



**The Queen's Award  
for Voluntary Service**

*The MBE for volunteer groups*

# Citizens Advice Guernsey

Patron: Sir Richard Collas, Bailiff of Guernsey



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Dear Supporter

We are pleased to provide you a further update on trends of enquiries to Citizens Advice. With approximately 4,000 people contacting us every year with one or more queries, a significant proportion of Guernsey households benefit from our services and our statistics provide an interesting barometer of the social issues concerning Islanders. The following pages set out a detailed analysis of the last two years broken down by States Committee and areas of interest.

Although the number of clients who have either phoned or were seen face to face has remained broadly unchanged over the past five years, the number of enquiries has risen steadily. This indicates that enquiries have become more complex. Our advisors dealt with 10,251 enquiries during 2016 compared to 9,547 the previous year. In addition to calls and visits, there were also 13,852 website hits which unfortunately, we are not able to analyse at present.

The major categories have remained relatively unchanged and the following table shows the number of enquiries in those categories as a percentage of the total enquiries during the year:

<b>Enquiry area</b>	<b>% of total enquiries 2016</b>	<b>% Inc / (Dec) in no. of enquiries</b>
Private tenancies	9.2%	20%
Statutory & contractual rights	5.1%	34%
General consumer problems	4.8%	20%
Advocates & legal advice	4.1%	9%
Benefits	3.1%	12%

Debt and money issues have decreased slightly since last year, but still account for 14.1% of enquiries; the biggest single area by far.

If you would like further information, please feel free to ask.

Regards

Kate Raleigh (Mrs)  
Manager

*sent by email*

# CITIZENS ADVICE GUERNSEY

## Analysis of Enquiries

<b>POLICY &amp; RESOURCES</b>	<b>2016</b>	<b>2015</b>	<b>Movement</b>
Tax	139	150	(7%)
Government & public bodies	80	60	33%
Debt	1,445	1,493	(3%)
<b>EDUCATION, SPORT &amp; LEISURE</b>			
Guernsey education system	32	35	(9%)
Specific leisure activities	33	39	(15%)
<b>EMPLOYMENT &amp; SOCIAL SECURITY</b>			
<b><i>Employment Relations</i></b>			
Unemployment, training & recruitment	43	47	(9%)
Self-employment and small businesses	47	61	(23%)
Statutory and contractual rights	521	389	34%
Health and safety at work	71	47	51%
Trades Unions and Employment Relations	284	170	67%
Ending employment (dismissal, redundancy etc.)	351	378	(7%)
Employment tribunals	24	32	(25%)
<b><i>Housing and Accommodation</i></b>			
Neighbours and neighbourhoods	138	113	22%
Finding accommodation and homelessness	61	41	49%
Private tenancies	943	783	20%
Housing Associations	34	50	(32%)
Owner occupiers	296	259	14%
<b><i>Social Security</i></b>			
Benefits	320	286	12%
Social security rules and guides	66	66	-
<b><i>Equality and Discrimination</i></b>			
Discrimination	11	13	(15%)
Discrimination at work	20	32	(38%)
<b>ENVIRONMENT &amp; INFRASTRUCTURE</b>			
Pollution & conservation/recycling	46	29	59%
Other environmental issues	16	12	33%
<b>ECONOMIC DEVELOPMENT</b>			
Finance and insurance	225	208	8%

<b>HEALTH &amp; SOCIAL CARE</b>	<b>2016</b>	<b>2015</b>	<b>Movement</b>
Care needs and disability	108	101	7%
Divorce and separation	386	350	10%
Relationship mediation	51	51	-
Other family issues	146	124	8%
<b><i>HSC Children &amp; Young People</i></b>			
Child support and maintenance	180	171	5%
Looking after children – rights & responsibilities	143	129	11%
Looking after children - States	11	14	(21%)
Adoption	3	5	(40%)
Children protection	17	30	(43%)
Child care provision	4	5	(20%)
Disputes over children	89	122	(27%)
Other enquiries relating to children	45	44	2%
<b><i>HSC Health</i></b>			
Mental health	99	68	46%
Specific medical conditions	81	65	25%
Private health services	64	57	12%
States health service	124	87	43%
<b>HOME AFFAIRS</b>			
Police and law enforcement	127	113	12%
Prison and prisoners	18	13	38%
Legal proceedings (excl. petty debts)	299	301	(1%)
Advocates and legal advice	422	388	9%
Legal aid	79	91	(13%)
Violent relationships	59	58	2%
Petty debt court procedure	333	315	6%
Local housing laws	231	209	11%
Information, privacy and media	38	26	46%
Immigration and nationality	30	34	(12%)
Betting and gaming	5	9	(44%)
Wills and estates	322	359	(10%)
States housing	130	113	15%
<b><i>Trading Standards</i></b>			
Cars	129	128	1%
Building and home improvements	131	142	(8%)
Phones, TV, internet & computers	105	93	13%
Finance, insurance and professional services	259	259	-
Furniture, household goods and clothing	48	42	(14%)
Travel, leisure and food	64	90	(29%)
Utilities	64	56	14%
General consumer problems	494	412	20%
Purchasing and credit	67	69	(3%)