Advising in Austerity
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“An excellent, empirically-rich account of the key role played by advice agencies of different kinds in helping individuals to deal with the challenges of austerity.”

Rhys Jones, Aberystwyth University

“Bringing together vivid case studies and insightful commentary from ‘front line’ providers, Advising in Austerity is a very welcome addition to the literature on legal aid and advice.”

Sarah Moore, University of Bath

“Citizens Advice Bureaux operate at the meeting point between private troubles and public issues. By considering the challenges faced by advisors and their clients, this unique book offers a chastening insight into the realities of austerity and recent social policy.”

David Skinner, Anglia Ruskin University

In a world dominated by austerity politics and policies, Advising in Austerity provides a lively and thought-provoking account of the conditions, consequences and challenges of advice work in the UK, presenting a rare and rich view of the world of advice giving. Based on original research it examines how advisors negotiate the private troubles of those who come to Citizens Advice Bureaux (CAB) and construct ways forward. Exploring the work and experiences of advisers, the contributor team reflect on the challenges facing Citizens Advice Bureaux in the future, where austerity will ensure that the need for advice services increases, while funding for such services declines.

Samuel Kirwan is a Research Fellow at the University of Warwick. Having worked on the ‘New Sites of Legal Consciousness’ Research Programme between 2013 and 2016, Dr Kirwan developed strong links with Citizens Advice Bureaux across the United Kingdom and with other advice services in the Bristol area. He is a founding member of the Authority Research Network and contributes to the blog at www.authorityresearch.net/blog. His publications include Space, Power and the Making of the Commons (Routledge, 2015).