



Impact of COVID-19 on the advice sought from the Scottish Citizens Advice network – June 2021

This is the latest monthly summary of data from the Citizens Advice network in Scotland since the COVID-19 outbreak and covers June 2021. It shows data from the 59 Citizens Advice Bureaux in Scotland and our online advice site.

Key points

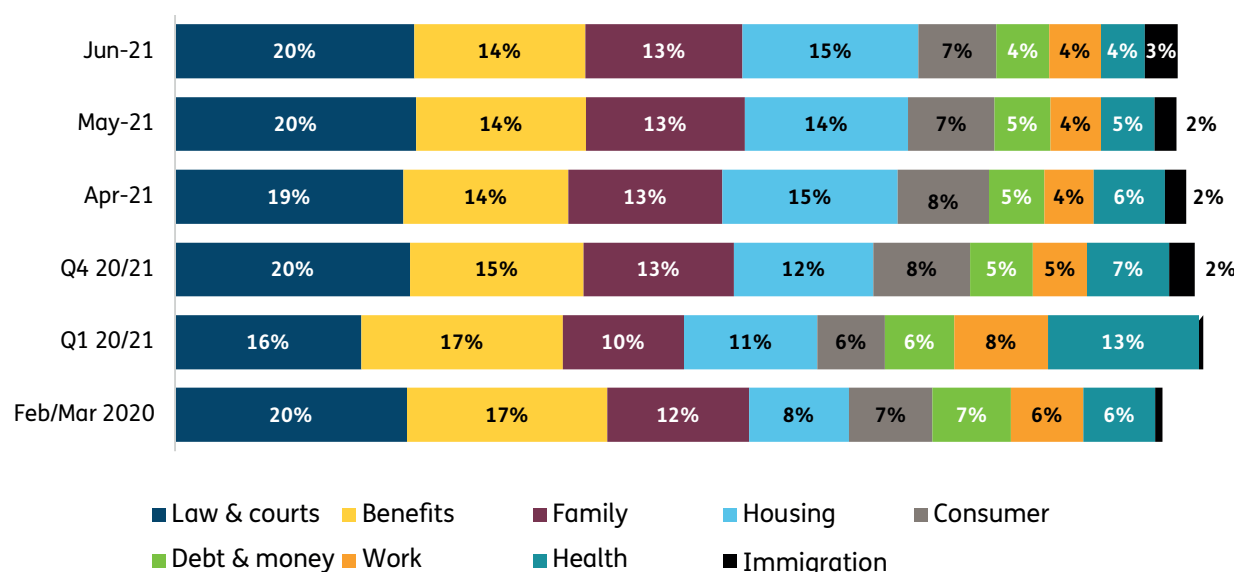
- > In June 2021 Citizens Advice Bureaux issued **91,231** pieces of advice.
- > In June 2021 pages on the website were viewed a total of **340,512** times.
- > There were **197,036** website users in June 2021
- > **76%** of these being new users.

Web pages: June 2021

- > Number of unique page views (UPV) in June 2021: **340,512**
- > Number of website users in June 2021: **197,036**.
- > **76%** of these being new users.

