

Citizens Advice York Client Survey – Summary Report

As part of the development of City of York Council’s new, inclusive Economic Strategy, several engagement exercises with the residents and businesses of York have been conducted with the intention that the information gathered from these engagement pieces will inform and shape the development of the strategy. This report summarises the key findings from a survey conducted with Citizens Advice York’s (CAY) clients.

Survey Background:

Between July and August 2021, interviews were conducted with clients of CAY on their experience of COVID-19 and employment in York.

In total, 287 interviews were conducted with 222 clients. Where clients were interviewed more than once, their most recent responses were included in this report.

Key Findings:

Given the survey’s specificity and shortness, the findings from this engagement work can neatly be summarised in the following bullet points:

- Amongst clients of working age (16-64), more were confident about their employment situation than not. Those already in full-time employment (>30 hours) and those without a disability/health problems were most confident about their employment situation, while those with a long-term health condition were least confident
- More than half of clients, 55%, reported having a disability or long-term health condition
- More than half of clients, 58%, are unemployed or experience barriers to work
- The majority of clients with a long-term health condition are also unemployed
- Amongst employed clients, of most relevance to their employment is their job-related experience, with some having worked for more than 15 years
- More clients reported that the pandemic had resulted in a negative impact on their health, particularly their mental health, than on their work situation.

Conclusion:

Despite this being a short engagement activity over a small time span, economic and social themes that are long-standing and prevalent on a regional and national scale can still be garnered. These include:

1. Those with long-term health conditions face difficulty in finding employment
2. Those in employment are generally more confident about the future than the unemployed
3. COVID-19 has had a negative impact on a large number of people’s health, particularly their mental health.

It is therefore important to take consideration of these themes when developing a future economic strategy, especially how we support those furthest from the labour market back into employment.