

Oxfordshire South & Vale Citizens Advice

**Didcot Town Council
Citizens Advice 2016-17**

**citizens
advice**

About OSAV Citizens Advice



- An independent charity offering the Citizens Advice service locally
- Formed in 2013 following merger of several CABs
- We advise **9,000+** people each year face to face and by phone
- Via **9** FTE staff and **156** trained volunteers in **5** Advice Centres
- In Abingdon, Didcot, Henley, Thame and Wallingford
- Very good Value for Money re benefits for each pound invested

Citizens Advice Oxfordshire South & Vale

9,696 Clients

156 volunteers

9 FTE
Staff

**citizens
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About Citizens Advice nationally

Member of Citizens Advice nationally (Charity of the Year 2015).

- It sets the advice standard, assures quality and audits our service
- It maintains a website and provides support and training
- It advises on managing the local Citizens Advice organizations

We do not receive funds from the national charity or Central Government.



Why are we needed?

- Anyone can experience a problem. Life is complicated and many encounter problems they don't know how to deal with. They need help.
- Sometimes help can be provided via a 10 minute phone call. In other cases, many visits may be needed involving hours of Adviser time.
- Failure to tackle a problem (debt) can lead to other problems (loss of home, depression) and affect other people (dependents).
- This can reduce a person's ability to manage a family or earn a living.

Performance 2013-17



Didcot client numbers

	Didcot West	Didcot North east	Didcot South	Total
2015/16	393	373	639	1,405
2016/17	452	435	672	1,559

154 Didcot clients were seen last year compared to the previous year, an increase of 11%

Our Impact – Client benefits

- Likely to recommend CA 82%
- Helped to find a way forward 77%
- Problem resolved 74% (6-8 weeks after)
- 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 saving to Government
- Total public value of volunteering for CA £761,543



Figures derived from independent survey of OSAV Citizens Advice clients

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

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

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

Our volunteers – a success story

- We have recruited and trained 156 local volunteers
- They are trained as: advisers, telephone advisers, supervisors, administrators, IT support, community trainers and fundraisers.
- Volunteers provide a valuable service estimated at **£761,543 pa.**
- They also benefit: career development, social contact, learning new skills & team work.
- A paid member of staff is usually present at each advice session