

# The difference we make to Thame



**citizens  
advice**

**Thame**

# Citizens Advice Oxfordshire South & Vale (OSAV) are located across 4 offices and 3 outreaches



# Citizens Advice Thame

In the year 2021/22, advisers in Thame helped more than **1,360 people** with **2,486 issues**.

During the year-to-date 2022/23, those advisers have already helped more than **1,000 people** with more than **1,850 issues**.

Last year, for residents in Thame ward, we facilitated over **£91k income gain** for those we supported (e.g Benefit or Tax Credit gain) and helped get over **£58k** worth of **debt written off**.



# Services offered at Thame

- Office open on Monday, Tuesdays and Thursdays
- Booked appointments available on all three days
- Drop-in sessions available Tuesdays and Thursdays
- Telephone advice available Monday to Friday 9-5

Drop-in sessions are generally well attended, Tuesday is usually busier than Thursday

# Other local news

- We continue to work closely with Sharing Life Trust, pressure on Foodbank has increased significantly
- We worked with Cosy Thame to provide free draught excluders to people struggling with energy costs
- We need to recruit more volunteer advisers to increase capacity
- We managed to secure charitable funding to improve and upgrade IT systems.
- The office has been re-decorated internally
- The office has been selected by Cit.A to be the subject of a re-branding exercise in 2023.

# 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:

	<b>21/22</b>	<b>22/23(*)</b>
 face-to-face	<b>140</b>	<b>411</b>
 by telephone	<b>2,171</b>	<b>1,259</b>
 by email	<b>183</b>	<b>197</b>

Alison, a volunteer adviser, helped George with his problem. She identified that he was entitled to claim Pension Credit to top-up his state pension and provided him with a fuel voucher to top-up his pre-payment meter.

George had been struggling with the rising cost of living.

£

\* This is year to date within year 2022/23

# Our volunteers

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

In 2021/22, our trained **Thame** volunteers gave **£138,000** worth of volunteering hours to help deliver our services.

Across our region we have over 130 volunteers providing nearly £900k worth of volunteering hours.

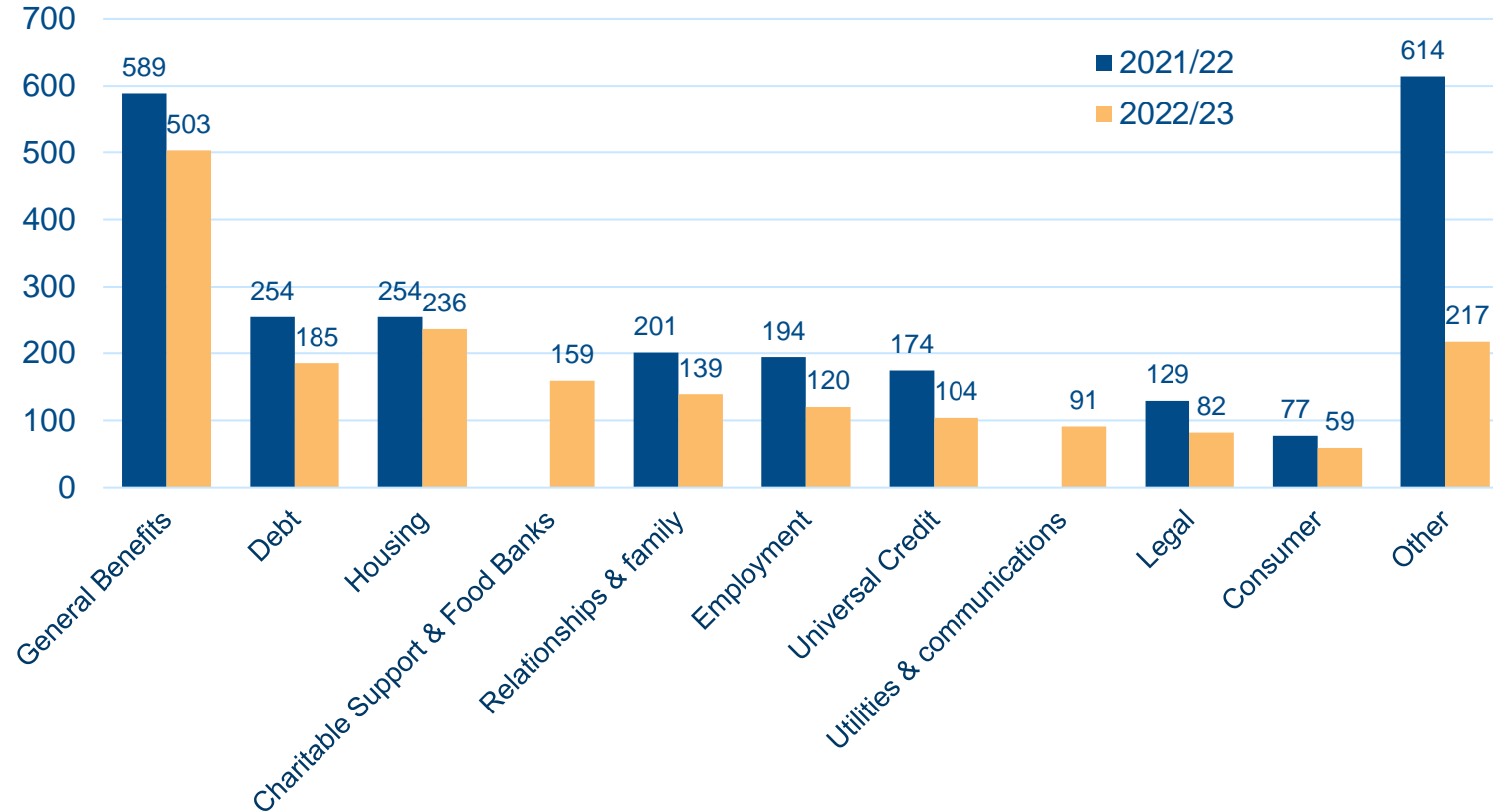
We are continually recruiting volunteers to meet the demand for our service.

