

Citizens Advice is the largest advice charity in Northern Ireland working against poverty and meeting the information and advice needs of over 89,000 people per year in bureaux and over 310,000 people online via Adviceguide, our self-help website. Our bureaux deal with over 305,000 issues across a wide range of advice categories, including benefits, debt, consumer, employment and housing issues. We also represent the public at almost 2700 social security appeal tribunals a year. Advice is available to all communities from 28 main offices across Northern Ireland and from over 110 other outlets.

We welcome the opportunity to respond to the call for evidence on the Work and Families Bill. Citizens Advice supports the clauses of the Bill, and feels that it takes into consideration the points raised in our original consultation submission in August 2013. The implementation of the Bill will allow working families greater flexibility, control and choice over care arrangements for children during the early stages of their lives.

Citizens Advice looks forward to the introduction of the Bill.