

Domestic Abuse in East Hertfordshire October 2022



East Herts



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Executive Summary

Domestic abuse is a serious issue that affects a wide range of people from different groups and backgrounds across East Herts. Domestic abuse is a hidden crime, which is often under-reported.

National and local Citizens Advice have access to a vast database through the collection of client information which allows patterns and trends in domestic abuse cases to be analysed. Although a complete dataset is not available for all client cases, local Citizens Advice are uniquely placed to help people who are trapped in an incredibly difficult situation. Measures such as: clearer categorisation of domestic abuse issues, the introduction of community-level support schemes, campaigns targeting under-represented groups and investigation into the over-representation of ethnic minorities in the statistics are all steps that Citizens Advice can undertake at a local and national level, with the support of local authorities.

Covid-19 has seriously increased the number of clients seeking advice in relation to domestic abuse, and it is more vital than ever that both charity and state organisations work to take proactive steps to protect victims and educate the public.

The data reveals that domestic abuse is a complicated, multi-faceted issue, but it is one that can be combated through supporting victims and increasing awareness. Understanding the individuals impacted by domestic abuse is the first step to helping victims.

Introduction

This report seeks to outline the issue of domestic abuse in East Herts in relation to national trends, and to propose actions to support current and future victims. This includes: analysing data regarding the demographic of clients at a national and local level; the national picture of domestic abuse; the impact of lockdown; government action; and proposals based on evidenced conclusions.

The data will be drawn from April 2019 to July 2022. Unless stated otherwise, all graphs and charts will use this time range.

What is domestic abuse?

The 2021 Domestic Abuse Act, Section One, outlines domestic abuse as

“Behaviour of a person (“A”) towards another person (“B”) is “domestic abuse” if—

- (a) A and B are each aged 16 or over and are personally connected to each other, and*
- (b) the behaviour is abusive.”*

This statutory definition of abuse includes physical or sexual abuse, violent or threatening behaviour, controlling or coercive behaviour, economic abuse, psychological, emotional

and other forms of abuse. Abuse is not restricted to a continued pattern (although this too is covered in the act) and can be prosecuted under just one incident.

The 2021 Domestic Abuse Act introduced this statutory definition of domestic abuse, and additionally aims to:

- *“promote awareness - to put abuse at the top of everyone’s agenda, including by legislating for the first time for a statutory definition of domestic abuse*
- *protect and support victims, including by introducing a new Domestic Abuse Protection Notice and Order*
- *transform the justice response, including by helping victims to give their best evidence in the criminal courts through the use of video evidence, screens and other special measures, and ensuring that victims of abuse do not suffer further trauma in family court proceedings by being cross-examined by their abuser*
- *improve performance – the new Domestic Abuse Commissioner will help drive consistency and better performance in the response to domestic abuse across all local areas and agencies”¹*

The police recorded a total of 1,459,663 domestic abuse-related incidents and crimes in England and Wales in the year ending March 2021², with the UK government estimating that 2.4 million people annually (aged 16-74) are victims of domestic abuse³.

Domestic abuse victims suffer adverse effects ranging from mental health impacts, physical harm, negative employment, educational and financial impacts, and homelessness. Domestic abuse also constitutes a high socio-economic cost; estimated at £66 billion, due to ‘high prevalence and prolonged [periods] of abuse’⁴.

Intimate partner violence is a form of domestic abuse and is defined by the World Health Organisation (WHO) as:

“behaviour within an intimate relationship that causes physical, sexual or psychological harm, including acts of physical aggression, sexual coercion, psychological abuse and controlling behaviours. This definition covers violence by both current and former spouses and partners.”⁵

WHO estimates around 30% of women world-wide have suffered from intimate partner violence⁶.

Domestic abuse is a serious issue which must be addressed through systematic reform. This report aims to outline trends and patterns, and to then recommend potential actions to improve outcomes for victims and their families.

1 <https://www.gov.uk/government/collections/domestic-abuse-bill> Accessed 25/7/22

2 <https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/articles/domesticabuseprevalence-andtrendsendlandandwales/yearendingmarch2021> Accessed 25/7/22

3 <https://www.gov.uk/government/collections/domestic-abuse-bill> Accessed 25/7/22

4 <https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/articles/domesticabuseprevalence-andtrendsendlandandwales/yearendingmarch2021> Accessed 25/7/22

5 <https://apps.who.int/violence-info/intimate-partner-violence/> Accessed 26/7/22

6 <https://apps.who.int/violence-info/intimate-partner-violence/> Accessed 26/7/22

“Anne” sought our advice about moving house to help keep herself and her son safe. Anne had been the victim of a physical assault by her partner and wanted to move out of the area whilst police took action against her partner. This was proving very difficult because Anne also had financial problems arising from her domestic situation. Anne therefore owed rent and council tax. This meant that landlords were unwilling to offer her accommodation. Our Adviser helped Anne make an application for a discretionary housing payment to deal with these rent arrears so that Anne could be successful in finding new accommodation.

The National Picture

The following section outlines national trends of domestic abuse.

Domestic abuse is often described as a ‘hidden crime’⁷; tracking trends of domestic abuse is largely reliant on self-reporting and the willingness of legal bodies to prosecute, and therefore do not necessarily offer a complete picture of patterns of abuse. Women’s Aid outlines the following reasons for under-reporting:

“Women may feel like they cannot or do not want to engage with the criminal justice system as a result of many factors, such as victim-blaming attitudes in society and myths and stereotypes that impact how victims and survivors are treated by the police.”⁸

Mathias outlines in her article on male victims the following reasons for why men do not come forward, based on a University of Bristol study and discussion with ManKind (a British charity for male victims of domestic abuse):

“Along with fearing they wouldn’t be believed or would be seen as weak, men often stayed in abusive relationships because they felt committed to or concerned about their partners. In other cases, they were too depressed, despondent or traumatized to gather the strength to leave.

Furthermore, victims were often unaware that services for them existed. And when they did know about interventions, they didn’t believe the interventions were likely to be helpful.”⁹

Migrants also face additional barriers, as outlined in the ‘Race and Nationality’ subsection in this section.

⁷ ONS, *Domestic abuse during the coronavirus (COVID-19) pandemic, England and Wales*: November 2020

⁸ Women’s Aid. (2022) *The Domestic Abuse Report 2022: The Annual Audit*, Bristol: Women’s Aid.

⁹ Mathias T, *Male victims of domestic violence struggle to disclose abuse*, Reuters, <https://www.reuters.com/article/us-health-domestic-violence-men-idUSKCN1UC2EF> Accessed 26/7/22

This is perhaps best demonstrated through the decrease in prosecutions in relation to domestic abuse. In the years 2019-2021, domestic abuse prosecutions fell by 34% compared to 2014-2015¹⁰. In the same period, the National Domestic Abuse Helpline in England saw a 22% increase in callers¹¹ and the number of police-recorded domestic abuse-related crimes rose by 6% in 2020-2021¹². This marks a continuation of the decline of prosecution, with 2021 being the fifth year in a row that prosecution of domestic abuse has declined¹³.

Between 2019-2022 Citizens Advice nationally dealt with 58,468 domestic abuse related issues from 38,614 clients, with 11,749 recorded in 2022 between January and July composed of 7,089 clients. As demonstrated in figure 1, the number of clients who are affected by domestic abuse continues to rise, indicating that the issue of domestic abuse is affecting a greater number of clients. Although the financial year 2022-2023 is not yet complete, the trend indicates that the number of clients will rise over this period also. Research into this rise is required, as the exact cause is unclear, although it is likely the expanded definition of abuse has widened the types of behaviour recorded as domestic abuse. However, the impact of Covid is also likely a causal factor in the increase.

