

## Grant application

### **Oxfordshire South and Vale Citizens Advice – South Hinksey**

I am writing for two reasons. Firstly, I would like to thank you very much for your financial support. Your contribution is really vital to us – we depend entirely on local funding.

Secondly, I would like to apply to the Parish Council for a grant for 2019/20.

Many local residents rely on our advice. In 2018/19, we advised **11,199** people from South and The Vale in face-to-face meetings or by phone, a 30% increase over the past three years. **This total included 8 residents from South Hinksey.**

Each advice session costs on average about **£36** so the **total cost of our services for your parish was an estimated £288.00**. About 60% 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. We help three-quarters of our clients (76%) 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 is 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 **160** skilled (unpaid) volunteer advisers work from **4** Advice Centres and **4** outreach locations across the **2** districts and are supported by just **10** FTE paid staff.

We are very grateful for your past support. 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