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22nd July 2026

Rt Hon Andy Burnham MP
Prime Minister
10 Downing Street
London
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Access to free and independent advice services are essential to delivering the Government's agenda

Dear Prime Minister,

I am writing from AdviceUK, the UK's largest network of free and independent advice services, to congratulate you on your appointment as Prime Minister.

AdviceUK represents around 700 organisations across Britain that collectively support around 2.8 million people each year on issues including benefits, debt, housing, immigration and employment. Data from AdviceUK's case management system shows more than 1 million clients were assisted between 2025 and 2026, including over 303,000 welfare rights and benefits cases, more than 100,000 debt cases and nearly 89,000 housing cases.

Advisers see where policy change is working, where it is failing, and how gaps between departments play out in people's lives. That frontline insight will be invaluable as your government develops a new 10-year plan for Britain and implements immediate measures to tackle a persistent and enduring cost of living crisis.

As your new Government sets out its priorities, advice services should be recognised as an essential local service. Free and independent advice services help people understand their rights and entitlements, resolve problems early, and stop avoidable hardship escalating into deeper crises, placing significant pressure on other public services.

This year's AdviceUK's member survey found that 48 percent had reduced services in the last 12 months, 75.6 percent identified rising demand as a key driver of pressure, 45.5 percent cited reduced funding and 51 percent said they had turned people away because they lacked capacity.

As Prime Minister, you have set out an ambitious programme to make life's essentials more affordable, help more people into work and develop a new ten-year plan for Britain. Free and independent advice services should be recognised as a critical part of delivering those ambitions. They help people access the support they are entitled to, navigate increasingly complex systems, and ensure that Government policies reach the people they are designed to support.

Alongside this we are excited about your plans to tour the country, listening to how ordinary people, including young people, are grappling with a cost-of-living crisis which has become an everyday feature of people's lives. But we also urge you to visit advice services which are at the brunt end of these challenges. Advice services are facing growing demand while operating with increasingly constrained resources. In our annual members survey, advice services across the country identified a combination of rising needs, funding pressures and increasing case complexity as the main factors limiting their ability to meet demand.

AdviceUK is calling for sustained investment in free and independent advice services and a cross-government national advice workforce strategy. A stronger workforce plan would help stabilise services, improve retention in the workforce, and ensure communities can continue to access essential and timely support when they need it most.

Yours sincerely,



Liz Bayram
Chief Executive, AdviceUK