2026 | ISSUE 18

Summer Newsletter

Citizens Advice South Hams

Growing to meet demand



Summer has arrived, and we're as busy as ever at Citizens Advice South Hams.

The cost-of-living crisis may have faded from the headlines, but the financial struggles facing many people remain. Every day we see the impact firsthand — and we know that extended support is still very much needed.

That's why we're proud to be working with Devon County Council and Citizens Advice offices across Devon to deliver the new Crisis and Resilience Fund. Replacing the Household Support Fund, it broadens the range of help available — and crucially, focuses not just on immediate relief but on helping people build better long-term prospects.

Find out more about the project on page 2.

To help meet the demand for our services, we're taking on new staff and volunteers. Come and find out what's involved at our Open Day on Wednesday 1 July, 10 am to 12 pm — meet the team, learn about the charity, and discover how you can make a difference.

We'd love to see you there. Find out more on page 3.

We've also launched research into the complexities of energy bills, and we'd welcome your help. Taking part in our short survey will help inform our work — see page 4. And don't miss the inspiring story of our Citizens Advice in Schools project on page 5 - we're looking for local businesses or organisations to help fund this vital work, so please do get in touch if you think you can help.

A huge thanks, as always, to our current volunteers without whom we couldn't run our vital service. We're always happy to welcome new faces to the team. If you're interested in volunteering or working with us, please do get in touch.

Best wishes,
Janie

JANIE MOOR
Chief Officer
Citizens Advice South Hams
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Helping people in crisis



Devon County Council has funded local Citizens Advice charities to deliver the new Crisis and Resilience Fund (CRF) — providing vital support for low-income families facing a financial crisis.

The fund is aimed at households who have been pushed to breaking point by an unexpected event — whether that's a sudden loss of income or an essential item they can't afford to repair or replace, such as a fridge or washing machine.

But the CRF goes beyond immediate crisis relief. We also work with people to put their finances on a sounder footing for the future — helping them claim benefits they're entitled to, manage their budget, or address any debts.

Anyone who thinks they might benefit can contact their local Citizens Advice office directly or be referred to us by another organisation. After an eligibility assessment, those who qualify may receive a payment to meet their immediate need — with no impact on any existing benefits.

Each eligible person will also be allocated a dedicated Citizens Advice caseworker, who will work with them over the longer term to tackle the underlying causes of their crisis. This includes access to regulated debt advice, support with benefits claims, and help with household budgeting.

Our goal is to reach 4,000 households, providing the wraparound support they need to get through their immediate crisis and build lasting financial resilience — creating more stable lives and stronger communities across Devon.

The CRF is backed by £8.4 million of government funding per year for Devon as a whole. As well as the support we provide, the fund covers other forms of help including housing support and heating oil costs, administered by district councils and other local organisations. You can read more about the support available from South Hams District Council.

If you or someone you know needs crisis support, call our free adviceline on **0808 278 7948**.

citizens advice Devon

Funded by UK Government

Citizens Advice Open Day

Curious about working or volunteering with Citizens Advice? Come to our **open day**!

- Meet the team
- Learn about the charity
- See how you can help your community
- Refreshments provided

Wednesday 1 July 2026

10am to 12pm

Follaton House, Plymouth Rd,
Totnes, TQ9 5EZ

Let us know you're coming - email
recruitment@southhamscab.org.uk



citizens advice **South Hams**

Help us make energy bills clearer

As part of our RESET Energy Advice project, we're researching how well people understand their energy bills. Your responses will help us lobby energy companies to simplify their bills for everyone. Take the survey online — it only takes a few minutes.

Once you've completed the survey, you'll have the chance to enter a prize draw to win a cosy Winter Warmer hamper worth £80, including:

- Thermos King Flask
- Thermos King Food Flask
- Hot Water Bottle
- Cozytime Microwavable Soft Toy
- Snuggle Blanket

The winner will be notified on 1 September 2026.



Celebrating our incredible volunteers



We kicked off June by celebrating Volunteers' Week — and the incredible people who are the real backbone of our service.

Some of our volunteers have been with us for as long as 30 years, bringing a diverse range of backgrounds and experiences. What they all share is a commitment to supporting the people who come to us in their time of need.

One of our volunteers sums it up beautifully: "Helping others in their time of need is very rewarding. We often see people coming in at the end of their tether, but leaving with a huge sense of relief. Since joining Citizens Advice, I've learnt new skills, made new friends, and feel like I've made a real difference to people's lives — no matter how small the issue."

If you'd like to find out more about volunteering with us, visit southhamscab.org.uk/get-involved or come along to our Open Day on Wednesday 1 July, 10am – 12pm.

Changing lives with our Schools Project

Over the past year, our Citizens Advice in Schools project has been running in Education South West primary and secondary schools across South Hams. Born out of the cost-of-living crisis, the project aims to break down the barriers that prevent low-income families from accessing advice — by bringing support into an environment they already know and trust.

To date, we've helped 29 families across 113 issues — a figure that speaks to just how complex each case can be. Read our full impact report here.

We're hugely grateful to the David Gibbons Foundation, Totnes Rotary Club, Totnes Town Council, Kingsbridge Rotary Club, Dartmouth Rotary Club, local councillors, and several individual donors for their generous support. Totnes Rotary has committed to funding the next phase, but this is contingent on match funding. If you know a local business or organisation that could help us keep this vital service going, please do get in touch.





If you need help with your energy bills, call our RESET energy line and leave a message.

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.