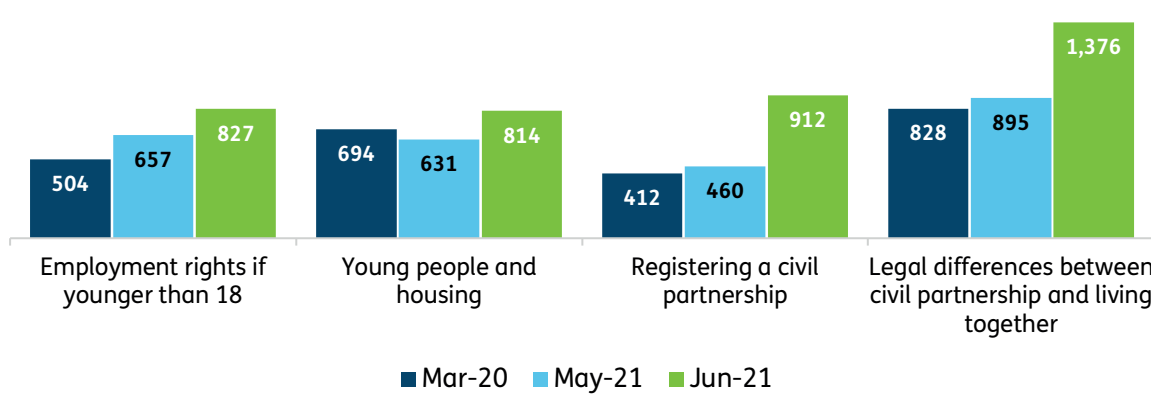
Trend data for visits to the Advice for Scotland website, as a proportion of all unique page views on the site, shows little variation between May and June 2021 other than an increase (up by 52%) of advice being sought in relation to immigration.

Advice provided on the 'Advice for Scotland' website, as a proportion of all advice



A number of individual non immigration-related advice pages did, however, see increased traffic during June 2021. In some cases, the figures for June 2021 also exceeded those pre-pandemic. For example, there appeared to be an increase in interest from young people in relation to housing and employment rights, as well as interest in civil partnerships

Select web pages showing increased traffic from May to June 2021, and in comparison to pre-pandemic levels

