


# Our impact

## 2024-25

Every year thousands of people come to Citizens Advice South Hams to help them find a way forward with their problems. We offer free, confidential, impartial and independent advice on the phone, face-to-face and by email. We operate from our main Follaton office and outreach locations in Totnes, Dartmouth, Kingsbridge and Ivybridge.

### A YEAR OF INCREASED DEMAND

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

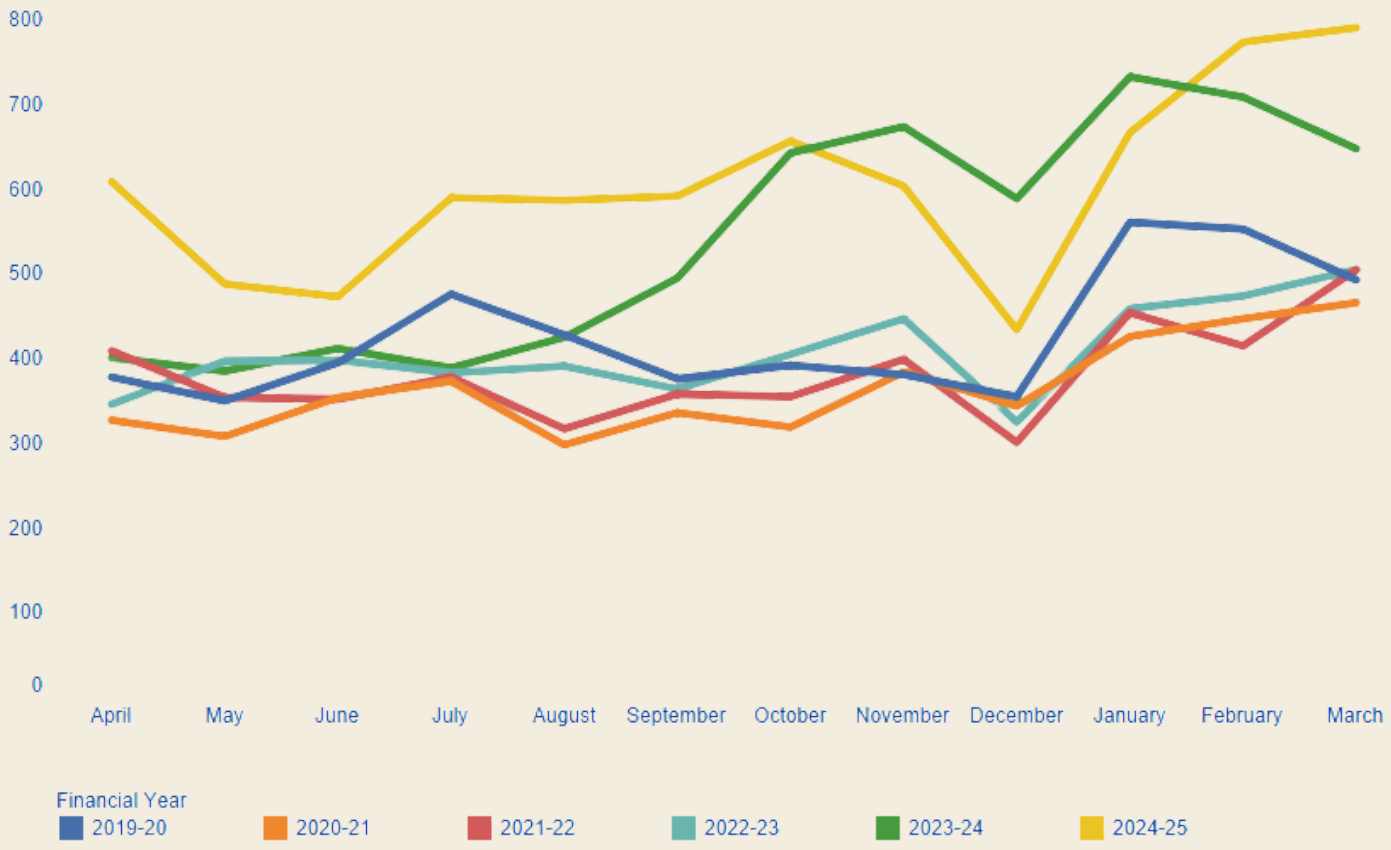
We're sincerely grateful to our funders, sponsors, and volunteers, whose continued support keeps our vital service running.

### DURING 2024/25

**6,833**
clients helped

**22,625**
issues dealt with

**£2.7mn**
in financial gains for clients




## OUR SPECIALIST ADVICE PROJECTS

Alongside our generalist advice service we run a range of specialist advice projects, including:

- Healthwatch - providing specialist support and advice in all aspects of health and social care.
- Energy advice - we run several energy advice projects helping people to understand and manage their domestic energy usage.
- Trussell Trust outreach - working in partnership with the Ivybridge foodbank.
- Yorkshire Building Society outreach - giving in-branch support to those in need.

## CLIENT FEEDBACK

**85%**

of respondents said Citizens Advice South Hams had helped them find a way forward

**87%**

of respondents said they would recommend Citizens Advice South Hams to a friend

## 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 2024/25 Citizens Advice South Hams generated at least:

**£10 million**
The total value to the people we help.

**£194,346**
Total savings to local authorities through preventing homelessness, evictions and mental health services.

**£404,394**
Total savings to the NHS by reducing use of mental health and GP services.

**£1.2 million**
Savings to the DWP through keeping people in work.

## RESEARCH AND CAMPAIGNS

During 2024/25 our research and campaigning work included:

- Partnering with the University of Plymouth to produce a report about 'Hidden Homelessness' across Devon and Cornwall awarded 'most impactful research' by National Citizens Advice.
- Participating in national campaigns to raise awareness of energy saving tips and scams awareness.
- On-going research into the state of private rental sector housing.





## WHAT OUR CLIENTS SAY

*"I'm very grateful for access to knowledgeable & empathetic advice without charge or other elimination process. Materially improved my situation."*

*"We can not thank you enough for all your help and support. The people we talked to were so helpful and understanding."*

*"Totnes Citizens Advice are extremely helpful and professional and I cannot thank them enough."*

*"Thanks to the people of the organisation for being there. It is always good to know there's some hope or someone to go to for help when no other alternative seems to be there to find a solution to any of our daily life issues."*

*"I am always grateful to be able to contact Citizens Advice. I have gone with a myriad of issues and every time I have found them to be very helpful."*

citizens advice South Hams

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