

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

Citizens Advice Thame

2,266 Clients

29 volunteers

0.9 FTE
Staff

**citizens
advice**

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 residents **627 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



* 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'



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