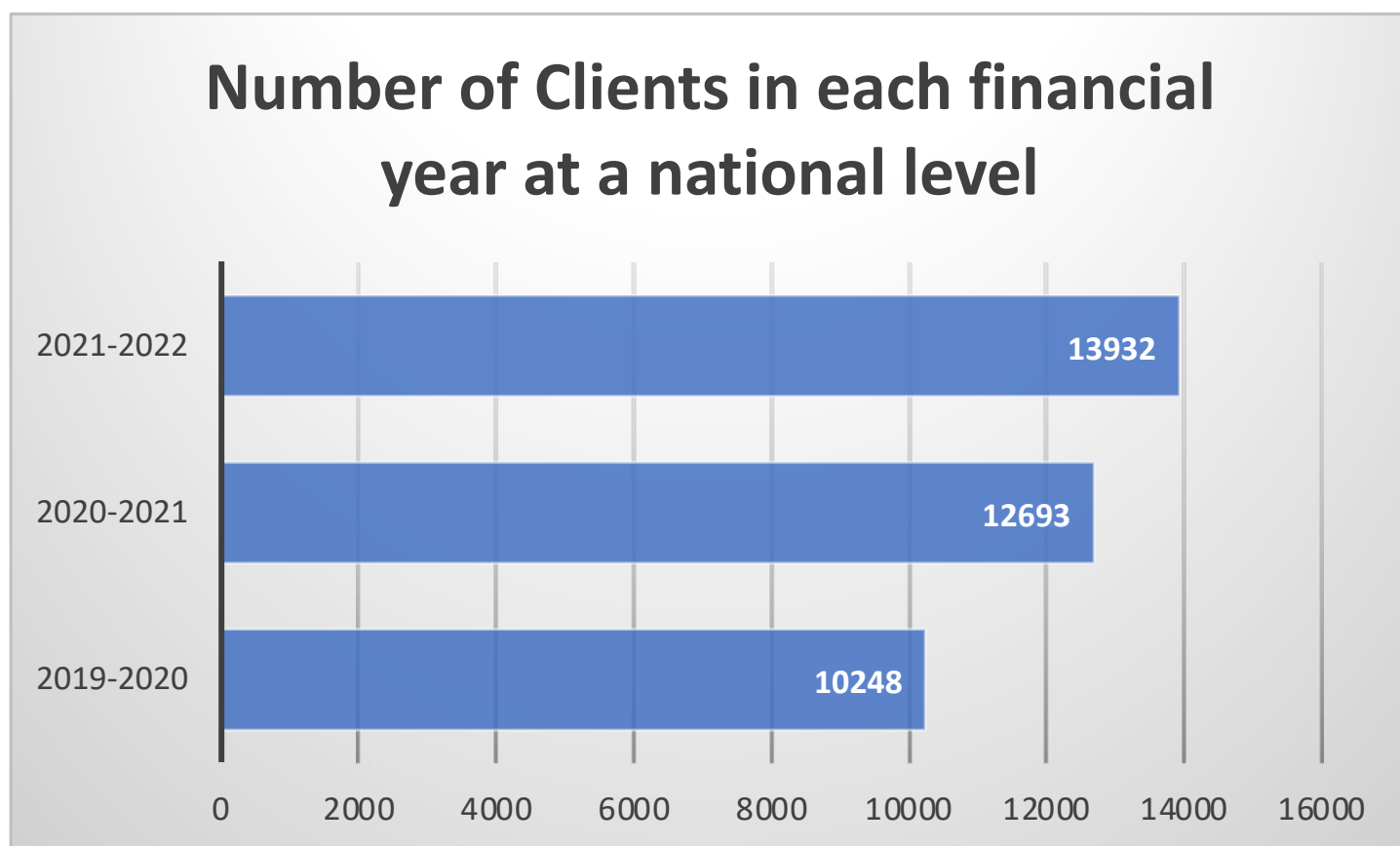


Figure 1: Number of clients coming to Citizens Advice concerning issues related to domestic abuse in each financial year

¹⁰ HM gov, *Tackling Violence Against Women and Girls*, 2021
¹¹ *End Violence Against Women, Violence Against Women and Girls: Snapshot Report 2021-22*
¹² *End Violence Against Women, Violence Against Women and Girls: Snapshot Report 2021-22*
¹³ *End Violence Against Women, Violence Against Women and Girls: Snapshot Report 2021-22*

Between 2018 and 2020, the total number of domestic abuse related crimes has increased from the corresponding month of the previous year¹⁴, as demonstrated in figure 2.

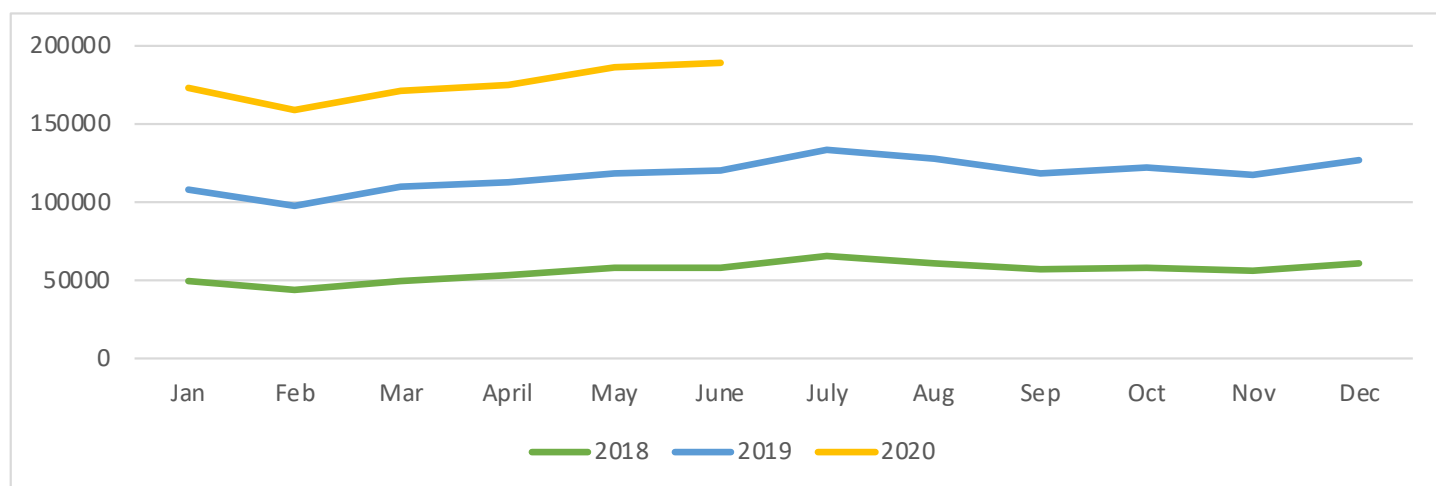


Figure 2¹⁵: Total number of offences (excluding fraud) flagged as domestic abuse-related, by month, January 2018 to June 2020, England and Wales

While this is a report based on statistics and trends, it is important to remember that each number represents a person in a dangerous and threatening situation, all of whom are worthy of both support and respect.

Gender and Sexuality

Domestic abuse is regarded as a highly gendered crime, with women being disproportionately impacted by abuse and men disproportionately committing acts of abuse. At a national level, 94.3% of perpetrators were male¹⁶. In cases seen by Citizens Advice at a national level this pattern was reflected, with 86.6% of 20,496 clients concerning intimate partner violence between 2019-July 2022 being female victims of a male abuser.

