



Citizens Advice across Oxfordshire thanks its wonderful volunteers for their dedication

Citizens Advice across Oxfordshire has continued giving advice to those in need throughout the coronavirus pandemic thanks to the tireless dedication of its staff and volunteers.

The team quickly rallied to ensure as many people as possible could be helped over the phone or by email.

As part of Volunteers' Week, which runs from 1 to 7 June, Citizens Advice across Oxfordshire wants to thank volunteers for their contribution not only during this exceptional time, but throughout the year.

560 volunteers at Citizens Advice across Oxfordshire contribute 3,200 hours each week.

In the last year, Citizens Advice across Oxfordshire has helped over 27,000 people with 78,000 issues, such as debt, housing, benefit and employment issues. This shows how many more people now need our help as in 2018/19, the charity helped 24,500 people with 73,000 issues

Volunteer Virginia, a specialist benefits adviser in the Abingdon office said:

"I get enormous pleasure in helping people in difficult circumstances understand and get what they are entitled to. It can be very daunting to ask for help, so we do our best to put people at ease and help them through the process. There is nothing more rewarding than helping someone to resolve their problems so they can move ahead with their life."

Tim, Adviceline Volunteer at Citizens Advice West Oxfordshire said:

"I'm proud to be a volunteer this year at Citizens Advice because the ability to effectively move people forward who are often less fortunate than most has helped me understand what an important role this charity plays across so many communities and how lucky most of us really are in these challenging times."

Volunteer Anne at Citizens Advice West Oxfordshire said:

“I am proud to volunteer for Citizens Advice as we provide people with the information they need to improve their lives and the lives of their families. Without information we cannot make good decisions for ourselves.”

Jon Bright, Chief Officer at Citizens Advice Oxfordshire South and Vale said:

“Throughout the year our wonderful volunteers contribute their time and energy to make a huge difference to people’s lives and help keep our vital service running.

“Whether they have been able to continue in their role recently, or have paused their volunteering, their support throughout the year has been truly invaluable.

“I cannot thank them enough for their continued dedication. We couldn’t do it without them.”

If you’re interested in finding out more about volunteering with Citizens Advice Oxfordshire South and Vale, please contact: recruitment@osavcab.cabnet.org.uk

For more information about the types of roles we offer visit the [national Citizens Advice website](#).

We give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem.

- The four Citizens Advice West Oxfordshire, Oxford, North Oxfordshire and South Northamptonshire and Oxfordshire and South Vale all exist to provide free, confidential, independent advice in Oxfordshire and they are all members of Citizens Advice, the national charity
- For Citizens Advice general telephone advice, visit www.caox.org.co.uk
- Citizens Advice in Oxfordshire are supported by more than 670 trained volunteers and 52 paid staff working across 14 advice centres. In the last year, we helped 24,500 people across Oxfordshire with 73,000 issues.
- Citizens Advice is made up of the national charity Citizens Advice; the network of independent local Citizens Advice charities across England and Wales; the Citizens Advice consumer service; and the Witness Service.
- Citizens Advice helped 2.7 million people face to face, over the phone, by email and web chat in 2018-19. We had 29 million visits to our national website. For full service statistics see Citizens Advice monthly publication [Advice Trends](#).