

Citizens Advice Devon

is made up of **7** local members:

- East Devon
- Exeter
- Plymouth
- South Hams
- Teignbridge
- Torbay
- Torridge, North, Mid & West Devon

We are part of a national network of around **300** independent local charities that make up Citizens Advice

Our service is delivered by

178 staff and **530 volunteers** working

over **30** locations

Our volunteers are vital to the way we deliver our service, enabling us to reach many more people than if we were purely staff-run.



Citizens Advice Devon: Our Impact 2017-18

Emma's story

"I was bereaved at 55 and overwhelmed with grief, anxiety and depression. I was struggling to make ends meet and confused about my benefits. I really worried I would lose my home in the village where I live, after losing the benefits I received whilst caring for my husband.

My local Citizens Advice helped me sort out my benefits and also to reduce my debts by £3,000, which meant I was able to keep up payments on my home. I am now looking at volunteering as a way to boost my confidence so I can eventually get back to work."



3 in every **4** clients have their problem solved

We directly advised **44,919** clients

4 in **5** of our clients say they are satisfied with the service



90% of our clients say they would recommend us



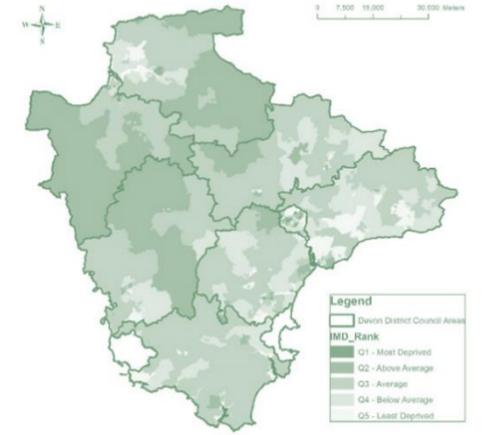
We dealt with **170,710** issues

We helped clients with over **£16 million** of income gains

Our **volunteers** deliver an estimated financial value of **£2.5m** each year

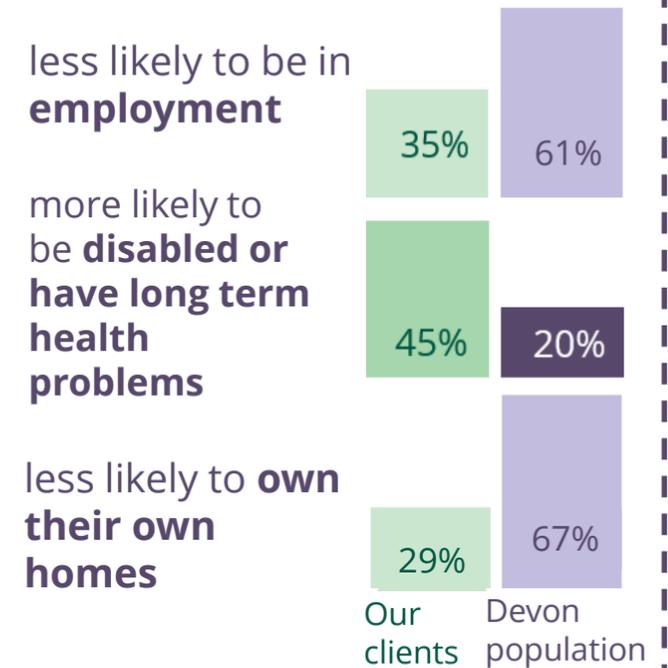


We also trained **109** people from other organisations in Benefits & Advice training, sharing our knowledge and skills



We're here to help **everyone** who needs us, but we also support people **most in need**.

Our clients are:



Top 5 Issues

