

## 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 **202 staff** and **572 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 2019-20



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

**85%** 

of our clients say we have helped them find a way forward

**90%** 

of our clients say they would recommend us

We directly advised **49,189** clients

We dealt with **219,776** issues

We helped clients with over **£29 million** of income gains

### Tom & Nancy's story

Tom and Nancy were living off Tom's state Pension, topped up by some part-time work by Nancy, who was under retirement age but had poor health. All their money went on rent, council tax and bills; they barely had any money for food.

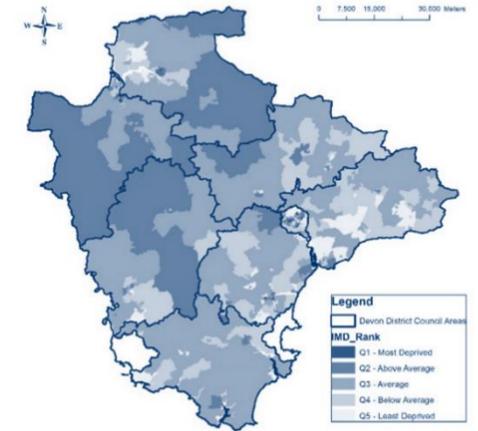
We were able to help make a Pension Credit claim to top up their income, which in turn, gave them full Housing Benefit and Council Tax Reduction boosting their overall income by 50%.

This improved their financial situation and overall wellbeing significantly.

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

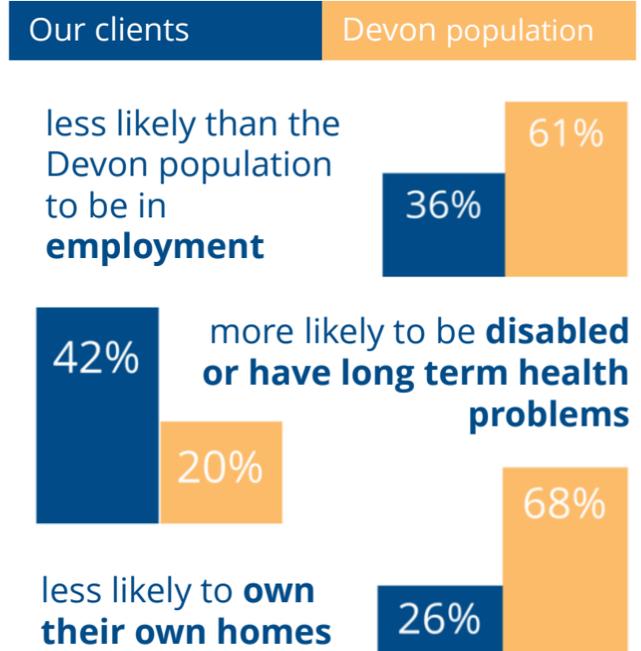


We also trained over **60** people from other organisations in Benefits & Advice training, sharing our knowledge and skills



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

### Our clients are:



### TOP 5 ISSUES

