



£3.4m
income gain



£1.2m
debt written off



£4.6m
additional value
to Oxford



5,385
people helped
in Oxford



18,381
issues dealt with



154,000
volunteer hours

Jo is single, renting privately, and, until her diagnosis, was working full-time.

Despite deteriorating health, Jo was refused Employment Support Allowance (ESA) and Personal Independence Payment (PIP). Frustrated by a prolonged claims process, she and her Volunteer Advice Buddy attended a successful appeal for ESA, and pursued a subject access request to dispute the rejection of her claim on the grounds of right to reside. She now receives Universal Credit, housing payments and PIP, and was awarded over £1,500 in arrears.



This additional income means she can buy fresh fruit, boosting her immune system and improving her health.

Our demand

+7%

**benefits and
Universal Credit**
(7,692)

+11%

debt
(3,243)

+6%

housing
(1,509)

+5%

employment
(1,283)

+7%

**relationships
and family**
(858)

+6%

**immigration
and asylum**
(756)



Our achievements

- Set up advice outreaches in Cutteslowe and Hollow Way
- Secured improvements to the Universal Credit system
- Achieved the highest possible quality of advice rating
- Improved understanding in tenants' rights via an awareness-raising campaign in five European languages
- Set up an 'influence group' to support clients to have their voices heard

83%

of clients said we helped them find a way forward

74%

said the service helped them resolve their problem(s)

"Citizens Advice Oxford helped me to find a way to start to solve my problem. Willingness to help and kindness... helped me to find hope and strength to face my problem. Thank you very much!"

Our clients

From **104** countries



32%

are families with dependent children



55%

are employed or self-employed



14%

are looking for work



16%

are homeless or vulnerably housed



38%

have a disability or long-term health condition



36%

of our clients are non-British

£ 53%

have an income less than £1,000 pcm

Our partners

We are delighted to work with organisations across the City including; Age UK, Agnes Smith Advice Centre, Asylum Welcome, Barton Advice Centre, Oxfordshire Mind, Refugee Resource, Rose Hill and Donnington Advice Centre and Shelter to ensure best possible solutions for people.

Our people

We are grateful for the dedication, professionalism and hard work of our **100+ volunteers** and **19 staff** who have delivered and supported our work this year.



citizens
advice

Oxford

citizensadviceoxford.org.uk

95 St Aldates, Oxford, OX1 1DA

Telephone: 0300 3309 054



Oxford Citizens Advice Bureau – Charity Registration Number 1063068, Company limited by guarantee, Registered Number 3330267 England, Registered office 95 St Aldate's, Oxford, OX1 1DA.