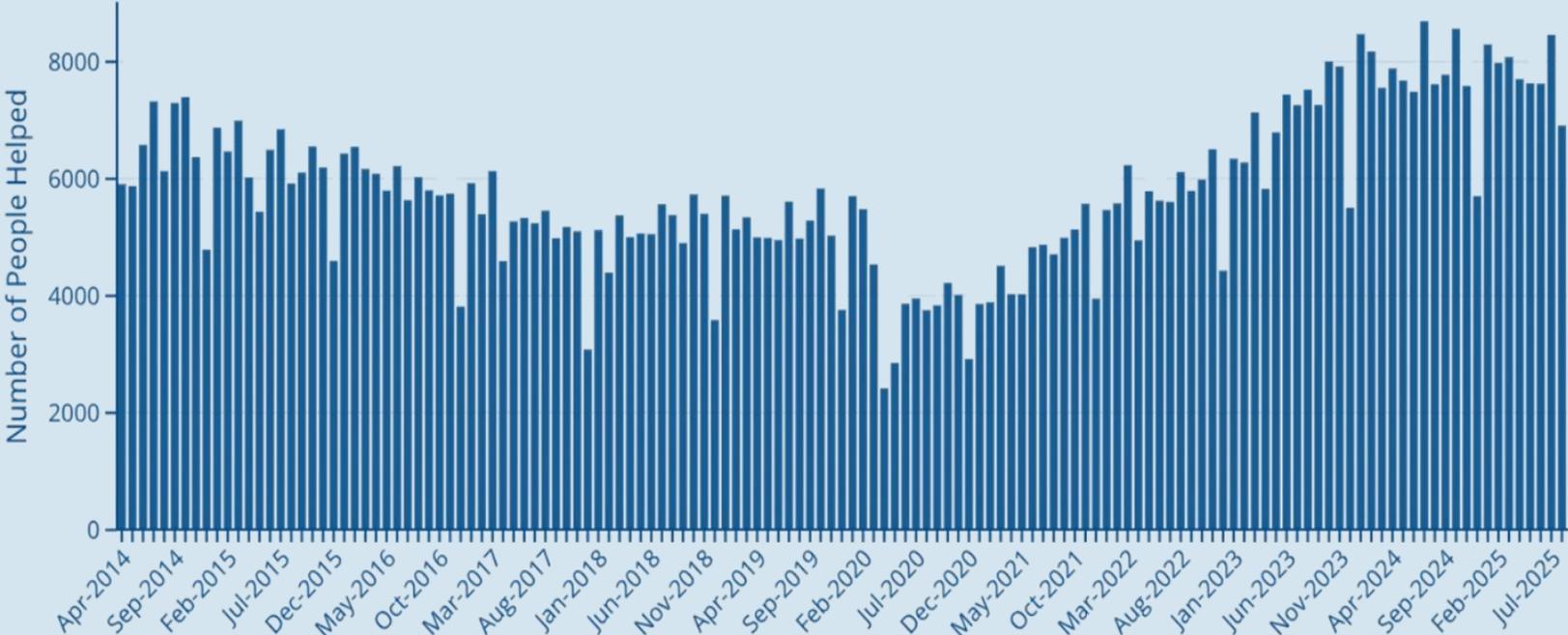
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We find people where they already are

What our data is telling us

Homelessness demand increasing

■ Homelessness

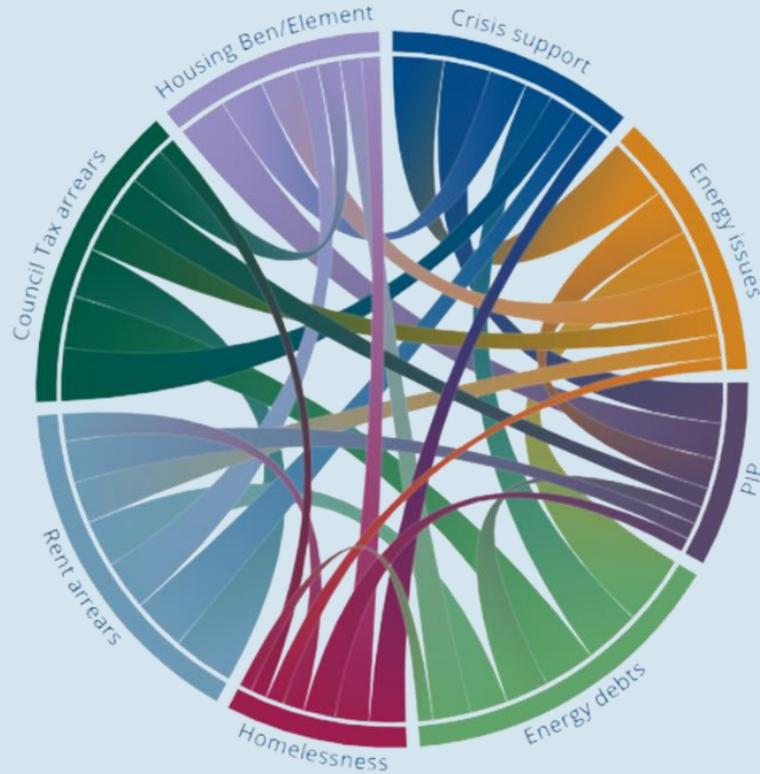


Manchester in more detail.