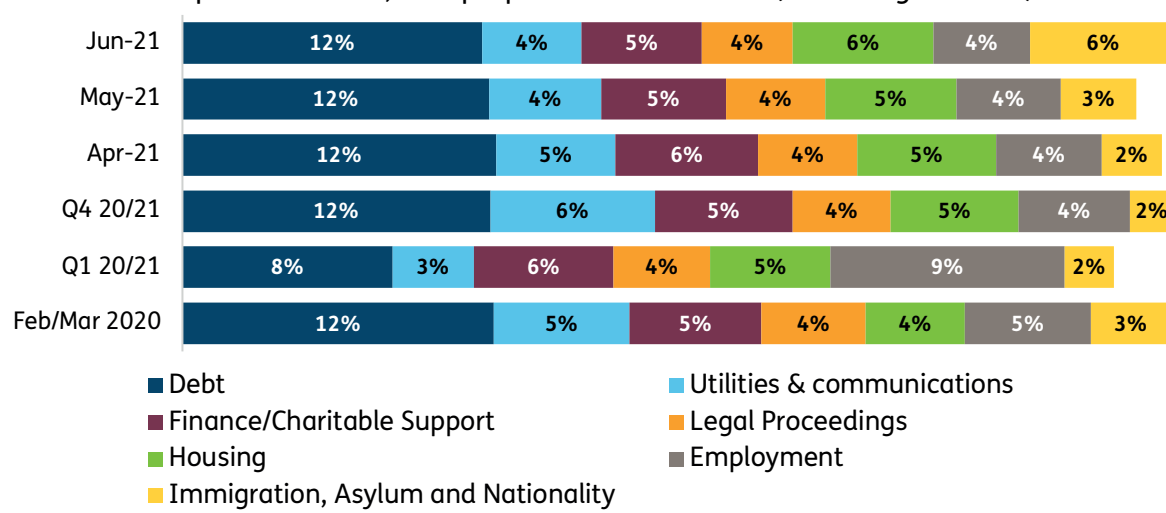


Citizens Advice Bureaux

- > **21,721** clients
- > **91,231** pieces of advice

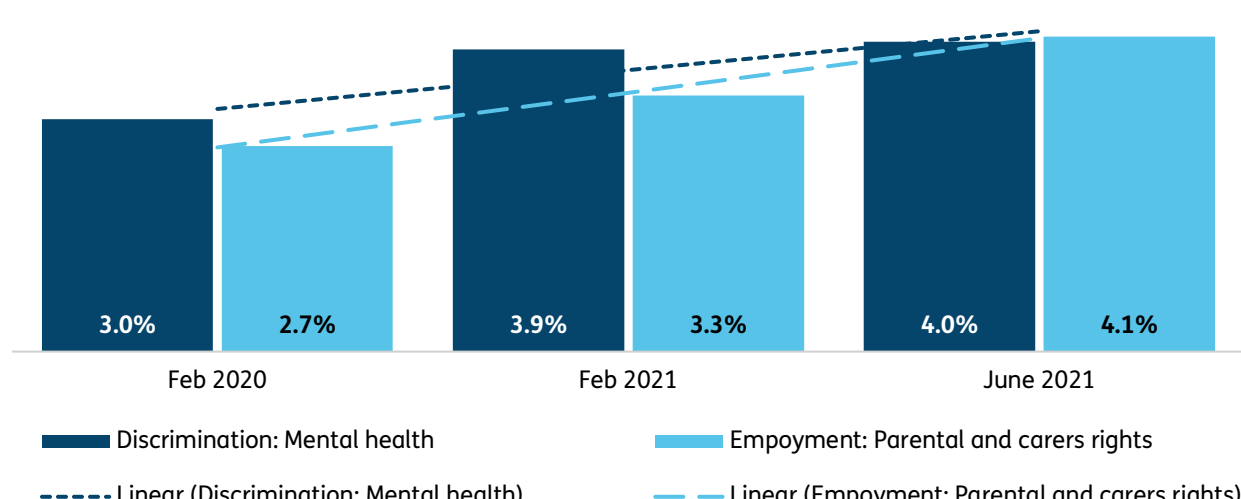
Benefits remained the top advice area in June 2021 at **47%** of all advice, with this being broadly constant since August 2020. Trend data continues to show a return to 'business as usual' for bureaux in terms of advice need, though June 2021 saw immigration-related advice almost double from both May 2021 and pre-pandemic figures with an increase of **93%**.

Top advice areas, as a proportion of all advice (excluding benefits)



In considering the subcategories within each advice area, it was interesting to note that June 2021 saw a continuing increase in advice sought concerning discrimination on mental health grounds (up by **31%**), and for parental and carers employment rights (up by **27%**). Both of these subcategories currently exceed pre-pandemic levels.

Change in advice need in relation to mental health discrimination and parental/carers employment rights; February 2020 to June 2021



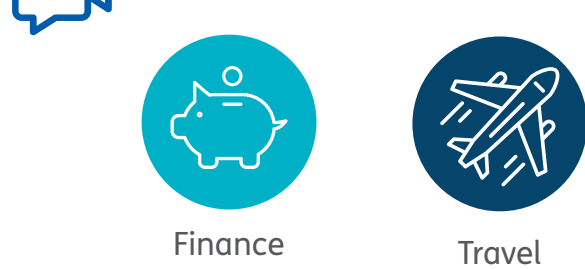
Overall, the number of contacts made with bureaux rose by **15%** from May to June 2021, with face-to-face contact increasing the most (by **36%**).

During June 2021:

Advice most commonly sought via **SCAH**:



Advice most commonly sought **face-to-face**:



Advice most commonly sought through **direct contact with bureaux (telephone or email)**:



Advice sought on **discrimination on mental health grounds** was up **31%**.

Advice on **parental and carers employment rights** was up by **27%**.

Month in focus:



The 30th of June deadline for applications to the **EU Settlement Scheme** - under which citizens of the EU, Switzerland, Norway, Iceland and Liechtenstein could apply for settled status following Brexit - is likely to have been the primary driver behind June's increase of over **50%** in advice being sought on immigration.

The increase in young people seeking advice on **housing** and **employment rights** exceeding pre-pandemic levels may well be a consequence of the opening up of the economy and the steady lifting of pandemic related measures over the summer. Ensuring that rights in these areas are respected as the country readjusts both economically and socially as a gradual return to some form of normality continues will be a priority for citizens and should be carefully monitored over the coming months.