

For  
everyone,  
for 80  
years

# Our history



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



**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.



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



**1958**

The total number of enquiries reaches over 1 million



**1959**

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



**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

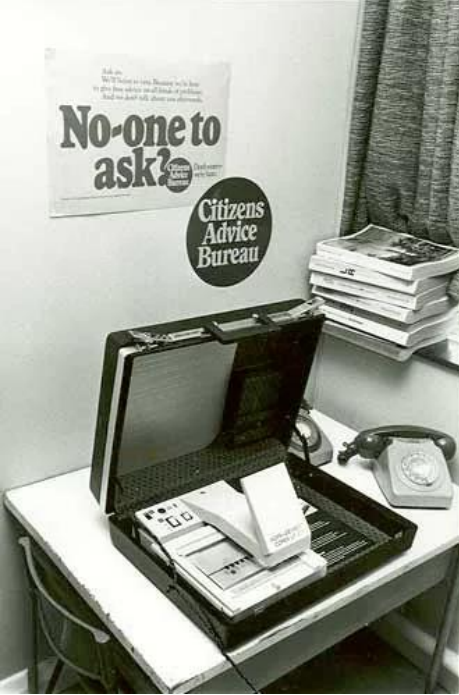


**1965**

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



**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



**1984**

For the first time, social security is the most common enquiry.



Outside Citizens Advice Camden in 1988



**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



**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



**2003**

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



**2003**

Enquiries on tax credits rise





**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.



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



**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 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



**2017**

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

**2018**

We move our Lewes offices from The Barn to Southover House and open our new office in Newhaven. The building work for Newhaven was largely funded by Lewes District Council.

# Thank you

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