

Get involved

If you would like to be kept informed of our work by receiving our digital newsletter, find out about volunteering, raise funds for us or simply donate, we'd love to hear from you.

To contact us, either send an email to reception@southhamscab.org.uk, visit our website southhamscab.org.uk or return this form to us at Follaton House.

Name _____
Address _____

_____ Postcode _____
Email address _____
Telephone number _____

I would like to

- Receive your quarterly digital newsletter**
- Find out more about volunteering**
- Help with events and fundraising**
- Make a donation**
Please make cheques payable to
South Hams Citizens Advice Bureau
or to donate online please visit our website
- Make a regular donation**
Please send me a standing order mandate form

Gift Aid

If you are a UK tax payer,
boost your donation.

For every pound you give, we will receive an extra 25p of Gift Aid reclaimed by us from the Inland Revenue from the tax you pay. Please sign and date the box below and include your address and postcode above as identification.

Signature

Date

We will always make sure that your personal data is protected and treated securely. Any information that you give will be held in accordance with the General Data Protection Regulation (GDPR) and the

Problems affect lives

We help people so they can live happier more productive lives and campaign on big issues when people's voices need to be heard.

"It is a great comfort to know that Citizens Advice is here to help with life's problems".

We are a local charity, locally funded Citizens Advice South Hams

Follaton House, Plymouth Road,
Totnes TQ9 5NE

For advice & opening times
southhamscab.org.uk

Adviceline

03 444 111 444



Citizens Advice South Hams



Our Impact

Citizens Advice South Hams is the operating name of South Hams
Citizens Advice Bureau Ltd, registration no 04349641

Our advice makes a difference

Every year thousands of people from the South Hams come to us for help in solving their problems. As a member of the national Citizens Advice

This is Tracey's story

Tracey lives with her husband and two children. When we met Tracey she had debts exceeding £7,000. The family had not paid rent or Council Tax for six months and were at risk of losing

In 2017/18 the Citizens Advice South Hams office helped: **4,746** people, with **9,985** issues. 7 in 10 say we helped resolve their problem; 4 in 5 say our advice helped improve their health and finances, and 3 in 5 say they found it easier to manage day to day.

Our value to society

We help people like Tracey every day. It's impossible to put a financial value on everything we do – but where we can we have used a Treasury-approved model to demonstrate our local financial impact.

The model allows us to say with confidence that in 2017/18 Citizens Advice South Hams, generated at least:

-  **£129,195** savings to the Local Authority by preventing homelessness and lowering the cost of temporary housing.
-  **£183,343** savings to the NHS by reducing use of mental health and GP services.
-  **£209,086** to the local economy through the value of volunteering. Volunteers report increased confidence, more connection to their communities and reduced visits to their GPs.
-  **£757,499** to the local economy through the value of advice. This is based on attributing financial values to keeping people in work, improved emotional well-being and improved family relationships.
-  **£1.2m** financial gains for our clients. That's real money in our clients' pockets over and above the

Tracey used to run a successful business but had given up work following the birth of her second child who has serious health issues requiring frequent visits to Bristol Children's Hospital.

Tracey explained that her husband was working extra hours but even so the bills were continuing to mount. Long days, frequent hospital visits and high travel costs to Bristol, were creating considerable stress at home; Tracey felt her marriage was on the brink of breakdown.

We immediately helped to stabilise the situation. We helped Tracey prioritise her debts, coming to affordable arrangements with both her landlord and the Council. No longer at threat of eviction, we then helped the family get their other debts under control, and we helped them apply for Disability Living Allowance for their daughter to boost their income.

Tracey said, *"I cannot thank you enough for your help. I was slowly drowning in all that debt and stress. You have been my lifeline."*

**citizens
advice**

South Hams