

We are Citizens Advice Oxfordshire



389

volunteers



80

paid staff



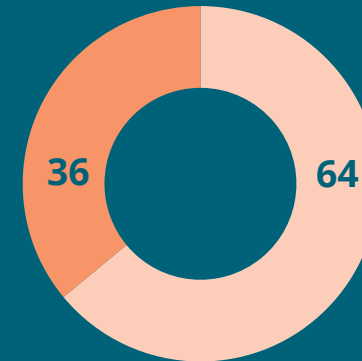
51

trustees

We deliver advice to some of the most vulnerable members of our community

36%

have a disability or long term health condition



82%

earn less than the UK median income



For every £1 in funding we received, we created at least...

£
£3.33

in fiscal savings



£20.65

in wider economic and social value



£20.17

in increased income per client (average)

We delivered advice to

24,877 clients

about

67,833 issues

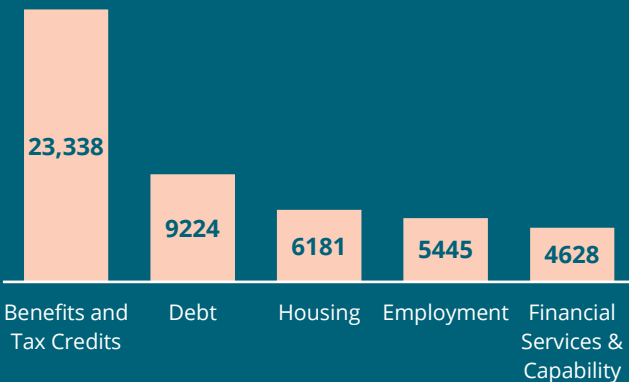


We handled over 32,000 cases face-to-face



We handled over 18,100 phone calls

Our top issues were:



Our volunteers contributed almost

2820 hours per week



Our Impact

2017/18



03444 111 444

www.caqx.org.uk



Oxfordshire

Client B received a s21 notice **to leave her private rented accommodation**. She was identified as being in **priority need**. Our housing adviser confirmed her housing status and eligibility to be treated as homeless by the local authority. With our help she **successfully challenged the decision** that she had made herself **intentionally homeless** through rent arrears.

Client H had **learning difficulties** since childhood and received ESA and Disability Living Allowance (DLA). When left alone to manage his tenancy and entitlements, he found the **paperwork overwhelming**. His DLA had been stopped and we helped to get it reinstated, identified he had savings he was unaware of, and helped him plan his budget. Client H is one of **639 housing benefit clients we helped in 2017- 2018**.

An Employment and Support Allowance (ESA) Assessment deemed that Client K was **fit to work**. Years of cancer had left him with **severe physical and mental health issues**. After an ESA appeal and Personal Independent Payment (PIP) approval, ESA **backdated payment** and PIP approval **came to £7558 p.a**

Our Impact

2017/18

We're here for everyone.

We provide free, confidential and independent advice to help people overcome their problems

