

South Hinksey Parish Council

Grant Application Form

Name of organisation	Oxfordshire South & Vale Citizens Advice
Name and position of contact	Jon Bright Director
Contact address	Abbey House Abbey Close Abingdon OX14 3PB
Contact email address	jon.bright@osavcab.org.uk
Contact telephone number	01235 550553
Title of project	Grant Aid
Amount requested	See below
Date of application	06/01/2022
Details of project including: <ul style="list-style-type: none">• how project will benefit the parish or parishioners• project timetable• when funds are needed• other sources of funding explored• breakdown of costings Continue on separate sheet if necessary	<p>Many local residents rely on our advice. In 2020/21, we advised 8,655 people from South and The Vale on 21,288 separate problems. This total included 15 residents from South Hinksey.</p> <p>Each advice session costs on average about £36 so the total cost of our service for your parish was an estimated £540.00. About 50% of this amount is covered 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, local charities and fundraising.</p> <p>You can be confident that contributing to Citizens Advice makes a difference. We help over four in five clients (80%) resolve</p>

20a Harley Road, OXFORD, OX2 0HR

☎ 07419 991623, ✉ clerk@southhinksey-pc.gov.uk

South Hinksey Parish Council

their problems 'completely, mostly or partly' and nine in 10 to find a way forward. Our support prevents some from losing their home or job and for many has a beneficial effect on their mental health.

Furthermore, our clients give us high satisfaction scores. We provide value for money with a low 'cost per case' figure. Until Covid-19, our **100** skilled (unpaid) volunteer advisers worked from **4** Advice Centres and **4** outreach locations across the 2 districts, supported by just **10** FTE paid staff.

When Covid struck, we closed our advice centres and equipped our 100 advisers and staff to work from home on our AdviceLine service. Our four main advice centres have now partially reopened and we have resumed face to face advice appointments. We are also reopening outreach advice sessions in Faringdon, Wallingford and RAF Benson. To give a flavor of our work and its impact, I attach some case studies.

We are very grateful for your past support. I do hope you will be able to help us on this occasion. Your support is more vital than ever. We expect to see an increase over the next year in the number of local residents affected by changes to Universal Credit, much higher energy costs and general increases in the cost of living. There will almost certainly be more debt cases.

Annex: Case studies

Case study 1 – our help can be life changing

Client has autistic spectrum disorder, acute paranoia, no support and is socially isolated.

20a Harley Road, OXFORD, OX2 0HR

 07419 991623,  clerk@southhinksey-pc.gov.uk

South Hinksey Parish Council

- Two of our advisers spent many hours gaining his trust.
- One helped with finances, housing, council tax and utilities; another with applying for Personal Independence Payment.
- First application failed. An appeal to a tribunal followed. He was very stressed by this.
- The appeal succeeded. He was awarded a monthly payment and a back payment.

This will change his life. He has the security to stay in his house where he feels safe and will have support from Citizens Advice whenever he needs it.

It also acknowledges his difficulties are genuine; recognition is important to him.

Case study 2 – working with others to help a client

A 57 year old woman came in on a Friday having left her violent partner. She had no money, no phone and nowhere to go.

- Our adviser accessed emergency accommodation for her.
- Our adviser arranged a taxi to get her there at no cost.
- Our adviser applied for and obtained emergency funds for her.
- Our adviser referred her to a domestic abuse support team and a support worker contacted her that afternoon.
- The client phoned us on the Monday to thank us for our help.
- Four organisations worked together to help this client.

20a Harley Road, OXFORD, OX2 0HR


 07419 991623,  clerk@southhinksey-pc.gov.uk

South Hinksey Parish Council

	<p>A letter one of many we receive from our clients:</p> <p>“I am writing to say a big thank you for the invaluable help you’ve given me, in preparing my daughter’s PIP application and writing her mandatory reconsideration letter.</p> <p>It’s hard to overstate how confidence-inspiring and reassuring you have been to me, with your wealth of experience and support. I am in awe that you can put so much time and effort into helping people you don’t know, and hope that Citizens Advice are aware of what a gem you are! With huge gratitude.”</p> <p>Feedback from a client who received help with a PIP application</p>
--	---

Declaration

I have read and understood the South Hinksey Parish Council grants policy and agree to abide by the conditions outlined.

Signature: 

Position: Director

Date: 06/01/2022