

# Our history and what's next

For everyone,  
for 80  
years



citizens  
advice



### 4 September 1939

The day after World War II begins, Citizens Advice open in 200 locations to help people with the impacts



### 1940

Advisers deal with rationing, displacement and overcrowding issues and help people locate missing relatives



### 1941

Citizens Advice introduce its first mobile service - a horsebox. This was able to travel to areas affected by the blitz, to help those most in need



Citizens Advice mobile horsebox



 Wartime volunteer at Citizens Advice Guildford  
Photo credit: Historic England



**1941**  
Citizens Advice influence the rationing policy to secure extra clothing coupons for pregnant women



**1944**  
Advisers successfully argue for an urgent need for evacuation of children from London during the German bombing campaign



**1946**  
Citizens Advice continue to influence rationing policy post-war, including securing more cheese for gardeners



**1946**  
An influx of enquiries around family problems caused by the war, including increasing divorce rates and family break-ups



Citizens Advice office in the 1950s



**1957**

The Rent Act comes into force, deregulating the private rented sector. Housing issues make up 25% of all enquiries with both landlords and tenants asking what this means for them



**1959**

Consumer problems increase and Citizens Advice submit evidence to the Molony Committee, leading to better rights for consumers taking out credit



**1958**

The total number of enquiries reaches over 1 million



**1960**

The number of enquiries on consumer issues doubles in just 2 years



**1960**

The resilience of the service is rewarded, as central government reinstates funding in appreciation of services rendered to the community



**1963**

Citizens Advice provide evidence to the Ministry of Housing to help inform new housing policy

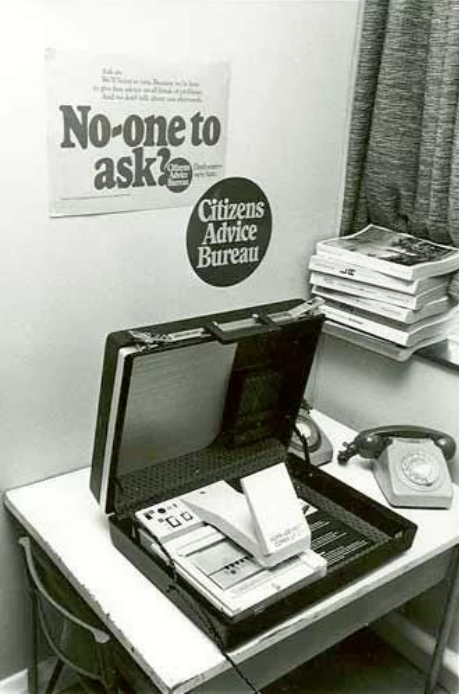


**1965**

The total number of enquiries reaches 1.25 million



Citizens Advice on wheels



 Citizens Advice outreach kit from the 1970s



**1972**  
The Citizens Advice Service become independent



**1972**  
Citizens Advice submit evidence to the Lane Committee on the working of the Abortion Act, following legalisation of abortion in 1968. It showed that more publicity was needed to the provisions of the Act to both the general public and doctors



**1972**  
Citizens Advice volunteers help Ugandan Asian refugees with documentation after arriving into Stansted airport



**1975**  
The total number of enquiries reaches 2.7 million



**1977**  
Citizens Advice help the Office of Fair Trading establish the true extent of many consumer problems



Outside Citizens Advice  
Camden in 1988



**1984**

For the first time, social security is the most common enquiry, reflecting the increasing numbers of people who are reliant on it



**1984**

A review of Housing Benefit regulation is announced after Citizens Advice present evidence to parliament



**1985**

The miners' strike leads to a spike of enquiries on benefits, fuel, housing and consumer debts



**1987**

Enquiries about benefits and help to understand major welfare reforms increase throughout the whole of the 1980s, but are particularly high between 1987 and 1989





 An adviser in Mitcham, Surrey, in the 1990s



**1990**

The first half of the 1990s Citizens Advice help people struggling with poll tax arrears, and then with council tax arrears from 1993 onwards



**1993**

Spike of enquiries around the Child Support Act



**1998**

Citizens Advice successfully campaign against changes in court fees which made it difficult for poor people to gain access to justice



**1999**

Self-help website [advice.org.uk](http://advice.org.uk) is launched





Advice at  
Citizens Advice  
Whitechapel



**2001**

Citizens Advice launch emergency advice services for communities affected by Foot and Mouth disease and negotiates with banks and building societies to ensure sympathetic treatment of rural businesses whose income is virtually stopped by the crisis



**2003**

Citizens Advice become the first in the sector to audit the quality of their advice



**2003**

Enquiries on tax credits rise and a high number of enquiries around welfare reform during the whole decade





**2005**

Citizens Advice issue a super-complaint to the Office of Fair Trading on the cost and effectiveness of payment protection insurance (PPI)



**2007**

Citizens Advice receive a large number of enquiries around the non-return of tenancy deposits up until 2007, when a new tenancy deposit protection law comes into force after 15 years of campaigning on the issue



**2008**

An influx of enquiries from those who had very high levels of borrowing up until the financial crash in 2008, after which enquiries around unemployment rise



Testing web chat at Citizens Advice Annual Conference



**2014**

Citizens Advice present evidence to government and regulators showing a growth in bad lending and debt collection practices by payday lenders. This results in a cap on the cost of payday loans and tightened regulation



**2014**

Citizens Advice telephone service 'Adviceline' takes its millionth call



**2015**

Citizens Advice take on 2 new services, Pension Wise and the Witness Service



**2015**

Citizens Advice introduce web chat and begin a major redesign of its digital services in line with how people search for help online



**2016**

For the first time, people accessing [citizensadvice.org.uk](https://citizensadvice.org.uk) via a mobile is higher than those using a laptop or desktop



**2016**

The government announces a ban on letting agents' fees in England after years of Citizens Advice campaigning



**2017**

Citizens Advice present evidence on problems with the Universal Credit rollout to the government. After months of campaigning, the government announces £1.5 billion in extra funding



**2017**

The Supreme Court rules that employment tribunal fees are unlawful, after years of Citizens Advice campaigning to make fees fairer



**2017**

Citizens Advice persuade energy networks to give money back to people in Great Britain after it found they made £7.5 billion in excess profits



**2017**

Citizens Advice telephone service 'Adviceline' takes its 4 millionth call



**2017**

Citizens Advice roll out Casebook, a new case management system, across the service



**2018**

Citizens Advice secured funding to deliver a service that helps clients make a Universal Credit claim



**2018**

Citizens Advice issue a super-complaint to the Competition and Markets Authority as loyal customers are paying too much for services like broadband

# We're looking to the future

We're continuing to transform our services to meet the changing needs of the people we help, keep pace with rapid technological advances and stay ahead.

## Our Vision for 2022:



You won't ever struggle to get help from us



You'll get the level of support you need



Our service will be joined up



You know that we'll speak up for you



We'll help you find a way forward,  
whatever your problem



# Thank you

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