

Witney Town Council
Town Hall
Market Square
Witney
OX28 6AG

citizensadvicewestoxon.org
citizensadvice.org.uk

15th February 2024

Dear Cllr Collins

I am writing to thank Witney Town Council for the continuing support of Citizens Advice West Oxfordshire. We continue to experience high levels of demand for our help and your support is vital in enabling us to continue serving the people of Witney.

I have attached a dashboard report to show how many people have been supported across the Witney Wards during 2023. In 2022 we helped 950 unique clients with almost 4,200 issues. In 2023 this increased to 1011 unique clients with over 4,430 issues.

We have also increased the financial outcomes for Witney clients as you can see from the comparison below. We have seen a greater number of people using Debt Relief Orders which has increased the amount of debt written off. The income gain is also significantly increased. This year we have seen the 'Other' category added, and this would include applications to charities for grants or help with white goods and other essential purchases that our clients cannot afford.

2022

Outcomes

Income gain	£556,892
Re-imburements, services, loans	£37,809
Debts written off	£33,062
Repayments rescheduled	£9,564

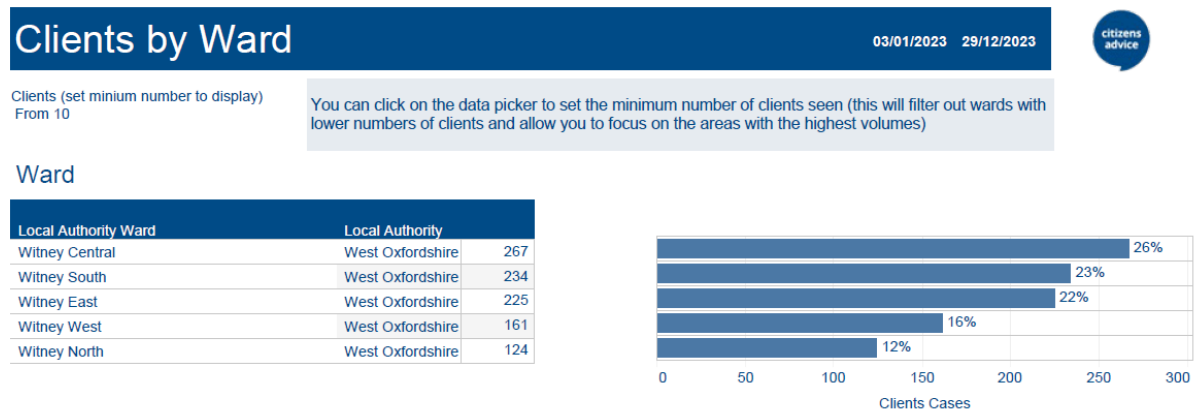
2023

Outcomes

Income gain	£622,242
Re-imburements, services, loans	£32,457
Debts written off	£77,003
Repayments rescheduled	£6,749
Other	£58,507

As you can see on the attached dashboard report, 49% of those helped have a disability or long term illness, and 12% were of an ethnicity other than White British (3% increase on 2022). 14% of our activity was face to face, the rest via phone, email and web chat as well as administrative activity.

I have also included a breakdown of Witney clients by ward so you can see we are reaching all parts of the town. .



We are expecting demand to continue at a similar rate, with many households still under severe financial pressure.

We continue to provide as much help as we can, and without the support of our local councils this would be just a bit harder. Thank you again for continuing to value our services.

Yours sincerely

Teresa Archer
Chief Officer

Attached: CAWO Witney Wards Dashboard 2023

Chief Officer: Teresa Archer
Charity registration number 1092539
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Authorised and regulated by the Financial Conduct Authority FRN: 617794.
Registered office: The Old Print House, Marlborough Lane, Witney, OX28 6DY

