

Our impact in 2020/21

# The difference we make to Abingdon



Abingdon



# Citizens Advice Abingdon

In 2020/21, advisers in Abingdon helped more than **2,980 people** with **5,331 issues**.

We're an important part of the community, with an in-depth understanding of local needs.

We use this to tailor our services and we work with other local organisations to achieve the best outcomes for our clients.



# Abingdon clients and issues

Area	Clients 19/20	Issues 19/20	Clients 20/21	Issues 20/21	Clients 21-22 Estimated	Issues 21-22 Estimated
South & Vale	11,466	21,133	8,346	16,106	9,207	17,943
Vale	5,371	9,547	4,460	8,450	5,276	10,421
Abingdon Office	3,535	5,411	2,980	5,331	3,000	4,734

During 2020-2021 there were significant periods where face to face services were not available due to Covid-19 safety restrictions. Whilst the number of clients is lower, the number of issues is higher per client.

Data is consolidated data for year, and will differ from the quarterly reports totalled together. This is because some clients will appear in more than one quarter as they may be advised over several weeks.

## Successes:

- Successful implementation of fully remote services to ensure minimal service disruption during lockdowns and ongoing pandemic
- The Abingdon team achieved income gains of over £135,000, and assisted clients with getting nearly £17,000 worth of debt written off.
- Successful implementation and management of Winter Support Grant, Household Support Fund

## Challenges:

- Loss of volunteers due to remote working during pandemic. Recruitment is ongoing
- Abingdon office: Current lease has expired and we have an urgent need to find new alternative accommodation for our Abingdon staff and volunteers.

# What we do

We help people with a range of problems including issues with housing, debt, benefits, employment, relationships and consumer rights. Often people have more than one issue they need help with.

## Advice



## Help to Claim



## Debt



# Who we are



32 volunteers



29 p/t staff



10 trustees

# Our advice is effective

Problems don't happen in isolation and can have a severe consequences. Solving them stops these situations escalating.

The wider impact of advice – what we achieve as a result of solving problems and providing support – is just as important.



**8 in 10 people**

said their problem was solved following advice, and 3 in 4 of them said they could not have resolved their problem without us



**9 out of 10 people**

said we helped them find a way forward

# We improve people's lives

Our advice:

keeps people in employment or helps them back to work

prevents housing evictions and statutory homelessness

reduces demand for mental health and GP services

Improves mental wellbeing

improves family relationships



# Why fixing problems matters

If left unsolved, problems don't just affect the individual, they affect this community. Solving them creates considerable value to society.



**Over 9 in 10  
people**

we help say that their  
problem negatively  
affected their life



**Around 1 in 5  
people**

are not confident using  
the internet, including  
to search for  
information online



**3 in 5 people**

Lack confidence in  
taking action to solve  
their issue

# Research and campaigns

No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today.

We submit local evidence to the national office which is used to influence policy makers in government and utility companies to make things better for people.

As a result of the charity's campaigning, the government paused evictions and bailiff activity during the height of the pandemic.



# Our impact

- Likely to recommend CA\* 91%
- Helped to find a way forward\* 88%
- Problem resolved after 13-18 weeks\* 80%
- Positive impact on their lives\*\* 4 in 5
- Staff feel well managed and supported\*\*\* 82%

\* Based on independent phone survey of clients 13-18 weeks after advice Q3 2020/21

\*\* Citizens Advice Impact report 2018/19

\*\*\* Independent People Survey May 2020. Average of 9 questions ('agree' or 'agree strongly').

# Citizens Advice Abingdon

Joseph Mailler, Advice Services Manager Abingdon & Didcot  
[joseph.mailler@osavcab.org.uk](mailto:joseph.mailler@osavcab.org.uk)

Teresa Archer, Interim Director  
[teresa.archer@osavcab.org.uk](mailto:teresa.archer@osavcab.org.uk)



February 2022