



South Hams

Our impact 2019-20

We are Citizens Advice South Hams

Citizens Advice South Hams offers advice to the people of the region on a myriad of issues; helping people to navigate the complex benefits system, those struggling with debt, those suffering from employment or housing issues, among others. Our aim is to help people resolve their problems so that they can lead happier and more productive lives.

Our impact

We help many local people every year from our main office in Totnes, our outreach services, and by giving advice by telephone. Last year we helped 6,455 local people with 13,606 issues. Overleaf you will find the numbers of people from your locality who accessed our service.

Our advice makes a difference. Last year our trained volunteers helped local people achieve £2mn of financial gains through the advice and practical support they gave.

Innovation

This year has been turbulent for everyone due to the Coronavirus pandemic. At the start of lockdown we saw a huge surge in demand for our services. Due to the restrictions on face to face services we had to completely change our way of working. We transformed our services and our volunteers and staff began working from home. Although this was extremely successful we have realised the most vulnerable people in our community may now encounter barriers to accessing our services. Those with poor internet access or limited technical capabilities may be particularly affected.

In response we are launching a new, live video service from within community centres, where clients can speak directly to a Citizens Advice adviser via video call. We are currently trialling video booths in Totnes, Dartmouth, and South Brent with more planned for the future.

Our aim is to be there for the community in all circumstances where people need support steering through an unprecedented situation and a precarious time in their lives.

People helped by Ward	2019-2020			
	Q1	Q2	Q3	Q4
Allington and Strete	17	21	14	25
Bickleigh & Cornwood	18	11	12	16
Blackawton & Stoke Fleming	18	24	18	15
Charterlands	20	19	25	28
Dartington & Staverton	51	38	44	36
Dartmouth and East Dart	80	85	101	98
Ermington & Ugborough	20	18	13	23
Ivybridge East	52	53	49	41
Ivybridge West	49	45	38	49
Kingsbridge	93	91	91	97
Loddiswell & Aveton Gifford	23	28	28	34
Marldon & Littlehempston	22	17	25	23
Newton & Yealmpton	30	42	34	23
Salcombe & Thurlestone	51	37	46	43
South Brent	63	72	54	56
Stokenham	19	28	13	15
Totnes	238	241	203	233
Wembury & Brixton	18	22	25	18
West Dart	41	26	31	44
Woolwell	6	8	6	7

