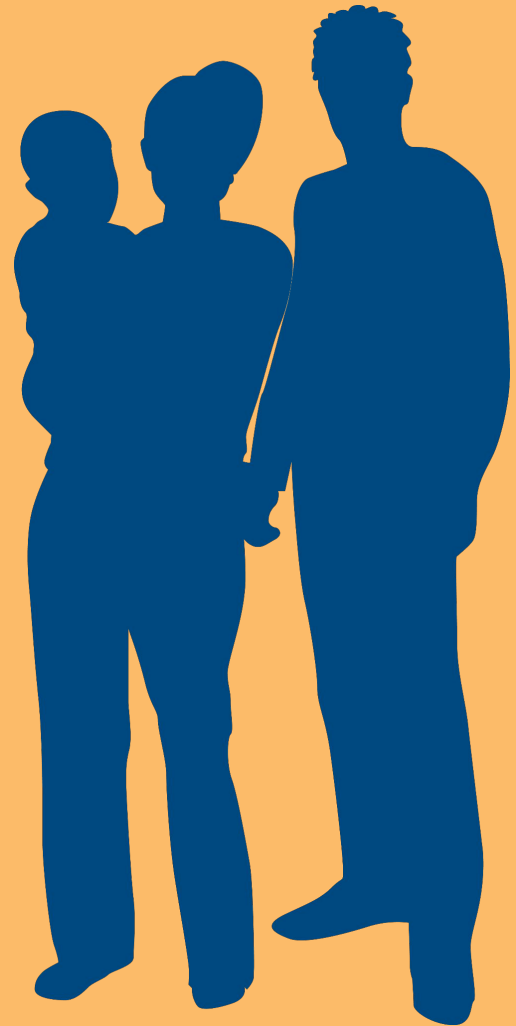


# **Citizens Advice Cost of Living Crisis - how can we help?**

**Joseph Mailler - Advice Services Manager**



# Our locations



# About Us

- 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.
- Our approach is to empower people with good, quality, independent advice.
- Network of 259 independent charities, members of National Citizens Advice.
- Funded by District Councils, grants, contracts and community fundraising.
- Trained volunteers are the backbone of our service.
- Access us by phone (Advice Line), drop in for vulnerable clients, email, webchat, face to face meetings. Start with Advice Line.

# How can we help in a cost of living crisis?

- **Benefits Advice** – benefits checking, help with applications, support in appealing decisions.
- **Debt Advice** – trained debt advisers help with payment plans, Debt Relief Orders, help with discussions with those you owe money too.
- **Energy Advice** – no longer switch and save but can help with negotiation over payment arrears.
- We can also provide support with housing, employment issues, relationships and family.
- **Fuel Bank** and **Food Bank** referrals.
- Sometimes CA distribute emergency funds (e.g. HSF).

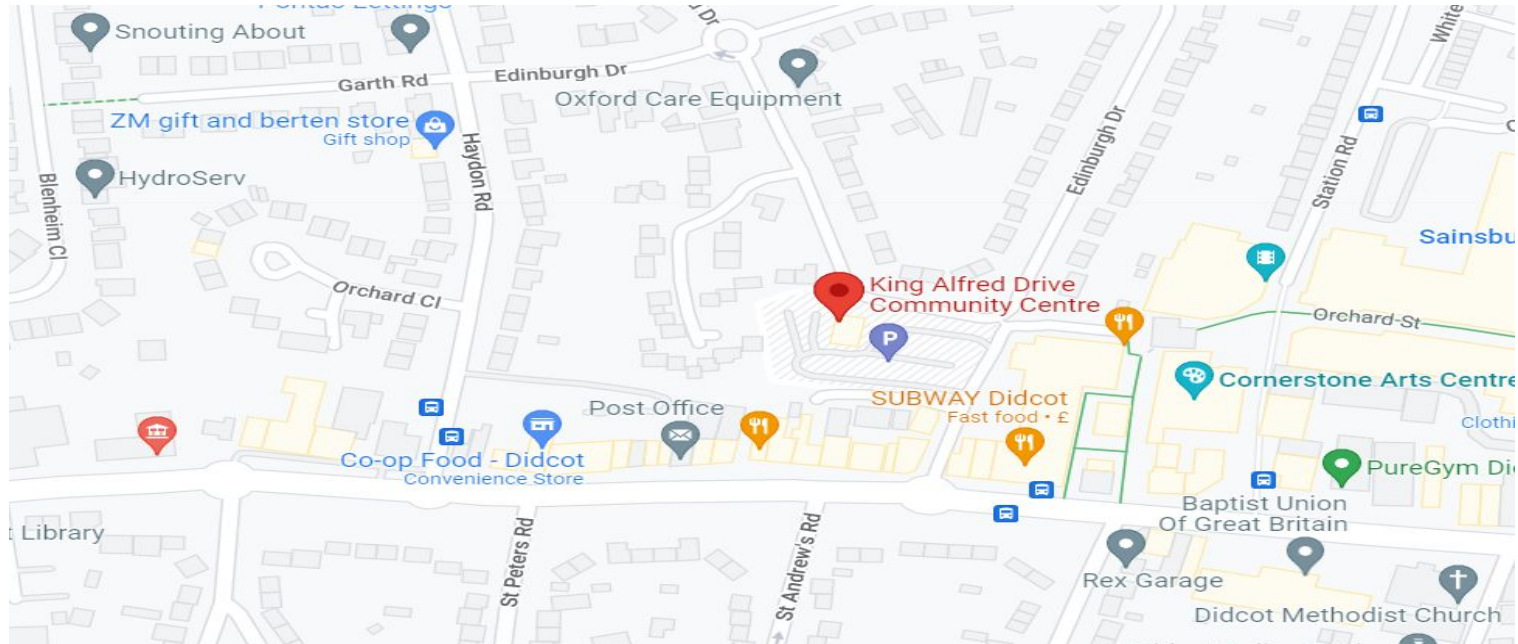
# Government Cost of Living Support

Government Cost of Living Support Attached to email.

# Citizens Advice Didcot

## King Alfred Community Centre

2 King Alfred Drive  
Didcot OX11 7NU



# **Citizens Advice Oxfordshire South & Vale (Didcot)**

## **Opening Hours:**

**Monday 9.30am – 12.30pm**

**Tuesday Closed (pre booked appointments only)**

**Wednesday 9.30am – 12.30pm**

**Closed (pre booked appointments only)**

**Friday Closed (pre booked appointments only)**

**For free confidential advice please call one of our  
freephone numbers below:**

**General Advice: 0808 278 7907 Mon - Fri 9am - 5pm**

**Universal Credit Claims: 0800 144 8444**

**Debt Advice: 0800 240 4420**

**Consumer Advice: 0808 223 1133**

**Scams Advice: 0808 250 5050**

**Pension Wise: 0300 330 1001 (local rate not free)**

**Or visit our website at [www.caox.org.uk](http://www.caox.org.uk)**

# What our clients say



Oxfordshire  
South & Vale

*Just found it easy to talk the agent was very kind patient and calm with me and explained everything I needed to know*

*Absolutely fantastic service wasn't made feel embarrassed about my learning ability couldn't praise the service enough*

*Just to thank you for the valuable service you provide to people who are often in really difficult situations. I was very stressed about obstacles we had encountered appealing against a decision about PIP on behalf of a family member for whom I act as appointee, and it was both reassuring and helpful to talk to someone who was a lot more familiar with the whole system and was able to untangle some of the legal language and help me to decide what to do next.*

**[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**

**Thank you**



**Oxfordshire  
South & Vale**