

Nuneham Courtenay Parish Council meeting, Tuesday 2nd March 2021

Oxfordshire South and Vale Citizens Advice (OSAV CA)

I am writing for two reasons. Firstly, I would like to thank you very much for your past financial support. Your contribution is really vital to us - we depend entirely on local funding.

Secondly, I would like to apply to the Parish Council for a grant for 2020/21.

Many local residents rely on our advice. In 2019/20, we advised **11,209** people from South and The Vale in face-to-face meetings or by phone. This total included **3 residents from Nuneham Courtenay**.

Each advice session costs on average about **£36** so the **total cost of our service for your parish was an estimated £108.00**. About 50% of this amount is covered by District Council grant but this is reducing year on year. We therefore need to secure funding from a wider range of sources – including Town and Parish Councils, local charities and fundraising.

You can be confident that contributing to Citizens Advice makes a difference. We help over three quarters of our clients (**78%**) resolve their problems and **86% in total** to find a way forward. Our support prevents some from losing their home or job and for many has a beneficial effect on their mental health.

Furthermore, our clients give us high satisfaction scores. We provide value for money with a low 'cost per case' figure. Until Covid-19, our **100** skilled (unpaid) volunteer advisers worked from **4** Advice Centres and **4** outreach locations across the 2 districts, supported by just **10** FTE paid staff.

When Covid struck, we closed our advice centres and equipped our 100 advisers and staff to work from home on our AdviceLine service. This was a major undertaking requiring us to provide new ICT to advisers and ensure security, confidentiality and connection to Citizens Advice systems from their homes. We were able to complete this shift quickly.

In the 6 months from April to September 2020, we advised **3,753** people from South and Vale communities. During this period, we were told we were one of the 5 strongest local Citizens Advice performers in the country. In September, we partially reopened our 4 main advice centres.

To give a flavour of our work and its impact, I attach some case studies.

We are very grateful for your past support. I do hope you will be able to help us on this occasion. Your support is more vital than ever. We expect to see an increase over the next year in the number of local

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residents affected by debt and other financial issues as a result of the pandemic.

Yours sincerely

Jon Bright, Director

Note from Clerk

The Council last made a grant of £250 to Oxfordshire South and Vale Citizens Advice two years ago, in January 2019.