2025 | ISSUE 15

Autumn Newsletter

Citizens Advice South Hams

RESET your energy bills this Winter



As the weather starts to turn colder more people are starting to worry about meeting the costs of keeping their homes warm throughout the winter.

The recent rise in the Energy Price Cap means most people will be paying more for their energy on top of large rises in fuel costs over the last few years.

At CA South Hams we're running a new project called RESET Energy Advice, which has already helped 158 households with 22 people attending a recent energy workshop.

The RESET team help the most vulnerable households in our community by checking if they're paying too much for gas and electric, helping them understand bills, find ways of saving energy at home and making sure they have all the available support they need.

RESET is available to anyone who meets one of the following:

- Has health related vulnerabilities, disabilities or long-term health conditions
- Is digitally excluded or has limited capability
- Of pensionable age or on low income, benefits or is socially isolated
- Is a single parent with dependent children
- Spending 10% or more of disposable income on energy bills

RESET can help you make sense of your energy bills, find ways to save energy at home, apply for grants to help with heating costs and get advice on benefits and debt.

The advice is provided by our local, fully trained advisers – not a national call centre – and they will work with people over several months to improve their situation.

Energy RESET covers an area from Plymouth to East Devon, including Teignbridge, Exeter and Torbay, as well as the South Hams, and has created three full-time jobs.

Anyone who needs help from RESET can contact the team on 0800-995-6890 or via the website at resetenergyadvice.org.uk.

JANIE MOOR
Chief Officer
Citizens Advice South Hams
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Our impact in the South Hams



Every year, thousands of people come to Citizens Advice South Hams to help them find a way forward with their problems.

2024–25 was one of our busiest years on record. As people's issues become more complex and interrelated, the benefits of our holistic approach are clearer than ever—helping us provide more effective, joined-up support.

During 2024-25 we:

- Helped **6,800** people
- with **22,600** issues
- gaining a total of **£2.7 million** for the people we helped
- **85%** of people said we helped them find a way forward
- **87%** of people would recommend us to a friend

We saved the government **£1.2 million** by keeping people in work, and saved the NHS **£404,000** in reduced use of GP and mental health services.

You can read more about our work in our impact report and annual report on our website.

Join our Trustee Board



Citizens Advice South Hams plays a vital role in our community, and now we're looking for a new Chair-designate and Treasurer-designate to build on the successful foundations laid by our board to take us into the future.
Our trustees provide strategic oversight, challenge and support to a committed leadership team and are a key part of our charity.

If you're interested in learning more about these challenging but rewarding roles, please visit
southhamscab.org.uk/get-involved/.

Cathedral Concert for Citizens Advice South Hams

The Devon Philharmonic Orchestra's Autumn Concert takes place at Exeter Cathedral on Saturday 15 November at 7.30pm and Citizens Advice South Hams will be there raising awareness of our work and collecting money. We have been invited as the orchestra's charity for the evening in tribute to Richard Lines, one of our former advisers, who passed away earlier this year and was a member of the orchestra. Please come along if you can.



Moving Forward



Our Energy Adviser, Oleh Bilous, attended the Moving Forward event organised by Totnes JobCentre at the Civic Hall. The session was for people with a disability or health condition and aimed at improving wellbeing, making positive changes in their lives and showcasing what support is available. Many thanks for flying the flag for CA Oleh!

Autumn Budget 2025



As part of the national Citizens Advice network, we campaign on the policies and practices that affect people's lives. In the run-up to the Autumn Budget, we have contacted our local MPs to ask that they urge the
to urge the Chancellor of the Exchequer to ensure that improving living standards are at the forefront of this year's Autumn Budget.

Ahead of the Autumn Budget on 26 November, we are asking the government to:

- **Uprate Local Housing Allowance in line with 30th percentile of local market rent** - LHA rates should be uprated in line with the intended policy design, ie linked to the 30th percentile of local rent costs. This should be maintained permanently, rather than reviewing it each year. The Shared Accommodation Rate for under 35 year olds should also be abolished.

- **Scrap the two-child limit and benefit cap** - These policies are among the biggest drivers of child poverty in the UK and reversing them would be the most efficient way to lower child poverty levels. They arbitrarily reduce the money received by low-income families, disproportionately impacting children and, as a result, driving higher levels of child poverty.

- **Ensure low income families can cover essential utility bills this winter** - The government must address affordability in the energy sector and better support people, especially those most vulnerable, by reforming the Warm Home Discount to provide more tailored support for households with the highest energy use, and taking steps to reduce the cost of electricity to help those in the deepest fuel poverty and encourage the green transition.

HOW TO GET ADVICE

0808 278 7948 (freephone)
Monday to Friday
10am to 4pm

Check out information on a wide range of subjects on our **website:**
southhamscab.org.uk

Come and see us
Follaton House, Totnes
Monday to Friday
10am - 1pm, 2pm - 4pm

Weekly outreaches in Totnes Ivybridge, Dartmouth and Kingsbridge.
See our website for details of times and locations.