However, it is important to note that male victims may face additional difficulties coming forward for fear they will not be believed or failure to recognise their circumstances as abusive. Researchers at the University of Bristol note that fear of disclosure was a central theme in male victims of abuse and that “portraying domestic violence services as a space for women survivors can be a barrier to help-seeking by men”¹⁷. Mark Brooks, chairman of the ManKind Initiative, has stated that:

“Over half of the men who call our helpline have said that they would not have called us if the helpline was not anonymous.”¹⁸

¹⁴ ONS, *Domestic abuse during the coronavirus (COVID-19) pandemic, England and Wales: November 2020*

¹⁵ Statistics from ONS, *Domestic abuse during the coronavirus (COVID-19) pandemic, England and Wales: November 2020*

¹⁶ Women’s Aid. (2022) *The Domestic Abuse Report 2022: The Annual Audit*, Bristol: Women’s Aid.

¹⁷ Mathias T, *Male victims of domestic violence struggle to disclose abuse*, Reuters, <https://www.reuters.com/article/us-health-domestic-violence-men-idUSKCN1UC2EF> Accessed 26/7/22

¹⁸ Mathias T, *Male victims of domestic violence struggle to disclose abuse*, Reuters, <https://www.reuters.com/article/us-health-domestic-violence-men-idUSKCN1UC2EF> Accessed 26/7/22

It is therefore likely that there are far more men who are or have been victims of domestic abuse than are recorded by Citizens Advice and other charities. Use of gender-neutral language is important to ensure male victims feel able to come forward, to challenge views that they cannot be abused. There is a lack of detailed statistical information on male victims, making it more difficult to detect trends within this group of victims.

Intimate partner abuse is not restricted to heterosexual partnerships. The gender of the victim does not necessarily indicate the gender of the abuser. Clients coming with issues concerning abuse within same-sex partnerships accounted for 1.6% of total Citizens Advice clients between 2019 and July 2022. Although this represents a small percentage of total clients, these individuals are no less worthy of support and aid. It is also important to note that the recording of same-sex abuse within the Citizens Advice system does not indicate the gender of those involved in the same-sex relationship.

Race and Nationality

Domestic abuse impacts all ethnic groups and nationalities in the UK with “no evidence to suggest that women from some ethnic or cultural communities are any more at risk than others”¹⁹. However, institutional racism may impact the ability of victims to seek help: including a mistrust of police and fear of rejection from their community²⁰. Evidence also demonstrates that BME women face worse justice outcomes than their white counterparts. Data from thirty police forces gathered in 2020 found that police were 1.6 times more likely to charge when a victim was white than when they were Asian, and 1.5 times more likely than when the victim was black²¹. There is no ONS data on the relationship between ethnicity and abuse, indicating a gap in national-level statistical analysis.

Migrants face additional barriers to accessing support. In a sample of 34,860 female abuse survivors, 30% of non-British nationals did not have access to public funds, and a further 9.5% did not know if they had recourse to public funds²². In addition, migrants face a ‘significant barrier to justice’²³ due to the risk of police sharing data with the Home Office for the purpose of immigration enforcement. This systematic flaw likely results in under-reporting of domestic abuse within migrant communities.

Victims of domestic abuse cannot be separated from the context of their communities. Hence any action taken must be intersectional in order to maximise impact on especially vulnerable groups.

19 <https://www.womensaid.org.uk/information-support/the-survivors-handbook/women-from-bme-communities/> Accessed 25/7/22

20 <https://www.womensaid.org.uk/information-support/the-survivors-handbook/women-from-bme-communities/> Accessed 25/7/22

21 *End Violence Against Women, Violence Against Women and Girls: Snapshot Report 2021-22*

22 Women’s Aid. (2022) *The Domestic Abuse Report 2022: The Annual Audit*, Bristol: Women’s Aid.

23 *End Violence Against Women, Violence Against Women and Girls: Snapshot Report 2021-22*

The impact of Covid-19

Covid-19 was highly significant in placing strain on existing support networks.

Upon lockdown measures being put into place in March 2020, the charity Refuge warned that although measures would not cause abuse they would “aggravate pre-existing behaviours in an abusive partner”²⁴. Over the next three weeks, the charity reported a 66% increase in calls to the National Abuse Helpline and a 957% increase in web traffic²⁵. Men’s Advice Line (for male abuse victims) saw increases in the same period with a 16.6% increase in calls in the week immediately following lockdown and a 42% increase in web traffic²⁶. In the annual Women’s Aid survey for 2022, 87.7% of respondents found that Covid-19 had impacted demand for services, and of these: 84.5% said that demand for support had increased²⁷.

In April 2020, the Home Office reported there was “evidence that cases are escalating more quickly to become complex and serious, with higher levels of physical violence and coercive control”²⁸, confirming the predictions of Refuge. In response, additional funding was assigned to attempt to improve support networks and resources. These include:

- £2 million to “immediately bolster” domestic abuse helplines and online support. By July 2020, £1.2m of this had been allocated to service providers.
- In May 2020, the government pledged £76 million in emergency funding to support vulnerable people. £25 million of this went to domestic abuse services, including £10 million to fund safe accommodation
- The #YouAreNotAlone campaign to inform victims of avenues of support in lockdown
 - ◊ In January 2021, the ANI scheme (Action Needed Immediately Scheme) was launched in partnership with local pharmacies. Participating pharmacies are “supposed to display material to let survivors know that trained staff are available to offer a safe and private space, with the option to call the police or other support services if needed.”²⁹. The government has since hailed the scheme as a success and seeks to expand this.

The impact of the pandemic on patterns of domestic abuse must be considered in future action, even as life returns to normality for most.

²⁴ House of Lords library, *Covid-19: The impact on victims of domestic abuse*

²⁵ House of Lords library, *Covid-19: The impact on victims of domestic abuse*

²⁶ House of Lords library, *Covid-19: The impact on victims of domestic abuse*

²⁷ Women’s Aid. (2022) *The Domestic Abuse Report 2022: The Annual Audit*, Bristol: Women’s Aid.

²⁸ House of Commons library, *Domestic abuse and Covid-19: A year into the pandemic*

²⁹ House of Commons library, *Domestic abuse and Covid-19: A year into the pandemic*

“Carol” was living with a partner who was physically and emotionally abusive and very controlling. Carol explained that messages couldn’t be left on the phone as her partner would know. Carol described how she would often sleep in the car or on a friend’s sofa when things were particularly bad. Carol had also found out that her signature had been forged on a document to remove her name from their joint tenancy agreement. Our Adviser helped Carol to contact the local council for emergency accommodation and provided information about specialist organisations that she could contact for further help.

Citizens Advice East Herts

Between April 2019 and July 2022, Citizens Advice East Herts dealt with 170 clients who presented with issues in relation to domestic abuse. Of these clients 126 sought advice while the UK remained under lockdown measures (the period between 16/3/2020 and 1/4/2022).

Client Demographics

All client demographics are dependent on the client providing information to their advisers, and only indicate overall demographic make-up. Unless otherwise stated, these graphs describe only clients who came forward with domestic abuse related issues for whom demographic data was available. It should be noted that we are dealing with small numbers and so a consideration of the national data might be more useful.

Gender

The gender distribution of domestic abuse in Citizens Advice East Herts clients reflects that of national Citizens Advice, who have 86% female client base. Domestic abuse does not impact men and women equally in East Herts, with a significant portion (85%) of clients being female. Although as outlines above, this is likely to not fully reflect the true proportion of men due to under-reporting.