\* Figures for Citizens Advice Oxfordshire South and Vale, 2021/22

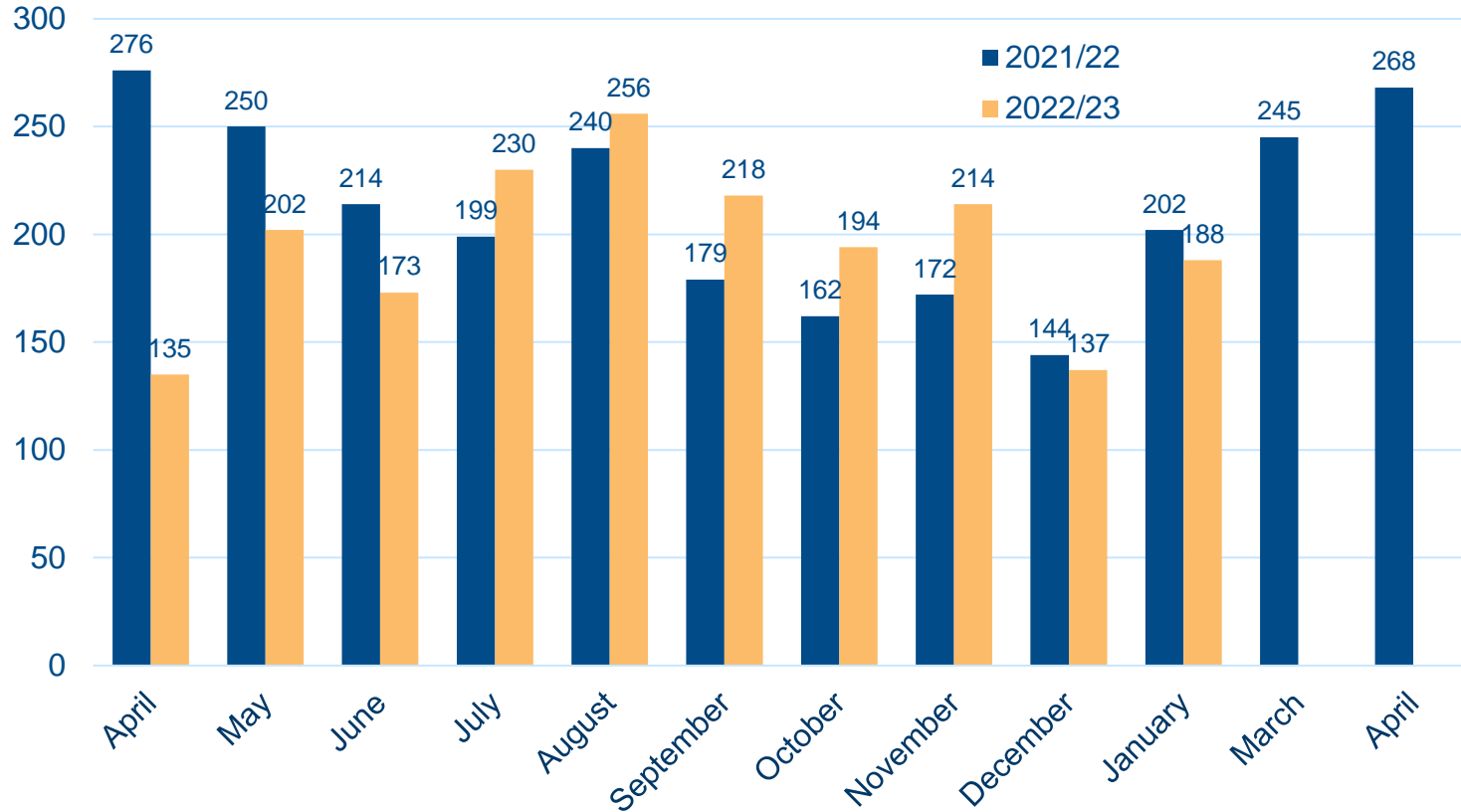




# Issues supported by Thame



# Issues by month supported by Thame

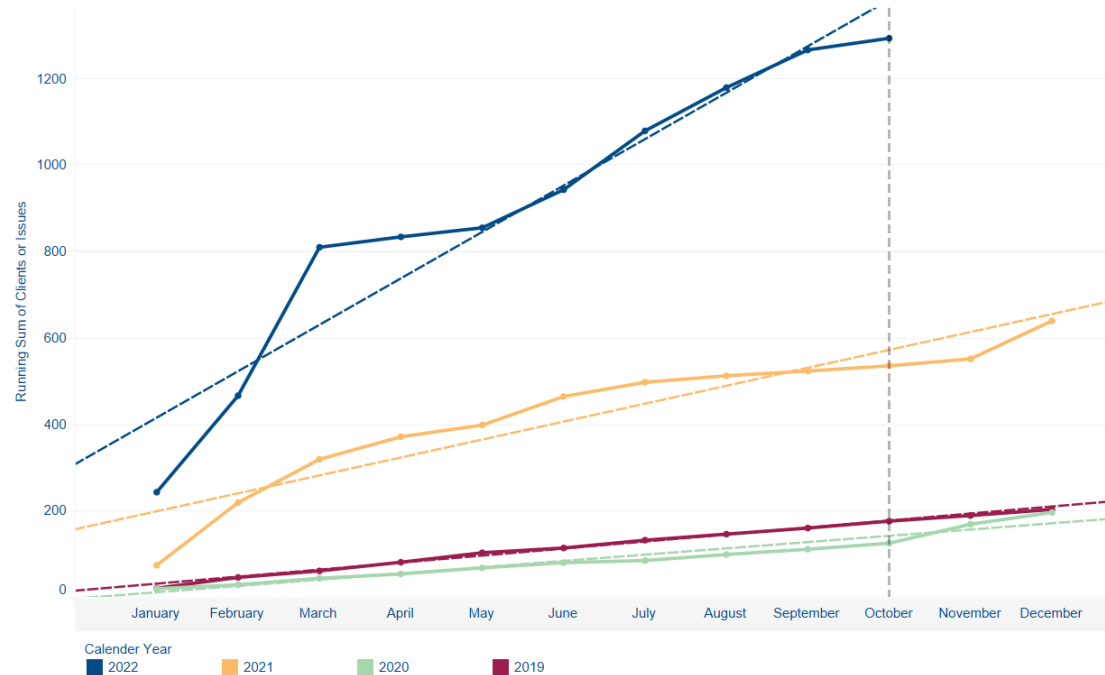


# The current challenge - Cost of Living Issues

## 4b) Crisis Support year on year

This shows number of people coming to us because they can't afford to eat or need other financial assistance. The trend line for the current year indicates how many clients we might see later in the year based on historic data.

### Crisis | Charitable support & foodbanks & Localised social welfare



Figures for crisis support represent the number of people Citizens Advice helps with either referrals to food banks' or other charitable support (covers any emergency financial support or support in kind people need to make ends meet) and localised social welfare

## **Our advice is effective & is a health intervention – albeit undervalued**

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.

**63%** of those interviewed said that the advice they had received from Citizens  
Advice Oxfordshire South & Vale had made them feel **less stressed, depressed  
and anxious**

**40%** of those interviewed said the advice they had received from Citizens Advice  
Oxfordshire South & Vale had helped their **physical health improve.**

# 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**

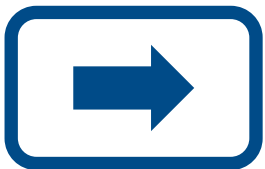
Lack confidence in taking action to solve their issue

# What our clients told us on 21/22



**90%**

said they were likely to recommend Citizens Advice\*



**88%**

said that they had been helped to find a way forward\*



**77%**

said that their problem had been resolved\*



**85%**

said that they had found the service easy to access\*



**4 in 5**

had received a positive impact on their lives\*\*

\* Based on independent phone survey of clients 13-18 weeks after advice 2021/22

\*\* Citizens Advice Impact report 20/21

# Client Feedback

*Thame CAB have been very helpful in finding solutions to my issues and the staff are incredibly professional and non-judgmental*

*CAB saved my life. And not only did CAB save my life, they have opened the path to having a proper, fulfilling life. A truly essential, vital service, with outstanding people, who are highly professional and very kind and gentle.*

*Just a quick note to thank you for your time today, as well as your very helpful follow-up e-mails. The help that you and your colleagues gave us far exceeded my expectations - K and I were both so grateful.*

*Very grateful for all the support and help especially from the lady at Thame Sharing Life Foodbank and Thame CAB!*

*Massive help received from Jill I really feel my case will be looked at properly now having been ignored repeatedly by the bank I have a problem with. I'm very grateful and what ever the outcome now, I know I have been supported 100% to fulfil all necessary steps for a proper enquiry.*

*Thank you very much CAB Thame*



# 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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