Oxfordshire South & Vale Citizens Advice

> Thame Town Council Citizens Advice 2017/18

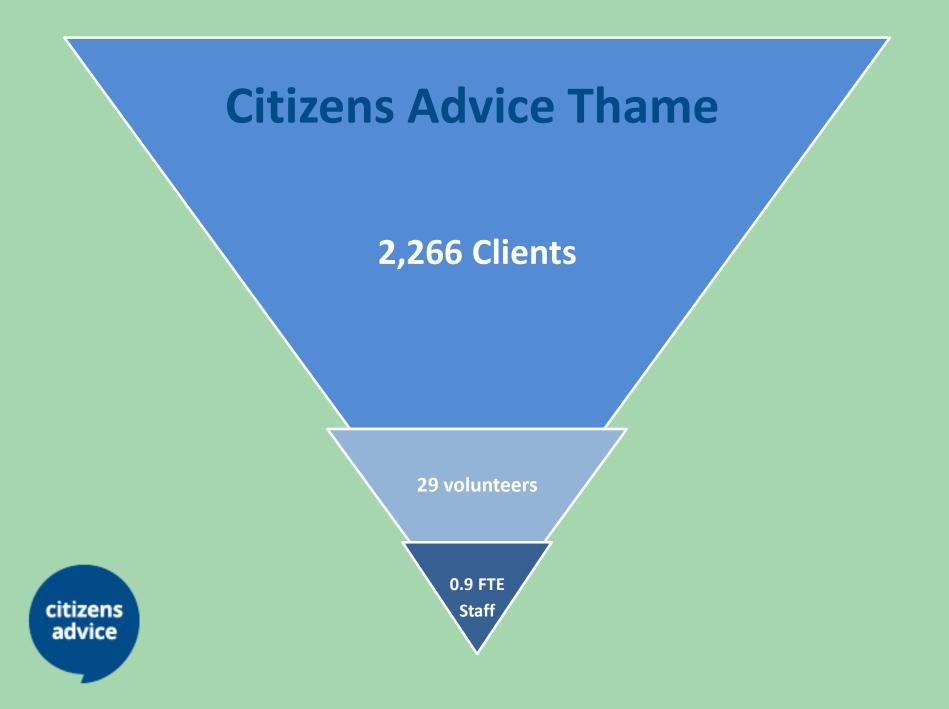
citizens advice

About OSAV Citizens Advice



- An independent charity offering the Citizens Advice service locally
- Formed in 2013 following merger of several CABs
- We advise **10,000+** people each year face to face and by phone
- Via **9** FTE staff and **160** trained volunteers in **5** Advice Centres
- In Thame, Abingdon, Didcot, Henley and Wallingford
- Very good Value for Money re benefits for each pound invested





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.



Thame client numbers 2017/18

Thame Citizens Advice 2,266 clients

Thame Town residents627 clients

38% were advised face to face, 50% by phone with 7% by email and 5% unrecorded

| Top 5 issues in Thame: | Clients |
|--------------------------|---------|
| Benefit and Tax credits* | 509 |
| Employment | 281 |
| Housing | 269 |
| Relationships/family | 250 |
| Debt | 217 |

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* This includes 38 clients seeking advice re Universal Credit

Tableau CP1 2017-2018 by office (Thame)

Our Impact (1) – Client benefits

| • | Likely to recommend CA* | 97% |
|---|--|--------|
| • | Helped to find a way forward* | 95% |
| • | Problem resolved after first visit* | 58% |
| • | Problem resolved after 13-18 weeks** | 72% |
| • | Stressed / depressed before advice*** | 2 in 3 |
| • | Less stressed/ depressed after advice*** | 4 in 5 |
| • | Quality of Advice (audited) | Green |



- * Based on sample of 1,341 feedback forms Feb-April 2018
- **NB Figures derived from independent phone survey in 2017
- ***Citizens Advice (2014) Findings from national outcomes and impact research

Our Impact (2) – Value for Money

Every £1 invested in OSAVCAB in 2016/17* led to:

£4.82 in fiscal benefit (savings to Government such as reductions in health service demand, homelessness and out of work benefits)

£26.81 in public value (wider economic and social benefit such as improvements in participation and productivity for clients and volunteers)

£25.68 in benefits to individuals (income via benefits gained, debts written off and consumer problems resolved)

And

£761,543 represents the total public value of volunteering for Citizens Advice in our area

* 2017/18 figures not yet available. Cost benefit model approved by HM Treasury. Methodology set out in national Citizens Advice technical report: 'Modelling the value of the Citizens Advice service in 14/15'

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Our volunteers – a success story

- We have recruited and trained 9 volunteers in 17/18
- They are trained as: advisers, telephone advisers, supervisors, administrators, IT support.
- Volunteers provide a valuable service estimated at £761,543
 pa.16/17
- They also benefit: career development, social contact, learning new skills & team work.

• A paid member of staff is usually present at each advice session citizens advice