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## Citizens Advice Henley report to Annual Town Meeting 2019

Citizens Advice Henley provides free and confidential advice to all members of the local community. Last year, we advised over **3,000** people in face-to-face meetings or by phone. This work was carried out by **40** skilled local volunteer advisers supported by an Advice Services Manager and 3 Advice Session Supervisors. We have recently expanded our client services to include web chat and messaging.

We're based in Market Square Henley, right next to the Town Hall, and we're here to help people get to grips with problems they might have and can't resolve on their own. The number of people seeking our advice has increased steadily over the past 3 years. Our skilled volunteer advisers are trained to provide expert advice on issues such as debt, benefits, employment, housing, family relationships and consumer issues. Nearly three quarters of those who come to us have their problems mostly or completely resolved. We help nearly everyone to find a way forward. In 2018, the quality of our advice was assessed as 'green', the highest ranking. Our clients give us high satisfaction scores.

We are members of the national Citizens Advice charity but they do not provide core funding. We rely on funding from local councils and charities. Due to cutbacks, this income is reducing each year so we need to raise funds from a wider range of sources.

Just a few of the many testimonials we receive....

*'I am delighted at the wonderful work that you have done on my behalf. You have a very good team. My thanks to you and to them.'*

*'My PIP application has been successful. It's an absolute lifeline - thank you for your help.'*

*'Thank you very much for all your help...and keep up the good work, Citizens Advice does indeed make the difference.'*

*'Thank you for all your help and support. I'm very grateful for everything - I would be lost without your service. Your employees and volunteers are amazing. They do a great job and are kind and considerate. Totally unselfish with their time. I suffer from mental health problems and they helped me a few times. People need this service. It is irreplaceable.'*