



Citizens Advice Oxfordshire helped over 700 people per day during the height of the pandemic

Citizens Advice offices across Oxfordshire are delighted to announce that they are working with Jack FM to raise much-needed funds to ensure the charity can continue to be there for everyone.

During the last three months of the Coronavirus pandemic, Citizens Advice has seen a dramatic increase in the number of local vulnerable people seeking advice to help them cope with the pandemic. At its peak, Citizens Advice Oxfordshire experienced 700 calls a day (triple their average) to the Adviceline. It is now expecting a second peak in demand as people are asked to return to work and debts and evictions can once again be pursued.

Every year, thousands of people come to Citizens Advice for free advice and help to solve their problems. In 2019/2020, the charity helped 27,000 people across Oxfordshire with 78,000 issues relating to benefits, housing, debt, employment, relationships and consumer rights.

Al Bell, Director of Citizens Advice Oxford said:

“Our charity needs to raise funds to keep supporting the thousands of people who need its help each year. In addition to applying for grants, Citizens Advice Oxfordshire relies heavily on donations to ensure everyone who walks through the door or calls the charity can be helped. Every little bit helps us to help someone in need.”

Hamish Law, Head of Sales & Digital at JACK said:

“Within our initiative to give £100,000 of free advertising to worthy local organisations the application from Citizens Advice Oxfordshire shone through. The role that Citizens Advice have played, and will continue to do, is incredibly important and the help they give to many thousands of people across

Oxfordshire can be life changing. As a local radio group, we were delighted to be able to give Citizens Advice a campaign on our stations and help further promote their key service and help."

By donating to Citizens Advice, it will help the charity continue its vital work across Oxfordshire in 2020. Change someone's life for the better by donating here at caox.org.uk.

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

- Citizens Advice helps people keep a roof over their heads by providing advice on housing benefit eligibility, money management and debt solutions. The charity also challenges and appeals housing benefit decisions and helps with homelessness applications.
- The four Citizens Advice offices - West Oxfordshire, Oxford, North Oxfordshire & South Northamptonshire, and Oxfordshire 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 27,000 people across Oxfordshire with 78,000 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](#).

To find out more, please get in touch with Judy Anders, Communications Officer at Citizens Advice Oxfordshire: judy.anders@citizensadvicewestoxon.org.uk.

www.caox.org.uk

Helping people find a way forward, whoever they are and wherever they are

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