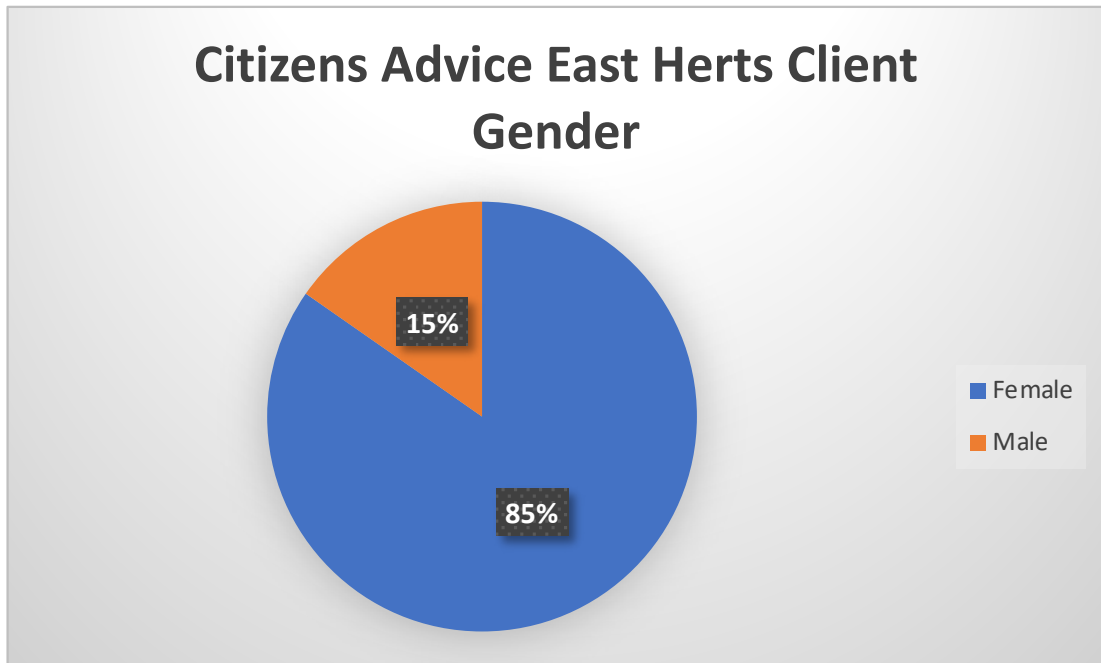


Figure 3

Gender in intimate partner violence

Citizens Advice East Herts saw a total of 74 clients concerning intimate partner abuse between 2019-2022, women victimised by men represented 60 of these clients. This is demonstrated in figure 4a, and is set against the national divide in figure 4b. The patterns are largely consistent with the national distribution with no significant deviation.

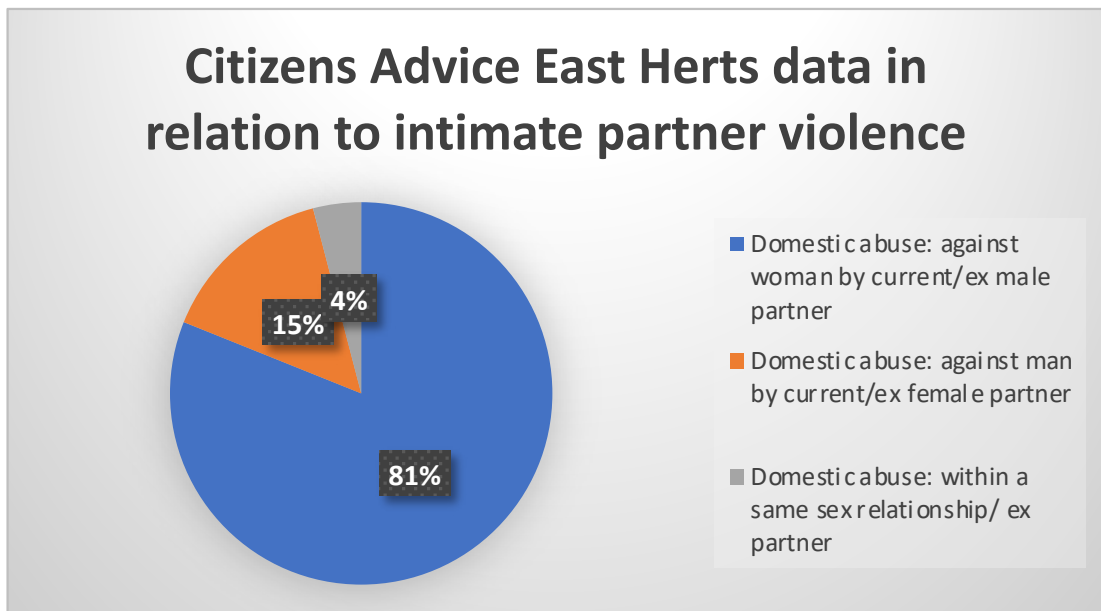


Figure 4a: Citizens Advice East Herts client data concerning intimate partner violence, representing percentage of clients in different intimate partner violence circumstances

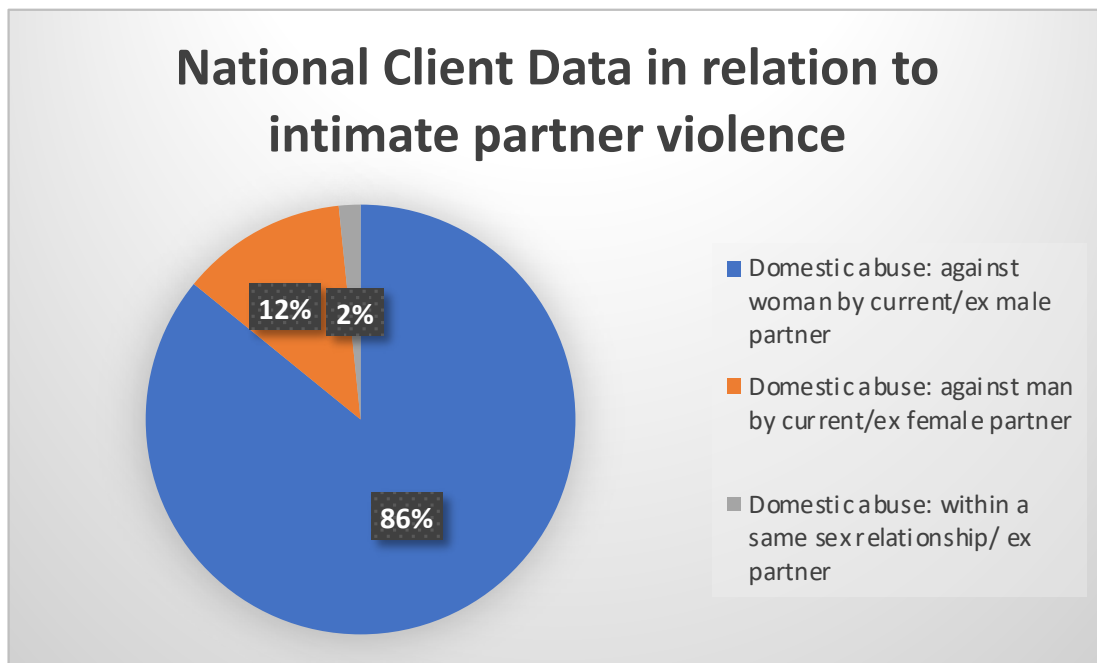


Figure 4b: Citizens Advice National client data concerning intimate partner violence, representing percentage of clients in different intimate partner violence circumstances

The recording in the Citizens Advice system of intimate partner violence, however, does not allow for the genders of same-sex couples to be recorded. This leaves a sector of data unavailable for analysis.