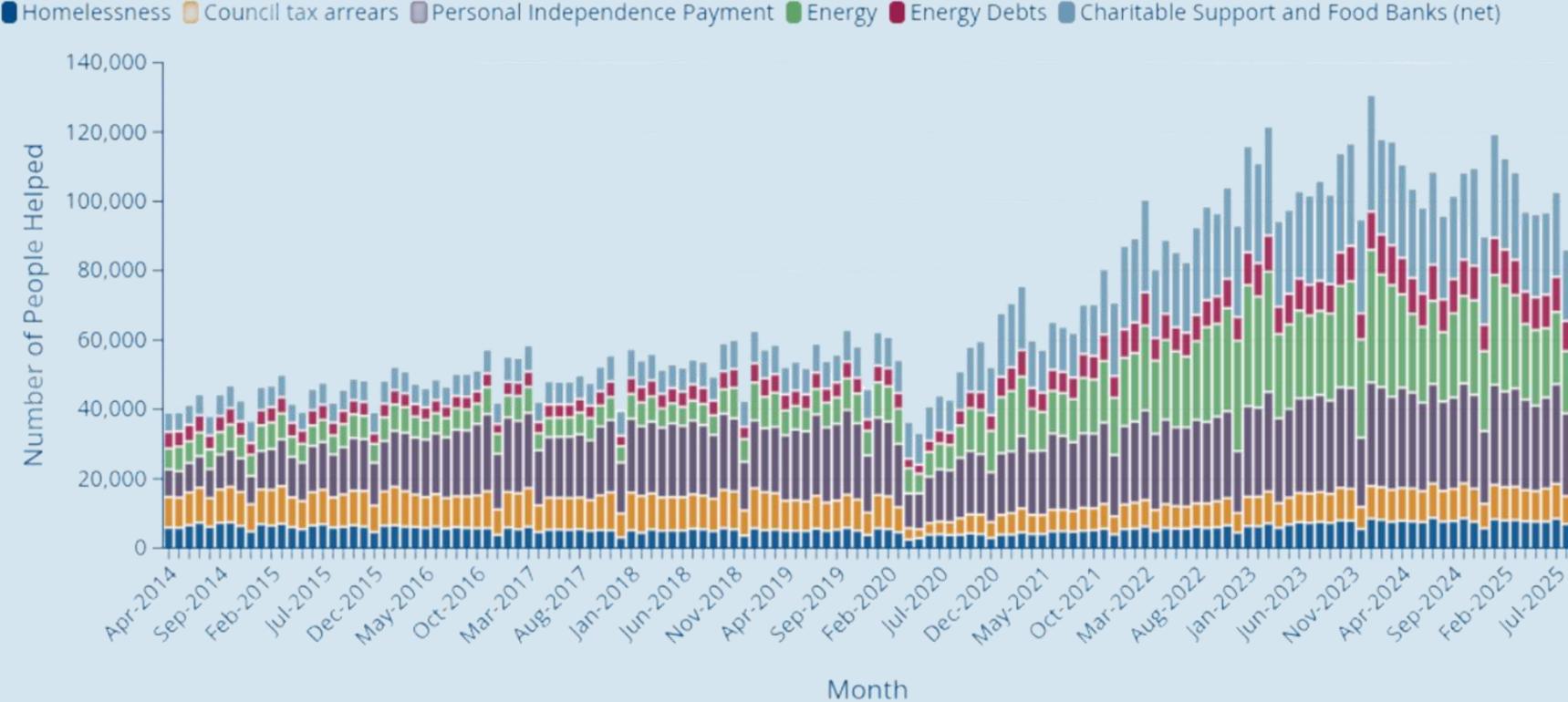
When we compare 2019 / 2020 data to 2024/25 data we see

- The complexity of housing issues people are experiencing is increasing alongside the volume
- Rent arrears and rent increases remain a significant issue
- Sharp rise in the number of people concerned about the condition of the property they are renting, usually within the private rented sector
- Increase in people seeking advice regarding letting agent charges

Complexity - *Housing issues are often interwoven with other advice needs.*



Exacerbated by cost of living - a permanent problem for the people we help.



What we do to help - *end to end advice journey.*

Information & Digital Support

- Supporting with online housing forms
- Accessing information about rights and responsibilities
- Rights awareness to groups and front line workers

Advice

- Income maximisation and budgeting
- Banding queries and challenges
- Applications for financial support e.g DHP.

Specialist Advice & Casework

- FCA accredited debt advice , including home owners
- Full housing advice and representation

Influencing for Change

- Using our data and insight to improve policy & practice

Overview & insight from our team of housing specialists

Legal Advice

- Provide **legal advice** and representation in homelessness cases under legal aid funding
- Challenging negative decisions made by local authorities
 - Reviews
 - Appeals
 - Judicial reviews
- Identifying gatekeeping and bad practice to improve access to assistance
- Insist on the performance of legal obligations

Early Intervention Advice - funded by Cadent Gas Ltd

- Provide advice earlier in the process
- Assistance making homeless applications and challenging banding
- Identifying, together with our community team, cases where a homeless application can be made and ensuring equality in access to assistance, for example, digital exclusion/inaccessible phone lines