

# Our impact

2020/21

## We are Citizens Advice South Hams

Every year thousands of people come to us to help them find a way forward with their problems. As a member of the national Citizens Advice service we offer advice on the phone, face-to-face, via video link, via web chat, by WhatsApp and by email.

We have continued to give advice throughout the pandemic without a single break in our service. In 2020/21 we helped:



**4,358 people**



**with 11,241 issues**

After receiving advice from us, **6 in 10** people reported feeling less stressed, and **4 in 10** reported having more money or better control of their finances.

**4 in 10** also reported that they had a better relationship with others, a more secure housing situation and better job prospects.

**Citizens Advice South Hams** serves around 87,000 residents, employs 16 members of staff and has 66 volunteers.

**citizens  
advice**

**South Hams**

## Our value to society

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.

During 2020/21 Citizens Advice South Hams generated at least:



**£125, 844**

savings to the Local Authority by preventing homelessness, housing evictions and reducing the pressure on mental health services.



**£221, 044**

savings to the NHS by reducing the use of mental health and GPs services, and keeping people in work.



**£346,520**

to the local economy through the value of volunteering. Volunteers report increased confidence, more connection to their communities and reduced visits to their GPs.



**£1.3 million**

to the local economy through the value of our advice. This is based on attributing financial values to keeping people in work, improved emotional well-being and improved family relationships.



**£1.99 million**

financial gains for our clients. That's real money in our clients' pockets over and above the wider society benefits.

## John's story

John came to us for housing advice after his step-father passed away. They had been living together in a three-bed social housing property and he was not sure whether he would be allowed to remain in his current home now he was on his own. Suffering from ill health, John found the whole situation rather overwhelming and wasn't sure what to do.

We were able to advise John about speaking to his landlord to explain the situation, and making a claim to Devon Home Choice to enable him to downsize and find somewhere suitable where he would be happy to live whilst remaining within his community.

John was able to stay in his home while he looked for a new one-bedroom property with a temporary tenancy being issued ensuring that the rent was met.

We put John in touch with a local community group who assisted him with the move into his new home and made sure he was settled in.

**"The advisers were brilliant and helped me in every way that they could. Thank you."** —

John