Ethnicity

There is no ethnic group that is proven to have higher instance of domestic abuse than another, with End Violence Against Women concluding that ethnicity did not present a risk factor³⁰. Citizens Advice East Herts clients appears to demonstrate that while white clients are over-represented (figure 5a), compared to the overall ethnic demographics of Hertfordshire they are in fact under-represented (figure 5b). This could indicate that Citizens Advice East Herts (and Citizens Advice at a national level as seen in figure 5c) has been successful in reaching a diverse ethnic group.

However, it is also important to question why other groups are significantly over-represented in the statistics. At a national level, black clients are represented at a rate twice to their relative population size, in Citizens Advice East Herts this rate is 2.5 higher. Asian clients are over-represented at a national level 1.4 times above their demographic size, and 1.3 times more in Citizens Advice East Herts. Citizens Advice can only measure issues amongst clients who come forward, so this could be due to how actively different ethnic groups seek advice, or white clients not recording their ethnicity. While only 37% of Citizens Advice East Herts client profiles provide ethnicity, 62% do at a national level- with both datasets showing similar distributions. This would seem to indicate that non-white

³⁰ End Violence Against Women, *Violence Against Women and Girls: Snapshot Report 2021-22*

clients are disproportionately seeking advice concerning domestic abuse across all local Citizens Advice. This over-representation of minorities requires further investigation to confirm if the distribution is a case of biased data collection or if there is an unrecorded risk factor for minorities. There is no ONS data on this issue, preventing additional insights.

