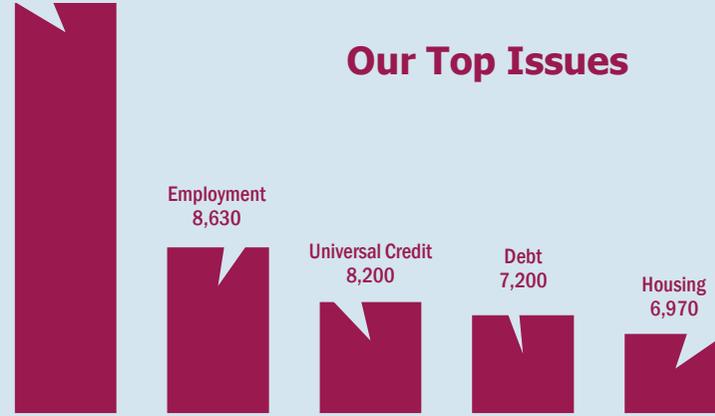


# We are Citizens Advice Oxfordshire

In 2020-2021 we gave advice to  
**27,600 people**  
about  
**72,750 issues**  
during the pandemic

Benefits and Tax Credits 16,5000



## Our Top Issues



**63%**

People helped over the phone – a **27%** increase on last year



**£1.1 million**  
Debts written off



We helped with  
**26,500 cases** by email



We handled over  
**46,500** phone calls



**36%**

people helped by email and webchat compared to **18%** the previous year

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



**9 in 10**

People say we help them find a way forward



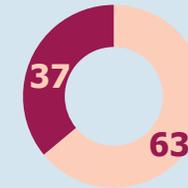
**315** volunteers



**103** paid staff



Our volunteers contributed  
**409,000 hours**



**37%**  
Have a disability or long term health condition



**£8 million**  
Income gained through advice

**“With three children and debt collectors at my door, I needed help”**

Jill is a single Mum. She lived in private rented accommodation and owed over £19,000. Her Debt Relief Order was approved in February 2021. A total of £19,014.99 debts were placed in a 12-month moratorium period. Debts will then be classed as a full write off after 12 months from date of the order. This allows Jill to have a fresh start with her life and looking after her children.

**Citizens Advice West Oxfordshire client**

**“Now better able to live independently at home”**

Anne was increasingly needing physical support and finding it harder to manage on her state pension. Our benefits adviser identified she was eligible for attendance allowance and took her through how to complete the application form. She was awarded the higher rate, which has increased her annual income by £4,659.20, leaving her better able to get the support she needs to manage in her own home.

**Citizens Advice Oxford client**

**“Once I won the case for my son. I felt people believed me again.”**

Mary’s Personal Independence Payment application for her son was refused. It was clear from the level of continued support required of Mary that he had eligibility for an award of both components. Mary was supported to challenge the decision. 15 months after the application was submitted, she received a backdated payment of £5,590.

**Citizens Advice West Oxfordshire client**