

Grant application from Oxfordshire South and Vale Citizens Advice (OSAV CA)

(Incorporating: Abingdon on Thames, Didcot, Henley on Thames, Thame, Wallingford and associated outreaches)

I am writing to apply to the South Hinksey Parish Council for a donation towards the cost of Oxfordshire South and the Vale Citizens Advice (OSAV CA) in 2018/19.

Many local residents rely on our advice. In 2017/18, we advised **10,115** people from South and The Vale in face-to-face meetings or by phone, a **14%** increase over the past 2 years. This total included **12 residents from South Hinksey Parish**.

Each advice session costs on average about **£36** so the **total cost of our service for your parish was an estimated £432.00**.

About 70% of this amount is supported by District Council grant but this is reducing year on year. We therefore need to secure funding from a wider range of sources - including Town and Parish Councils.

You can be confident that contributing to Citizens Advice makes a difference. Nearly three quarters of our clients (72%) resolve their problems. Our support prevents some from losing their home or job and for many has a beneficial effect on their mental health.

Furthermore, the quality of our advice has been assessed as 'good', the highest ranking. Our clients give us high satisfaction scores. We provide value for money with a low 'cost per case' figure: our **156** skilled (unpaid) volunteer advisors work from **5** Advice Centres and **4** outreach locations and are supported by just **9** FTE paid staff.

To give a sense of our work and its impact, please click on the following link to read some case studies and testimonials:

<https://drive.google.com/file/d/1obubPRS1vIxHMyZP3kHGw6nuKfTM2kOp/view?usp=sharing>

Our records show that you have not funded us before. I do hope you will be able to help us on this occasion. Please let me know if you need further information

I look forward to hearing from you.

Yours sincerely
Jon Bright
Director

[Note: the company's most recent accounts can be viewed by following link: <https://beta.companieshouse.gov.uk/company/08322240/filing-history>]