



### **Wallingford Town Council – Grant Application Form**

**Please read the Council's Policy and Guidance notes on awarding Grant Aid before completing this form. A copy is enclosed with this form. You may send a separate continuation sheet if necessary.**

Name of Organisation **Oxfordshire South & Vale Citizens Advice**

Name of person to whom  
Correspondence should be  
Addressed.

**Debbie Watts**

Address for correspondence  
and telephone number.

**Abbey House**

**Abbey Close**

**Abingdon**

**OX14 3JD**

**01235 550553**

BACs information for payment if granted.

Sort Code **40-52-40** Account Number **00023048**

Account Name **Oxfordshire South & Vale CAB**

#### **Give details of the aims of your organisation;**

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 10,000 local people each year. We serve the communities of South Oxfordshire and Vale of White Horse.

Our approach is to empower people. We can all face problems that seem complicated or intimidating. We believe no one should have to face these problems without good quality, independent advice. Our work gives people the knowledge and the confidence they need to find their way forward. Our service is freely available to everyone.

Our local volunteers provide the backbone of our advice services. We cannot meet the many challenges of our community without volunteers, recruited from the communities that they serve. Many of our volunteers are very experienced people, they update their skills regularly and bring a huge amount of experience and wisdom to their work with clients. All our advisers work to the Advice Quality Standard and Financial Conduct Authority regulations.

**What is the grant for and who will it benefit (as much detail as possible please, continue on a separate sheet if required);**

The grant is towards the cost of maintaining the current Citizens Advice provision for the Wallingford community. For the people of Wallingford we offer a telephone Adviceline service, email support, web chat and once a fortnight we hold a vital Drop-in Service at the Baptist Church, delivered by our volunteer advisers. We are also encouraging people to 'self-help' with a chatbot on the website to help people access the online support they need.

The grant requested is around 30% of what it costs to maintain our entire service offer in Wallingford.

Our services are available to anyone who needs them. In the most recent 12 months period, we have managed to support **282** unique clients (Wallingford only) dealing with **1,300** issues resulting in **1,121** activities by our volunteer workforce. Some clients attend several times over a year. Client numbers are **up significantly** on the same period last year (approx. 36%). The 'issues' clients are presenting with are multiple (average 4.5 per client) and indicates the ongoing complexity of cases, especially when dealing with debt clients.

The Wallingford Client profile is as follows:

- Many of our clients are the most vulnerable in society with 41% describing themselves as having a long-term health issue and 4 % registered disabled.
- 82% clients are White British, 8% White Other, 3% Asian, 4% Black, 1% Mixed and 2% Other
- 59% of our client are women and 41% are men.
- Just over half of our clients are above the age of 50.

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 from clients:

*"The woman who helped me was able to accommodate me even though I wasn't able to arrive until shortly before her office hours ended. She listened to my problem, made some notes and looked into the issue during her hours outside of the office and emailed me some thoughts on what I could do. She was very selfless and hardworking and I really appreciated it. She went above and beyond the call of duty".*

*"Just a massive thank you. I feel so relieved and grateful for the help, advice, consideration and compassion. 100% delighted".*

*"Once I managed to get an appointment your volunteer was so very, very helpful. She explained everything and did not rush in any way. When it was finished, I felt a relief and happy".*

The most prevalent issues that clients in Wallingford ask Citizens Advice for help with are:

Top 3 benefit related issues:

- General benefit entitlement
- Personal Independence Payments (PIP)
- Initial claim for Universal Credit

Since the announcement of the intention to removal the 'Winter Fuel Allowance' for all except the poorest pensioners, we are also seeing an increase in Pension Credit applications.

The main debt issue clients present with is are:

- Council Tax Arrears
- Rent Arrears (Housing Association)
- Debt Assessments

We also deal with a significant number of clients who need referral to food banks or access charitable support.

In Wallingford town we have facilitated **£199,522** in income gain (e.g., Benefit or Tax Credit gain, access to charitable funds, social welfare) over this period, and over £30k of additional financial outcomes to those

residents we have supported. This is practical, measurable, real support for those most in need in our community, and helps provide stimulus to the local economy. We hope this demonstrates 'value for money' to Wallingford Town Council for the investment they make in our organisation.

What amount are you asking for? **£2,200**

What is the total cost of your project/activity? **£7500** (see breakdown below)

Volunteer Training (for in person & remote advice services)	2000
Volunteer Expenses	600
Supervision	2000
Project Coordination	1000
Office costs/resources (laptop, scanner, printing)	1100
Marketing & Comms	300
Outreach Venue - Wallingford Baptist Church	500
<b>Total</b>	<b>7,500</b>

**Have you applied to any other body for other funds towards this project? (give details please);**

No

**How else do you raise funds? Give details of subscriptions, fund raising etc.**

In addition to the 30% of funding we hope to achieve from the Town Council to continue to support the people of Wallingford, we have secured:

- 33% of funding for this project is provided via core services grant from SO District Council
- 22% Contracts/Special Projects
- 8% Other grants
- 4% Fundraising & Donations
- 3% Parish Councils

**What age group do you cater for?** 18+ (however we support children via parents/carers)

**Total membership:** We are not a membership charity

**Please provide your Charity number if you are a registered charity:** 08322240

**Please give any other information that would help us make a decision on your application;**

Historically, we haven't applied for funds through this method. Previously we sent a letter, annually to the Town Council requesting funds, so if there is anything you would like more information please do not

hesitate to ask. A full report on the last 12 months work has been submitted via the Senior Administrator at the Town Council.

We have attached our Constitution and Accounts as required.

I declare that the information given in this grant application is complete and accurate.

Authorised Signature;

A handwritten signature in black ink, appearing to be 'D. St.' or similar, written in a cursive style.

Title **Chief Officer**

Date **06/10/2024**

**Please attach your latest accounts and your constitution**