

We are Citizens Advice Oxfordshire

In 2019-2020 we gave advice to

27,000 people

about

78,000 issues

7% increase in issues since 2018-2019

Benefits and
Tax Credits
20,000



Our Top Issues

Debt
10,800



Universal
Credit 9,800



Housing
6,200



Employment
6,100



50%

Increase in helping
people over the
phone

Our Value To The
Public



£35 million

In wider economic and
social value



We managed over
33,000
cases face-to-face



We handled over
25,500
phone calls



2,500

More people helped to
move forward this year

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



£19,000

Value added by our
volunteers each week



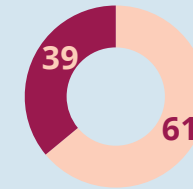
560
volunteers



66
paid staff



Our volunteers contributed
160,000 hours



39%

Have a disability or long
term health condition



£9 million

Income gained through
advice



03444 111 444

www.caox.org.uk

Charity reg. 1127599

Our Impact 2019/20

