Our impact in Totnes

2024

citizens advice South Hams



Citizens Advice in Totnes

Although the cost of living crisis ceases to dominate the headlines, it's clear that our clients are still struggling to make ends meet. We continue to help clients with a range of issues including benefits, energy issues and debt.

Clients issues are increasingly complex and interrelated which is where the benefit of the holistic approach we offer proves very advantageous to those who use our services. Although they may approach us with one issue, through careful exploration we often discover there are several issues that need to be addressed.

We are incredibly grateful to Totnes Town Council for their continued support, to St John's Church for hosting our weekly community outreach, and to our local volunteers who help us deliver such a vital service.

We anticipate that the demand for our service will remain high throughout 2025/26, and we intend to be present and ready to assist those in our community who need it.

Our work in 2024

The number of Totnes residents helped by Citizens Advice increased from **618** in the previous year to **648** in 2024.

The number of issues advised increased to **4,152**.

We recorded financial gains of **£950,022** for our Totnes clients.

648 residents helped



4,152 advice issues



£950,022 for clients



Advice trends

Issues advised on for Totnes residents	2023	2024	% change
Benefits	1,477	1,731	17%
Utilities & communications	845	945	12%
Debt	444	398	-10%
Housing	232	250	8%
Consumer goods & services	217	267	23%
Health & community care	101	71	-30%
Financial services & capability	80	81	-5%
Relationships & family	79	74	-6%
Employment	55	74	35%
Charitable Support & Food Banks	56	94	68%
Legal	51	60	18%
Tax	14	22	57%
Travel & transport	25	35	40%
GVA & Hate Crime	10	7	-30%
Other	14	14	-
Immigration & asylum	23	20	-13%
Education	3	9	200%
Grand Total	3,731	4,152	11%

Outcomes

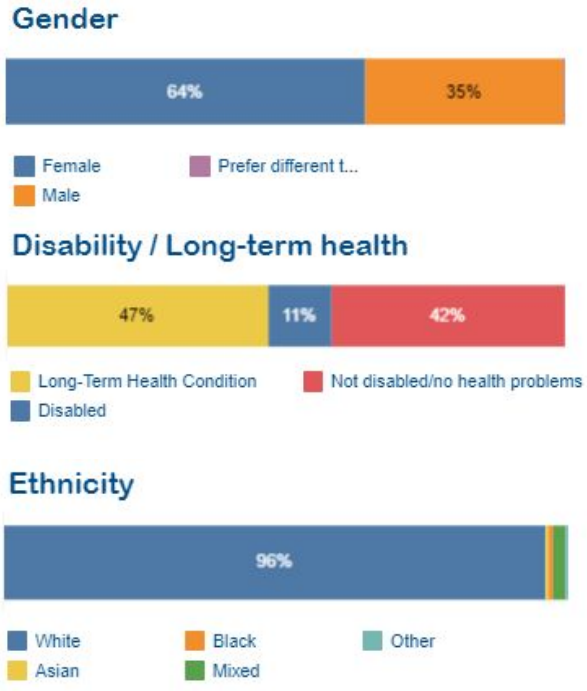
For Totnes clients helped we have recorded financial gains of **£950,022** in 2024.

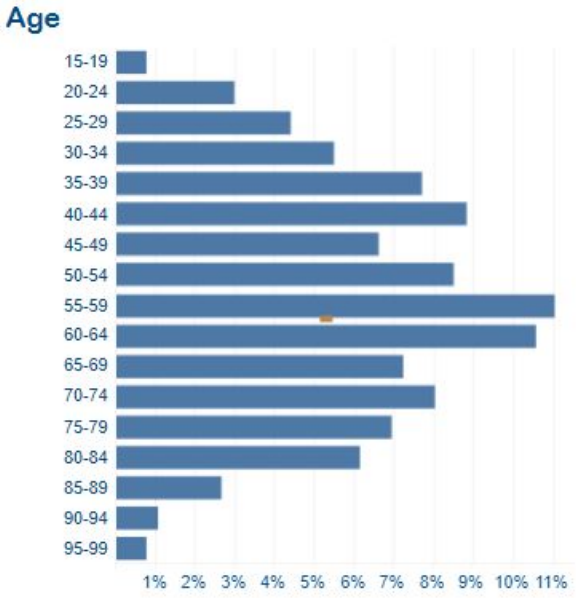
Outcomes	Total
Income gain	£652,391
Reimbursements, services, loans	£17,564
Debts written off	£210,919
Other	£69,148
Grand Total	**£950,022**

This comprises **£652,000** of new income generated by helping with benefits and tax credits claims and charitable support; over **£210,000** of debt that has been written off; and 'other' interventions such as securing a moratorium on credit cards, maintaining a benefit or demonstrable increase in capacity to manage.


“Totnes Citizens Advice are extremely helpful and professional and I can't thank them enough.”

Client profile





Gender: 64% female, 35% male

Age range: 18 - 99 years

Disability: 11% disabled, 47% long-term health condition

Ethnicity: 96% white, 4% BAME

Household type: 65% single people with/without dependents

Occupation: 21% employed; 11% self-employed; 17% permanently sick/disabled; 22% retired

Challenges for 2025

We intend to remain a strong presence in the town throughout 2025 although we are operating in an increasingly difficult funding situation.

It is clear from our data there is a strong need for good quality-assured advice in Totnes. We are seeing worrying trends in the need for charitable support and food banks and employment issues.

- We aim to maintain our weekly presence in St John's Church, Bridgetown to support those experiencing hardship and poverty
- We will increase both our physical and digital advertising to ensure Totnes residents know where to go to find us
- We will increase our volunteer numbers to give us the capacity to help more clients, particularly over the phone

How our advice helped Sue

Sue lives alone and has severe disabilities. Through our partnership work with Totnes Caring she was identified as someone who needed help filling in benefit application forms as she has a very low income.

Our adviser visited her at home as she was unable to get the office. After helping with her the forms, Sue was awarded Attendance Allowance, Pension Credit, and Severe Disability Premium (SDP).

Sue now has an extra £8,631 a year coming in to help her manage.

During our interactions we also established that Sue had storage heaters in her home that we she wasn't sure how to use the properly.

Our energy team conducted a thorough energy assessment and advised her on how to effectively use her heaters, and switched her to a cheaper energy tariff.

We also provided her with a hot water bottle to help keep her warm throughout the Winter and will continue to work with Totnes Caring to see if there is any additional help she needs.

How to contact us



0808 278 7948 (free from mobiles and landlines)
Monday - Friday 10am - 4pm



Email us using the form on our website
southhamscab.org.uk



Come and see us

- St John's Church, Bridgetown, Totnes, TQ9 5AD
  Every Wednesday, 9.30am to 12.30pm

- Follaton House, Plymouth Road, Totnes, TQ9 5NE
  Every day 10am to 1pm and 2 to 4pm.

Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

southhamscab.org.uk

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