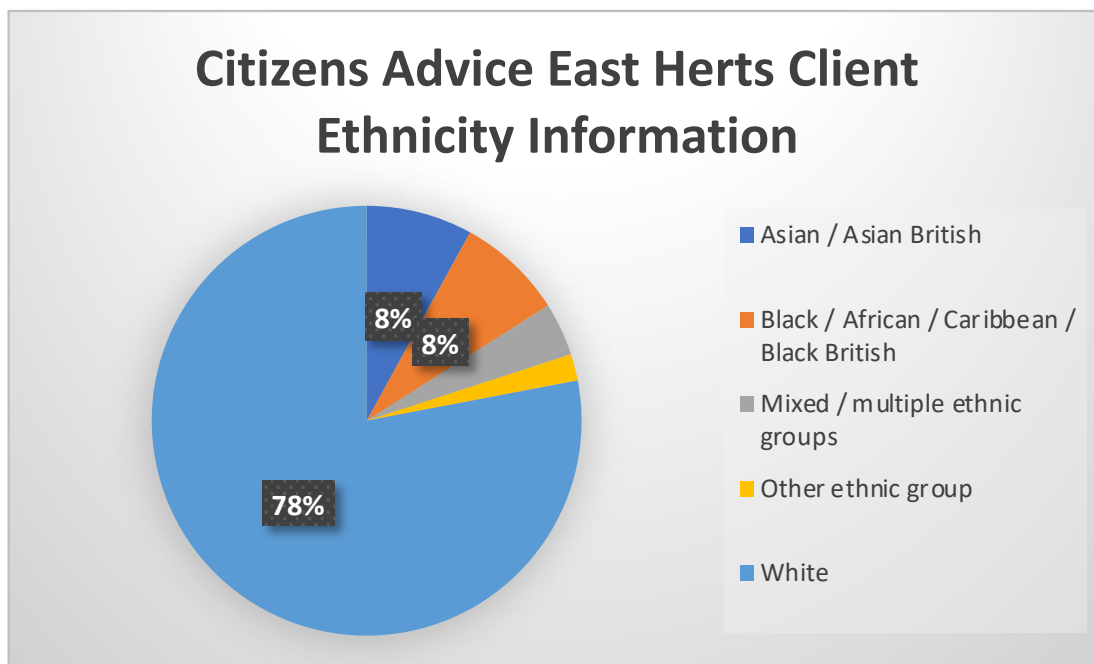


Figure 5a

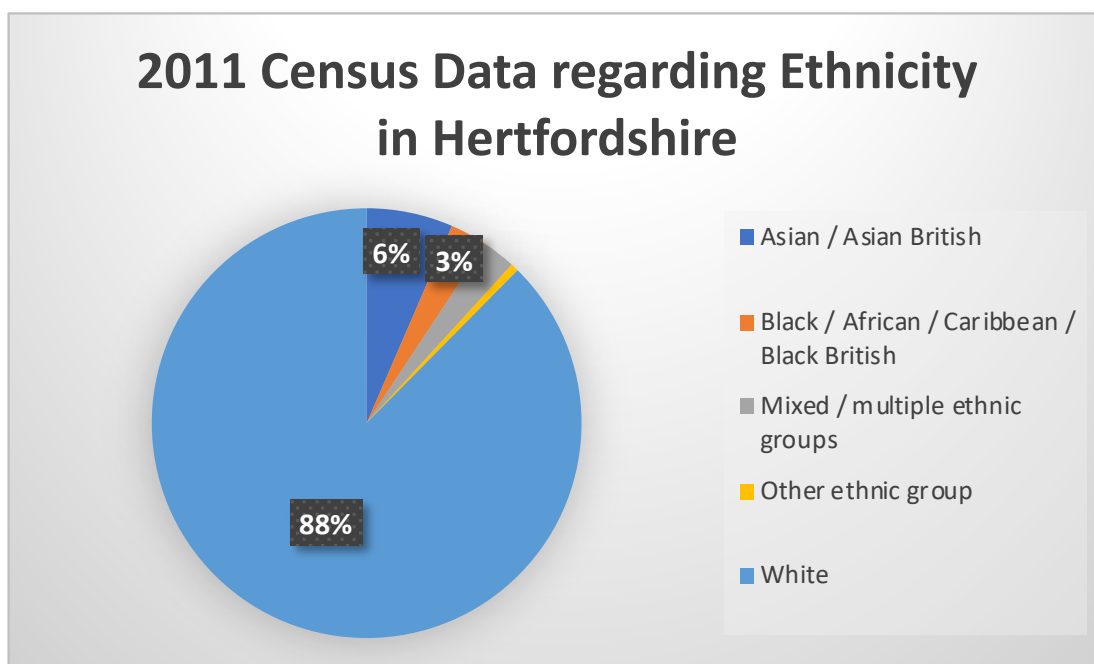


Figure 5b³¹

31 ONS Census 2011 Accessed via <https://www.hertfordshire.gov.uk/microsites/herts-insight/home.aspx> on 26/7/22

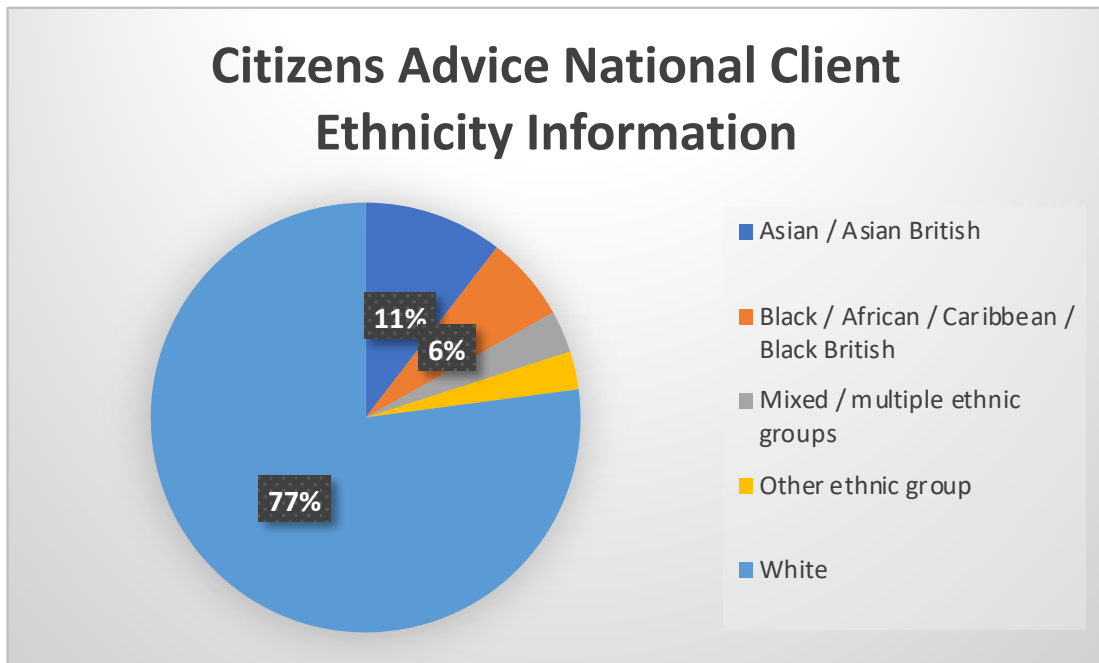


Figure 5c

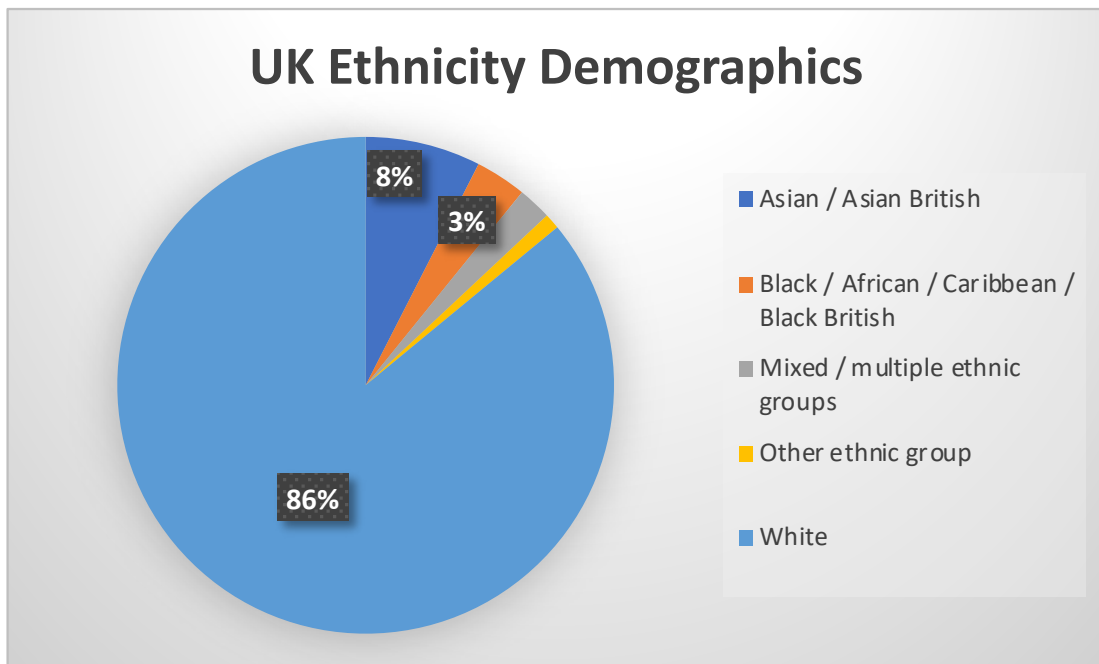


Figure 5d³²

Age

At both the level of Citizens Advice East Herts (figure 6a) and a national level (figure 6b), the most common client age range for domestic abuse clients is in the 35-39 range, with clusters around this age group and decreasing client numbers towards the oldest and youngest groups.

³² England and Wales 2011 Census

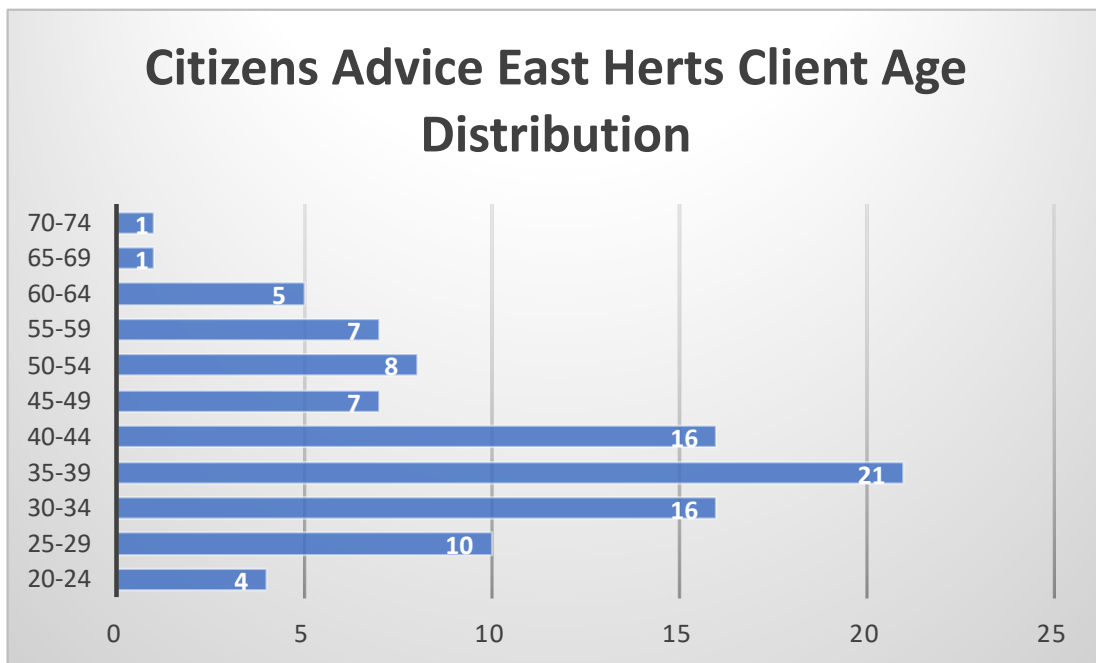


Figure 6a

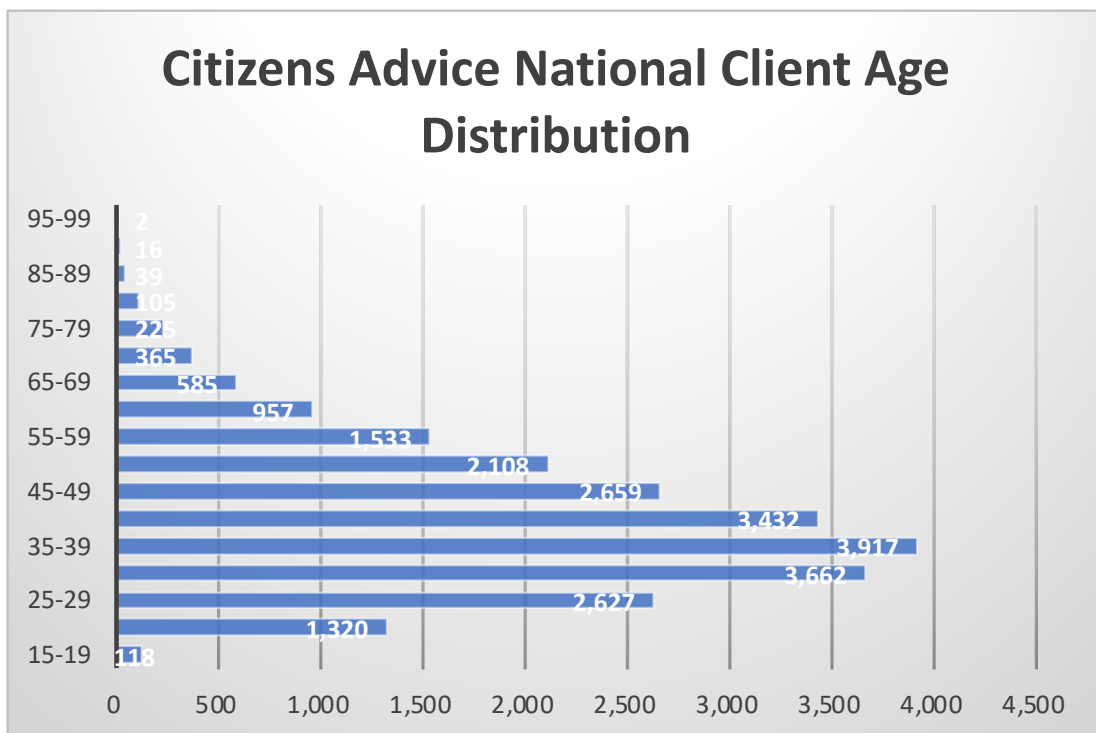


Figure 6b

Focusing on Citizens Advice East Herts data, the discrepancy in age groups could be explained by multiple factors- as listed below:

- Older clients are less likely to enter new relationships
- Individuals in abusive relationships may not survive to the older age groups either through natural causes or as a direct cause of prolonged abuse
- Older clients may have already escaped an abusive relationship in the past and no longer need support

- Younger clients may not feel confident contacting Citizens Advice
- Younger clients may not be able to recognise, or acknowledge that, they are in an abusive relationship.
- Middle-aged individuals are more likely to be in committed relationships and thus suffer intimate partner violence (figure 6c)
- Older clients are less likely to have access to a personal mobile phone that an abuser does not have access to

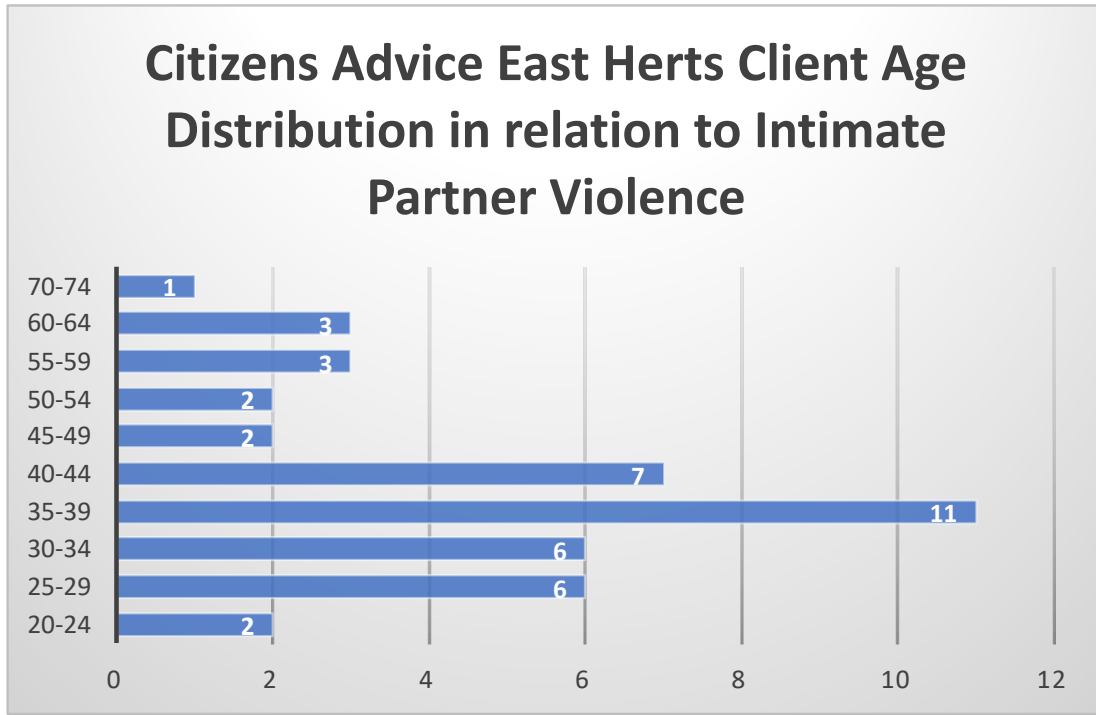


Figure 6c

Disability

Only 4% of domestic abuse clients in Citizens Advice East Herts declared a disability, and just over a fifth a long-term health condition. However, these clients are likely to face additional barriers to accessing advice, as well as their abuser being more easily able to victimise these individuals. Options for physically impaired clients must be put into place at offices and online. Likewise, for those with mental health difficulties the specific circumstances of these requirements should be considered.

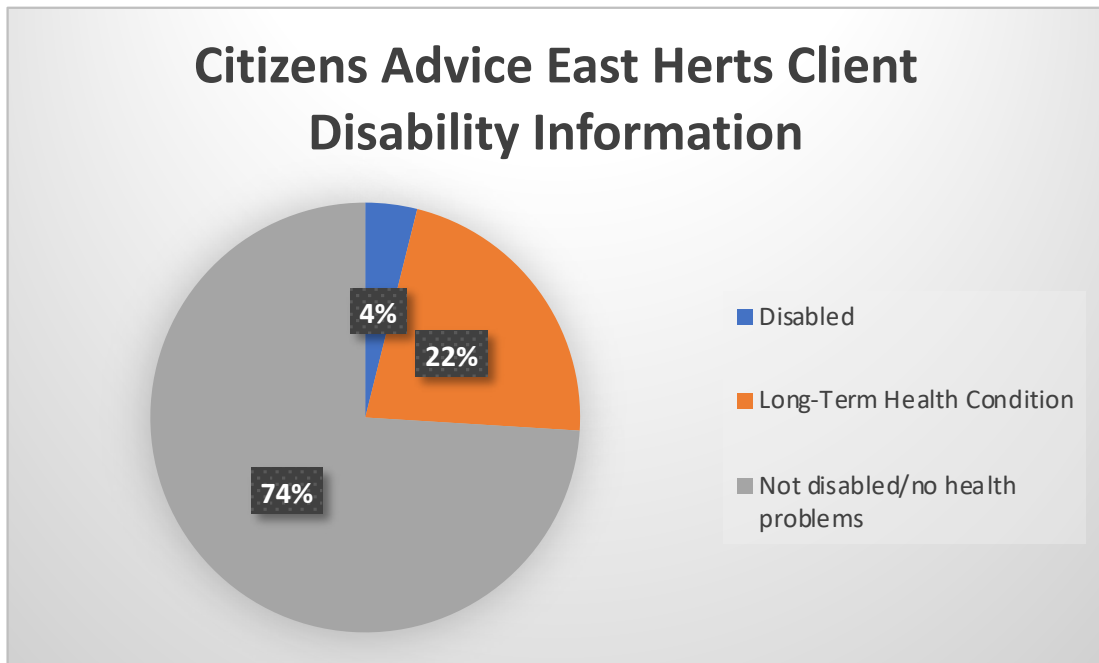


Figure 7a

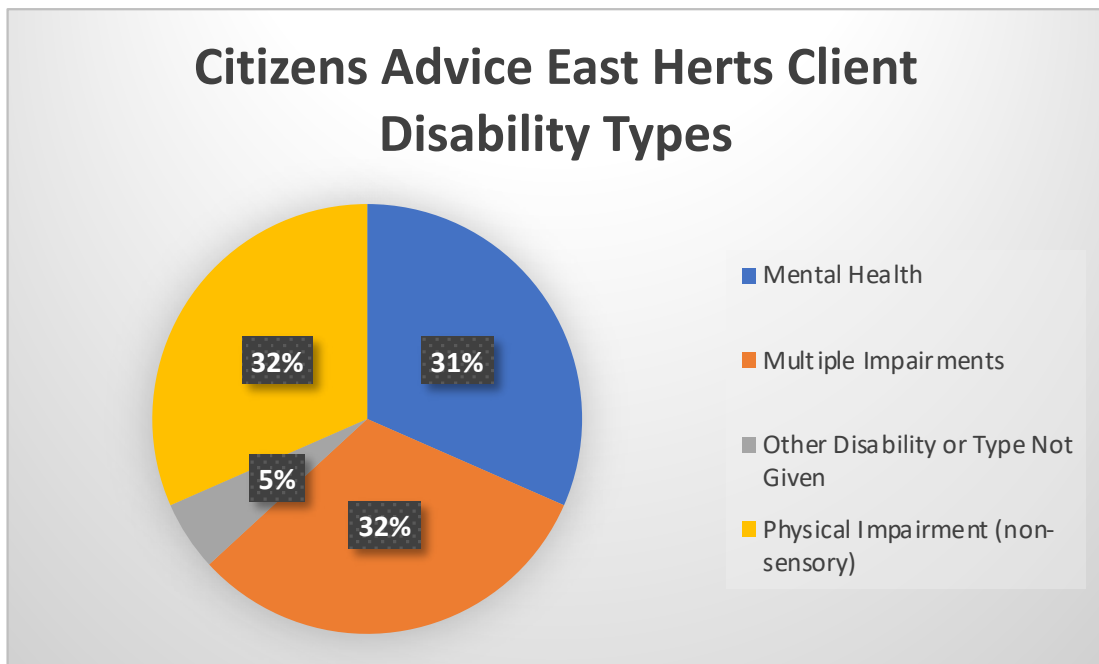


Figure 7b

Figure 7b outlines the types of disability clients presented with. The distribution of disabilities is largely equivalent. However, the category 'multiple impairments' is not a helpful category for determining the needs and priorities of the Citizens Advice East Herts client base.

The impact of Covid-19

In the period of April 2019- July 2022, Citizens Advice East Herts saw 170 clients presenting with domestic abuse issues, 126 of these came between 16/3/20 (the day Covid-19 measures were first introduced) and 1/4/2022 (the end of UK restrictions). Taking the period from April 2016 to June 2019, Citizen's Advice East Herts saw only 55 clients concerning the same issues. The clients who came for advice during lockdown were not part of expected numbers, and this rise is noteworthy alongside the context of Covid-19 and the national increase of service demand observed during restriction periods.

This also indicates that remote appointment measures, that do not require a victim to travel, allow access and support for victims, and are a useful option to keep available for clients.

"Frances" told us that she and her children are still living in the same property as her ex-partner. Universal credit is paid to them as a family but goes directly to her ex-partner's bank account. Her ex-partner then may or may not give her some of the money. However, it is Frances who buys the food and household goods so struggles to be able to afford what she and her children need. Frances's ex-partner won't make any changes voluntarily to the universal credit payment and so Frances wanted advice on what action she could take. Our Adviser provided information on how to contact DWP to establish that although Frances and her ex-partner are still living in the same property, they are now separate households and hence update the universal credit details to reflect the current situation with any payments due to Frances to be paid to her directly.

Conclusions

- Patterns of domestic abuse within Citizens Advice East Herts are consistent with the national level data of Citizens Advice, and largely follows patterns and data recorded by other charitable organisations.
- Covid-19 presented a significant rise in the number of clients coming to Citizens Advice East Herts for assistance.
- Domestic abuse clients tend to be middle-aged, with fewer from the youngest and oldest age groups.
- Ethnic minorities are over-represented in Citizens Advice East Herts data.
- Gender represents a significant risk factor for clients, with 85% of victims being female.
- There are several avenues of data which cannot be explored due to poor Advice Issue Code (AIC) categorisation.
- Reliance on self-reporting renders entirely reliable analysis difficult and conclusions must therefore be based on a reduced sample composed of available information.

Recommendations

Communication and Accessibility

Individuals who do not feel safe to access support are unlikely to do, similarly those who cannot access resources are unable to find support.

- Collaboration with disability advocacy groups to increase accessibility for disabled clients.
- Ensuring all Citizens Advice material is accessible via screen reader and similar devices.

Research and campaigns

- Further investigation into the over-representation of ethnic minority clients interacting with Citizens Advice East Herts.
- Encouraging pharmacies, especially rural ones, to engage with the Action Needed Immediately Scheme (ANI) programme (as outlined in 'The National Picture: the impact of Covid-19').
 - ◇ Likewise, implementing similar schemes in other community spaces in East Herts such as coffee shops, community centres, children's clubs, libraries, and supermarkets.
- Curating a campaign focused on male victims to encourage them to come forward and ask for help.
 - ◇ While this campaign should not overshadow the serious concern of female safety in abusive situations, it is important that men feel able to access support services that they may feel are not for them.
 - ◇ An example of such a campaign is the #DontDismissIt campaign run by Leicester City Council.
- The introduction of gender-neutral language in campaigns which do not have a specific target demographic in order to access male victims and LGBTQ+ victims who may feel excluded by feminine language or the assumption of heterosexuality.
- Launching a campaign to allow friends and families of victims to recognise the symptoms of abuse and feel empowered to support their loved ones.
 - ◇ An example of such a campaign is the 'domestic abuse is everyone's business' campaign run through collaboration of WWiN and the Northumbria Police and Crime Commissioner.

Advice Issue Code (AIC) and Categorisation

Greater clarity and range of AIC categorisation, and expansion of client profile options, would allow for better data collection and analysis.

- In instances of abuse within a same-sex couple, it would be useful to have the gender of both victim and perpetrator outlined in the AIC (much as with heterosexual couplings).
- 'Multiple Impairments' limits insight into the needs of disabled clients.
 - ◊ A more effective system would record the access needs of clients, allowing offices to integrate useful measures into their space and resources.
- Gender categorisation does not reveal if the client has transitioned or is in the process of doing so.
- Domestic Abuse: Other (AIC 99) represented a significant proportion of data.
 - ◊ Greater clarification for advisers on use of AICs in abuse cases is needed.

Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

Citizens Advice is a local independent charity, part of the national network. As a charity we have to fundraise to cover the costs of delivering our free advice service. For further information on the work we do, how we can help or how you can get involved please see our website:

citizensadviceeastherts.org.uk



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