

Our impact in 2020/21

The difference we make to Thame



**citizens
advice**

Thame

Citizens Advice Thame

In 2020/21, advisers in Thame helped more than **1,300 people** with **2,730 issues**.

We're an important part of the community, with an in-depth understanding of local needs.

We use this to tailor our services and we work with other local organisations to achieve the best outcomes for our clients.



What we do

We help people with a range of problems including issues with housing, debt, benefits, employment, relationships and consumer rights. Often people have more than one issue they need help with.

Advice



Help to Claim



Debt



How we helped

People accessed us in different ways:



56
face-to-face



1920
by telephone



171
by email

£

Steve, a volunteer adviser, helped Nina with her problem. He found out she recently had a change in her employment.

This had put added pressure on her finances, which was why she was getting behind on her rent.

Impact of Covid-19

In March 2020, Covid-19 caused unprecedented challenges for our service and the people we help.

Thanks to our dedicated volunteers, we were able to continue providing quality advice through phone and email, even when we had to reduce face-to-face support.



1,920

calls answered



Our volunteers

Our **25 volunteers** give their time, skills and experience to enable us to reach as many people as we do.

In 2020/21, our trained volunteers gave up **£896,707** worth of volunteering hours to help deliver our services.

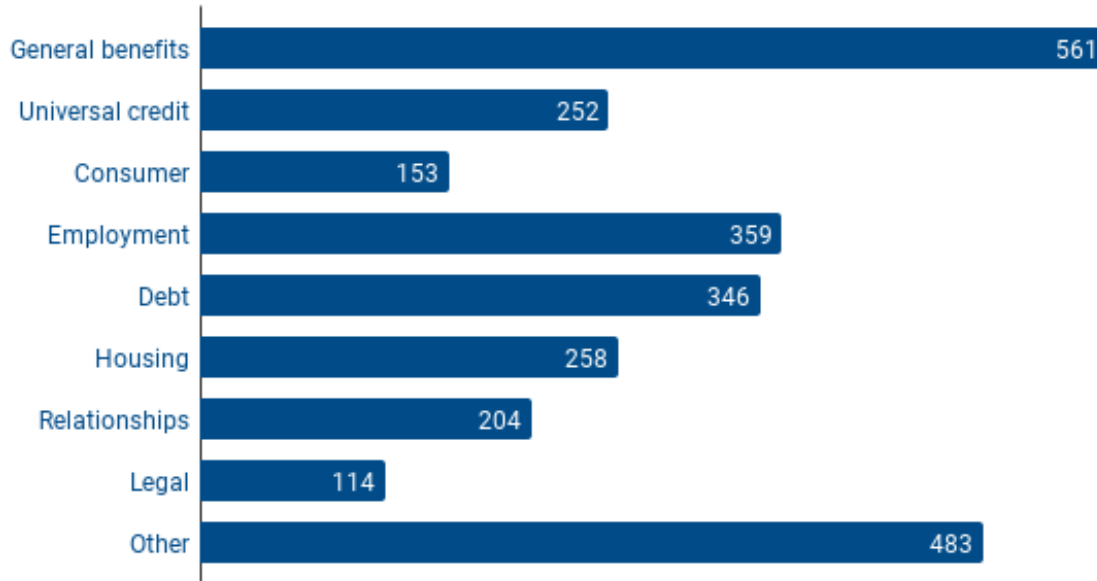
We are continually recruiting volunteers to meet the demand for our service.

* Figures for Citizens Advice Oxfordshire South and Vale, 2020/21



The issues we helped to resolve

Top issues Thame advisers helped our clients to resolve



Our advice is effective

Problems don't happen in isolation and can have a severe consequences. Solving them stops these situations escalating.

The wider impact of advice – what we achieve as a result of solving problems and providing support – is just as important.



8 in 10 people

said their problem was solved following advice, and 3 in 4 of them said they could not have resolved their problem without us



9 out of 10 people

said we helped them find a way forward

We improve people's lives

Our advice:

keeps people in employment or helps them back to work

prevents housing evictions and statutory homelessness

reduces demand for mental health and GP services

Improves mental wellbeing

improves family relationships



Why fixing problems matters

If left unsolved, problems don't just affect the individual, they affect this community. Solving them creates considerable value to society.



Over 9 in 10 people

we help say that their problem negatively affected their life



Around 1 in 5 people

are not confident using the internet, including to search for information online



3 in 5 people

Lack confidence in taking action to solve their issue

Research and campaigns

No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today.

We submit local evidence to the national office which is used to influence policy makers in government and utility companies to make things better for people.

As a result of the charity's campaigning, the government paused evictions and bailiff activity during the height of the pandemic.



Citizens Advice Thame

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