

Citizens Advice Rural Issue Group

'People who need us most'



Nick Hubbard, CA Sedgemoor/RIG
research lead

We give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem

CA Rural Issues Group

Purpose – to improve life for people living in the countryside by giving them parity of access to high quality advice services

Mission – We will work with Citizens Advice nationally, with local Citizens Advice and other organisations to highlight and help eradicate challenges in the rural client journey.

Objectives

Identify and campaign on rural issues

Support Citizens Advice locally and nationally in improving service delivery

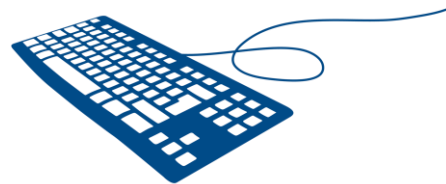
Develop and share knowledge and learning among local Citizens Advice (LCA) with rural clients

Act as a sounding board and respond to consultations on Citizens Advice policy

Digital Inclusion

Connection is almost always on offer – but a quarter of homes have not taken up the offer.

The problem is now with encouraging people to take up the offer.



Rural Poverty

Rural Food Poverty

+

Rural Fuel Poverty

=

Rural Poverty

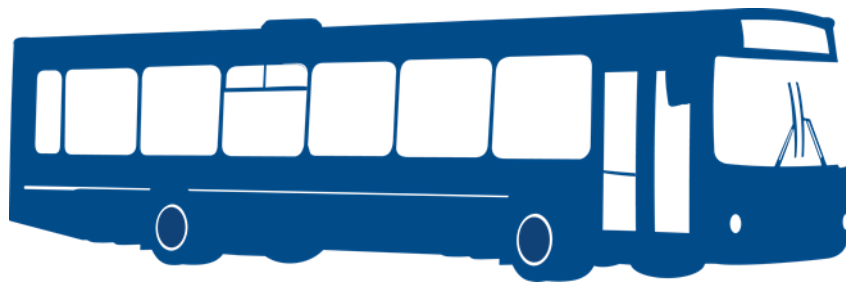
Mainstream statistics are about income levels.

Which are much the same as everyone else's

Rural Poverty is about **Costs** – such as transport

Rural transport

Monitoring “Bus Back Better”



Data

We have a
very
good view of what is bothering
people



Thank you

Any Questions?

Email: