

58374 People referred to citizens advice

Please could you confirm how many people in your local authority area have been referred by the council to citizens advice for reasons relating to energy bills in:

2023-24

2024-25

2025-26 to date

The Council does not keep a record of Citizen's Advice referrals as this is usually a place a customer is signposted to, rather than a formal referral being made. Additionally, if a Council tenant has had issues relating to energy bills, this would usually be dealt with by the Council directly and any support would be provided by us.