



Report to Abergavenny Town Council June 2022

Monmouthshire County Citizens Advice are grateful to Abergavenny Town Council for their continued support.

During the year to 31st March 2022 the service has advised 364 clients, who live within the Abergavenny Town Council wards, with a total of 1193 issues. Our service has helped these clients to receive an income gain of £133,123 and helped them to obtain £299,611 of debt write off. This income gain is, of course, money which can then be spent in the community.

Our latest report shows that we helped 196 Abergavenny clients with 456 benefits and tax credits issues, 74 clients with 236 debt issues and 80 clients with 155 financial capability issues. These figures do show that on average each client now comes to us with more separate issues than they did pre pandemic.

Over the past two years the way we offer our service has had to change and the majority of these clients have been helped over the telephone and we have continued to answer our phone lines even when we were unable to open our doors. We have, also, continued to offer face to face advice for those clients who are unable to cope with telephone advice. As Welsh Government restrictions have eased we have again been able to open our office in Abergavenny for the traditional “drop-in” advice and since the final easing of restrictions on businesses being removed then, with the support of our wonderful volunteers, we have been able to increase the number of days of which we can offer this service.

During the pandemic about one third of our volunteers made life decisions that meant they were no longer able to volunteer with us. Our recruitment campaign started again at the beginning of the year and we have new volunteers being trained currently in the Abergavenny Office.

With the current economic situation in the UK then we can only see a further increase in demand for our services and recent trend data is already showing a huge increase in the number of clients seeking help with benefits and tax credits and financial capability advice.

Our core funding continues to come from the County and Town Councils of Monmouthshire and their financial support is invaluable in helping us support our clients.

During the past year we have been successful in obtain funding for specific projects and as well as our general advice we can also offer more in-depth help with benefits, debt, financial inclusion and we have our own part time energy adviser.

If there are any questions relating to this report then please ask for any clarification you need.

Yvonne James

Chief Operating Officer