

**Abingdon Office Client Profile Report on Year 24/25
(1st April 2024 to 31st March 2025)
to accompany Abingdon Town Council Large Grant Application**

1. Introduction

This report is a snapshot of the clients that Citizens Advice Oxfordshire supported in Abingdon wards from April 2024 to March 2025 and the issues they are facing.

We are an independent, local, charity providing free, confidential and impartial advice on a wide range of issues such as debt, benefits, housing and employment to over 20,000 local people each year. We serve the communities of Oxfordshire (South & West), Oxford City, and Vale of White Horse. We aim to deliver a full Citizens Advice Service from the main towns in the two Districts including **Abingdon Town Centre**.

2. Abingdon Advice Centre 1st April 2024 – 31st March 2025

Our client numbers for this period were as follows:

Client Numbers*

Clients serviced by Abingdon Citizens Advice Centre staff and volunteers*	1572
Unique Residents of Abingdon Wards served by Citizens Advice	1006

Unique Abingdon residents by ward (clients may visit several times):**

	2023/24	2024/25
Caldecott	285	318
Northcourt	259	213
Peachcroft	187	163
Fitzharris	186	171
Dunmore	133	141
Total Abingdon residents	1050	1006
No. of total Abingdon residents' issues addressed	4243	4349
No. of resulting actions by advisers	4545	5167

While the number of clients from Abingdon wards is slightly down from the same period last year, the number of issues clients are presenting with is up 2% and the actions required by our advisers are up over 13%.

* Abingdon Citizens Advice serves people from across Oxfordshire and non-residents who work in Abingdon. Hence its client numbers are greater than the number of Abingdon residents served. These numbers are based on a unique *annual* client count, which means that clients visiting us several times with multiple issues are only counted once.

**A unique *annual* client count counts the number of unique clients in a year. This figure will be smaller than the number of cases because a significant number of our clients come to us more than once in a year.

3. How Abingdon Ward clients access our service

Service to clients is delivered as follows:

- 20% in person
- 38% by phone
- 28% email
- 14% other (letter, video call, webchat etc)

4. Client Profile

Our Abingdon ward clients are:

- 57% female, 43% male, 0.22% prefer different term
- With regards to clients ethnicity; 81% are White British, 7% Asian, 7% Black, 2% Other, 3% Mixed.
- We deal with the most vulnerable people in our community, **6% of our clients are registered disabled** and **43% have a long-term health condition**, of which **24% have mental health issues** and **34% have multiple impairments**.

5. Client age profile

Age Group	Clients	%
15-19	5	1%
20-24	22	2%
25-29	64	7%
30-34	93	9%
35-39	101	10%
40-44	106	11%
45-49	95	10%
50-54	82	8%
55-59	94	10%
60-64	94	10%
65-69	89	9%
70-74	44	4%
75-79	38	4%
80-84	35	4%
85-89	13	1%
90-94	8	1%
100-104	1	0%
Grand Total	984	100%

77% of our clients are of working age (20 – 64)

6. Client issues

The issues clients present with are as follows:

Issues

	Issues	Clients
Benefits & tax credits	1,086	368
Benefits Universal Credit	718	174
Charitable Support & Food Ban..	351	141
Consumer goods & services	82	53
Debt	542	162
Education	23	16
Employment	158	94
Financial services & capability	251	149
GVA & Hate Crime	9	9
Health & community care	66	45
Housing	377	189
Immigration & asylum	159	73
Legal	105	62
Other	25	23
Relationships & family	191	118
Tax	50	39
Travel & transport	42	34
Utilities & communications	114	53
Grand Total	4,349	

As last year the top 3 issues in the two main categories are as follows:

Top 3 Benefits Issues:

- Personal Independence Payment (PIP)
- General Benefit Entitlement
- Attendance Allowance

Top 3 Debt Issues:

- Council Tax Arrears
- Fuel Debt
- Debt Assessment

7. Financial Outcomes

Outcomes	
Income gain	£511,024
Re-imburements, services, loans	£29,945
Debts written off	£58,388
Repayments rescheduled	£6,723
Other	£102,065

In the Abingdon Wards alone, we facilitated **£511,024** in income gains for those we supported (e.g., Benefit or Tax Credit gain, access to charitable funds, social welfare), and helped get **£58,388** (58% increase on the same period last year) debt written off or debt relief orders for clients.

This is practical, measurable, real support for those most in need in our community and helps provide stimulus for the local economy.

8. Feedback from clients

A focus on client numbers or statistics does not capture the experience of our clients. Many are overwhelmed by their problems. This is reflected in some of the testimonials we have received:

"The advisor is spot on in her approach and I am impressed that she takes the time to follow up, making sure I am progressing in my situation."

"Super thorough response and swift reply with kindness. Said reach out if you need more help. Felt like a family member I do not have."

"I'm a single parent carer and often feel overwhelmed by navigating the system on my own. Knowing our local CA can help, has been a massive weight off my mind. They were kind, patient, supportive and knowledgeable. Face to face access is important to me, I was grateful for that. An amazing service. Thank you!"

"Thanks for this service. The people there are so good. They helped me to get SMP even though I had a zero hours contract and advised me about Universal Credit. It helped my mental health to know I could get some help."

Teresa Archer, Chief Executive Officer, Citizens Advice Oxfordshire, Sep 2025