

DIDCOT TOWN COUNCIL – GRANT REPORT JULY 2019

Citizens Advice Oxfordshire South and Vale

Background

1. In November 2018, 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 to pay for (a) the management of the Didcot Advice Centre in Dales, 9-15 High Street Didcot OX11 8EQ and (b) the training, professional development and supervision of the 37 trained volunteers who provide the Citizens Advice service in Didcot.
3. Our volunteers are trained as face to face advisers, telephone advisers, supervisors, administrators, IT support and receptionists. They are managed by an Advice Services Manager and 2 Advice Session Supervisors. Our service quality is high:
 - Advisors train for **9-12** months + additional training to give in depth advice
 - Each advice session is managed by a paid Supervisor
 - Supervisors support and advise volunteers
 - Supervisors challenge and check case reports
 - Supervisors offer feedback & appraise Advisors
 - A sample of case reports is checked by our lead quality Assessor
 - And a sample of these are sent to the national CA Assessor
 - OSAV CA is then benchmarked against national standard
 - OSAV's Quality of Advice assessed at over **83%** during 2018/19 ('Green', the highest rating)

Our clients in Didcot

4. We reach a large number of people from the **Didcot Citizens Advice Centre** – last year, we served over **2,373** clients face to face and by phone. This includes

1,629 Didcot residents. The remainder either worked in Didcot, used our Wallingford Advice Centre, or lived in the surrounding villages.

	Didcot All Saints	Didcot Ladygrove	Didcot Northbourne	Didcot Park	Total
2012-13	201	286	369	213	1,069
2013-14	261	196	360	204	1,021
2014-15	407	265	399	263	1,334
	Didcot West	Didcot North East	Didcot South		Total
2015-16	393	373	639		1,405
2016-17	452	435	672		1,559
2017-18	464	421	677		1,562
2018-19	403	443	783		1,629
2019-20					

The difference between the total number of clients served by the Didcot *office* 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 will clients from the surrounding Parishes. The Town Council will be interested to know that many Parish Councils are now contributing towards our costs.

Top 6 main topics people bring to us:

- Benefits and tax credits
- Debt
- Employment
- Housing
- Relationships /family
- Consumer goods & services

Our costs in Didcot

	£
• Approx cost of each client advice session:	36.00
• Total cost of CA service in Didcot (2,400 x 36):	86K
• District Council covers 60% of total cost:	52K
• Didcot Town Council grant:	10K
• Amount to be raised from Parish Councils / Trusts:	24K

Our Impact (across South and Vale)

• Likely to recommend Citizens Advice	86%
• Helped to find a way forward	79%
• Problem resolved (at first session)	64%
• Problem resolved (13-18 weeks after)*	75%
• Stressed / depressed before advice**	2 in 3
• Less stressed/ depressed after advice**	4 in 5
• Quality of Advice (audited)	Green
• Each £1 invested in OSAVCAB led to***: £4.82 in savings to government	

*Figures derived from independent survey of OSAV Citizens Advice clients Jan-March 2019

*Citizens Advice (2014) findings from national outcomes and impact research

*** Cost benefit model approved by HM Treasury set out in National Citizens Advice

'Modelling the value of the Citizens Advice service in 14/15'