

# Citizens Advice Wakefield District Newsletter

October 2017

## \*\*\* Service Development\*\*\*

### Gender Violence and Abuse (GVA)

Gender violence affects men, women & children; although it disproportionately affects women and girls. It includes domestic abuse/violence, harassment, 'honour crimes' and forced marriage, trafficking and prostitution, rape and sexual violence, stalking and female genital mutilation (FGM)

Over their lifetime, 1 in 3 women (30%) and 1 in 6 men (16.3%) experience some form of domestic abuse since the age 16 (source: ONS 2014)

**Citizens Advice Wakefield District has now joined the national Citizens Advice ASK RE (routine enquiry) Programme. All our staff are now fully trained via our national office and specialist external partners Against Violence and Abuse**

**From Monday 2nd October all service users accessing our service for face to face advice will be ASKed our routine question on GVA**

**We want to help break the silence and encourage victims to disclose GVA**

**Thank you to Wakefield District Domestic Abuse Service for sharing their local and national resources**

### Core Service Delivery

Q2 July—Sept 2017

**78% of clients presented issues were dealt with on the day via our initial assessment and signpost/information service**

**6% of clients were assisted via a full advice appointment**

**16% of clients were assisted via a full gateway assessment and given assisted information**

**38% of core issues presented were benefits**

**Top 3 issues**

**Personal Independence Payments**

**Employment Support Allowance**

**Tax Credits**

**11% of issues presented were Employment**

**8% of issues presented were Housing**

### Research & Campaigning

#### **Citizens Advice responds to news Universal Credit roll-out will not be paused (2nd October 2017)**

CEO- Gillian Guy, Citizens Advice, said 'it is reassuring to see that David Gauke recognises there are problems with UC, and his commitment to making sure people can access advance payments is welcomed. However, we are disappointed he has not taken this opportunity to pause the roll-out to ensure the problems are fixed before it speeds up significantly. Evidence shows many people risk getting into serious debt as a result of delayed first payments. Advance payments can help people make ends meet during this period, but they must be combined with more action to reduce the number of people waiting more than six weeks for their initial payments. The government also needs to make sure people have access to the support they need to help them adapt as they move onto the new benefit. We will continue to closely monitor the effect of UC on issues such as debt and rent arrears as roll-out continues.....'

**citizens  
advice**

**Wakefield  
District**