

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 **200 staff** and **530 volunteers** working in over **32** 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.



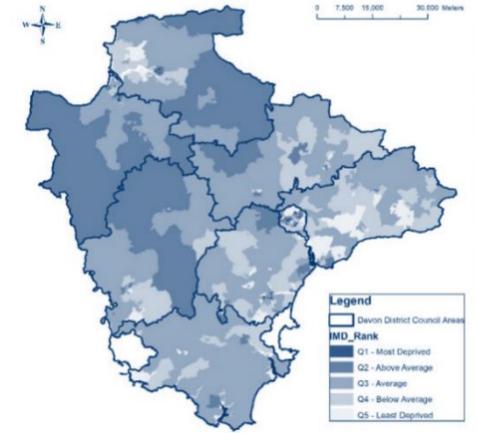
Citizens Advice Devon: Our Impact 2018-19

Sam's story

"After moving to Devon 4 years ago, I became very depressed as I didn't really know anyone and hardly ever went out. My GP told me to go to Citizens Advice.

The adviser there helped me with a PIP appeal, applied for a grant for much needed household items and discussed options for helping me overcome other difficulties.

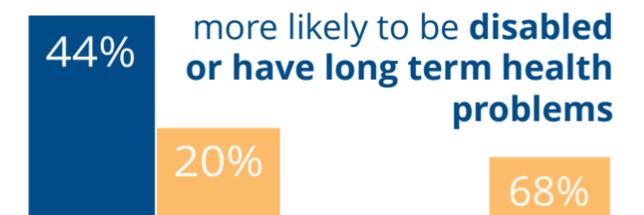
He was very kind, helpful and non-judgmental. Since then my life is so much better and I feel I belong and Devon is my home."



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

Our clients are:

Our clients | Devon population



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

We directly advised **45,611** clients

4 in **5** of our clients say we have helped them find a way forward



89% of our clients say they would recommend us



We dealt with **205,223** issues

We helped clients with over **£20 million** of income gains

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



We also trained **172** people from other organisations in Benefits & Advice training, sharing our knowledge and skills

TOP 5 ISSUES

