

DIDCOT TOWN COUNCIL – GRANT REPORT April 2022

Oxfordshire South and Vale Citizens Advice

Background

1. For 2021/22, Didcot Town Council's Finance and General Purposes Committee awarded Citizens Advice a grant of £10,000. We are grateful to the Town Council for this funding; it is essential to our financial security. We receive no core funding from the national Citizens Advice charity or any other national source. All our core income is raised locally.

This report sets out what the funding has been used for.

Purposes for which the grant is being used

2. We are using the grant as a contribution to (a) the premises & offices costs of our Didcot Advice Centre and (b) volunteer expenses.

Volunteer expenses (this may include essential equipment, and travel expenses)

£ 475

Office costs (Reference materials, IT equipment & support, telephone, office equipment, printing and stationary, postage,)

£ 2,666

Premises costs (Heat and light, rent, rates, insurance, cleaning, repairs)

£11,984

Total annual costs of volunteer expenses, office and premises costs

£15,125

Grant awarded

£10,000

This grant enables us to maintain a high quality service to residents from Didcot and the surrounding area.

NB Our annual costs were reduced in 2020 by limited use of the office and less travel caused by the Covid pandemic.

Our clients in Didcot

3. We reach a large number of people from the **Didcot Citizens Advice Centre** (in Dales, 9-15 High Street Didcot OX11 8EQ). During **2021/22**:

Total Clients served from Didcot Advice Centre **2,664**

Clients from Didcot wards **1,039**

Number of issues raised by Didcot Clients **3,717**

4. The difference between the total number of clients served by the *Didcot Advice Centre* and the number of clients from *Didcot wards* is explained by the fact that some clients who work in Didcot but live elsewhere may use the service, as well as clients that use the service from the surrounding Parishes. In addition, our volunteers support the national Adviceline Service, where call queues are shared across a number of local Citizens Advice to make best use of the call handlers and reduce overall waiting times. The Town Council will be interested to know that many Parish Councils continue to contribute towards our costs.
5. **Covid-19.** Over the last year, all our Advice Centres have remained closed to the public for general drop-in, but we have been gradually returning to our offices and delivering some face to face appointments where appropriate and safe to do so.
6. Many of our advisers and supervisors continue to operate our AdviceLine service and telephone appointments from home but we are now planning to reopen a general drop-in one day a week after the Easter Break.

Some facts about Citizens Advice service to Didcot clients

Topics people bring to us:

Issues

	Issues	Clients
Benefits & tax credits	740	294
Benefits Universal Credit	480	159
Consumer goods & services	91	49
Debt	294	131
Education	23	18
Employment	296	132
Financial services & capability	149	69
GVA & Hate Crime	27	20
Health & community care	39	24
Housing	242	120
Immigration & asylum	83	41
Legal	124	78
Other	773	377
Relationships & family	238	123
Tax	28	21
Travel & transport	33	29
Utilities & communications	57	31
Grand Total	3,717	

Our Impact for Didcot Clients

Outcomes

Income gain	£191,617
Re-imbursments, services, loans	£4,395
Debts written off	£18,243
Repayments rescheduled	£6,932

Our costs in Didcot

£

- Total cost of CA service in Didcot: 57,933
- District Council covers approx. 60% of total cost: 40,413
- Didcot Town Council grant: 10,000
- Amount raised from Parish Councils / Trusts: 7,520