

Citizens Advice South Hams are an independent local charity. We give people the knowledge and confidence they need to find their way forward – whoever they are, whatever their problem.

We offer drop in sessions and advice appointments Monday to Friday at Follaton House in Totnes.

We offer weekly drop in sessions and advice appointments in:

- Ivybridge
- Kingsbridge
- Dartmouth
- Totnes at the Mansion

We offer support over the phone by operating Devon Adviceline in partnership with fellow Citizens Advice offices across Devon.

Our service is delivered by the equivalent of 7.5 full time staff and **60 volunteers.**



South Hams

Citizens Advice South Hams: Our Impact 2018-19

Casper's story

Despite working 40 hours a week, Casper was struggling to feed his family, including a young son and a 10 month old baby. He needed help because he and his partner had received a demand for immediate repayment of £1,300 overpaid Tax Credits. He did not know how it had happened or what to do.

We issued the family with food vouchers so that they could have hot meals again. We contacted HMRC and established that in fact they did not owe any money and it was an administrative error. We also identified that the family were missing out on benefits they were entitled to. We helped them make a claim which saw the household annual income increase by £2,173.

The family were extremely relieved. Casper said he thought he would sleep a little easier at night and the family would be able to enjoy a better quality of life, now they could afford to eat good nutritious meals.

100%

of our clients say they would use our service again

97%

of our clients say they would recommend our service

We directly advised **5,964** clients

We dealt with **11,759** issues

Our volunteers gave time to the service with an estimated financial value of **£467,094**

We helped clients to secure over **£2 million** of financial benefit



We're here to help **everyone** who needs us, but we also support people most in need.

