



PRESS RELEASE

25 May 2022

Citizens Advice across Oxfordshire thanks its volunteers for their vital support during the cost-of-living crisis

As the cost-of-living crisis bites, Citizens Advice across Oxfordshire has seen a huge number of enquiries from local people struggling to stay on top of household bills.

Thanks to the tireless dedication of its volunteers and staff, Citizens Advice has continued to give essential advice and crisis support to help people find a way forward.

As part of Volunteers' Week, which runs from 1 to 7 June 2022, Citizens Advice across Oxfordshire wants to thank its volunteers for their exceptional contribution to the charity and local community.

319 volunteers at Citizens Advice in Oxfordshire **contributed 409,000 hours last year.**

In the last year, Citizens Advice across Oxfordshire has helped 27,600 people with 72,750 problems, such as debt, housing, benefit and employment issues.

Andrew has volunteered with Citizens Advice West Oxfordshire since January 2022

"When I left work, I didn't want to just retire; so I looked at voluntary work that aligned with my personal values. Volunteering on the national telephone Adviceline means I get to talk to people, I hear their concerns, and I help them to identify and explore the different options available to them. It's really rewarding, each call is different, and it's great to know that I'm continuing to help people navigate through life's challenges."

Pat Coomber-Wood, Chief Office at local Citizens Advice North Oxfordshire said:

"We have an incredible team of volunteers who freely give their time and skills to ensure people in Oxfordshire can get support in their time of need.

"I'm particularly proud of the immense dedication they've shown during the ongoing cost-of-living crisis, when demand for our help is so high.

"Their dedication and commitment knows no bounds. We simply couldn't do it without them."

If you're interested in finding out more about volunteering with Citizens Advice across Oxfordshire, visit www.ca-ox.org.uk/volunteer No experience is required, full training and support is provided for volunteer roles.

To get in touch with your local Citizens Advice office;

- Oxford recruitment@cab-oxford.org.uk
- North Oxfordshire recruitment@cano.org.uk

- South and Vale recruitment@osavcab.org.uk
- West Oxfordshire recruitment@citizensadvicewestoxon.org.uk

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

-ends-

Notes to editors:

- The four Citizens Advice West Oxfordshire, Oxford, North Oxfordshire and South Northamptonshire and South Oxfordshire and Vale of the White Horse 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 local free telephone advice, visit www.caox.org.co.uk.
- Citizens Advice Free phone Adviceline 0800 144 8848 and Textphone: 0800 144 8884
- Citizens Advice in Oxfordshire are supported by more than 319 trained volunteers and 52 paid staff. In the last year, we helped 27,600 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 20-21. We had 3.5 million visits to our national website. For full service statistics see Citizens Advice monthly publication [Advice Trends](#).