

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 **280** independent local charities that make up Citizens Advice

Our service is delivered by **583 volunteers** and **210 staff** working in 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. Together, they deliver an estimated financial value of **£2.5m** each year



Throughout **Covid-19**, our volunteers and staff have worked from home, and the number of people helped by phone, web chat and email **more than doubled**.



Citizens Advice Devon: Our Impact 2020-21

Liz and Ray's Story

Liz and Ray, both self-employed market traders, had to stop work while Ray was recovering from a stroke and Liz had to care for him.

As a result of the pandemic, things were difficult before the stroke: unable to trade and not eligible for government support, Ray and Liz were struggling to pay bills and had used all their savings when they were referred to us.

We helped them claim Universal Credit and a council tax reduction, and advised about eligibility for further benefits if Ray did not fully recover.

The extra income has made life much easier for the couple who are now able to keep on top of the bills and focus on Ray's recovery.



Almost **4** in every **5** clients have their problem solved

9 in **10** of our clients say we have helped them find a way forward 

93% of our clients say they would recommend us 

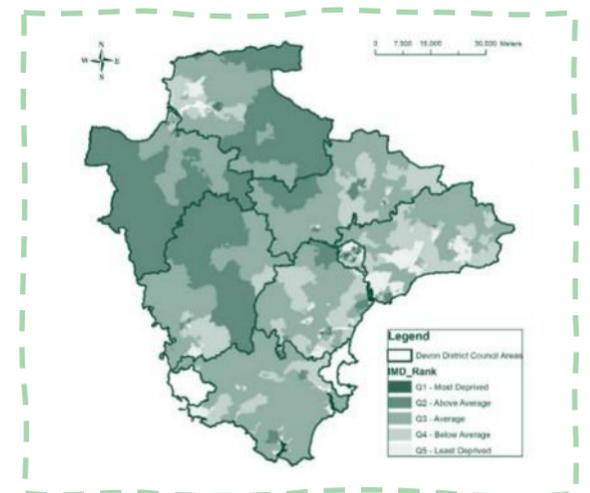
We directly advised **58,248** clients

We dealt with **305,143** issues

Our clients were over **£33 million** better off after getting advice

We provided benefits training for **65** local organisations via Zoom and developed a national benefits e-learning module for social prescribers working throughout England. 

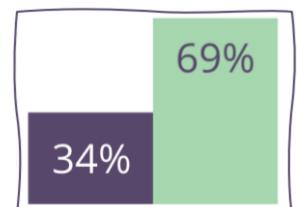
We're here to help **everyone** who needs us, but we also support people **most in need**.



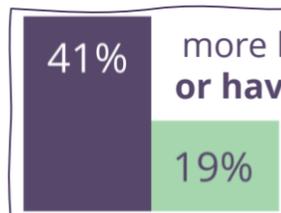
Our clients are:

Our clients Devon population

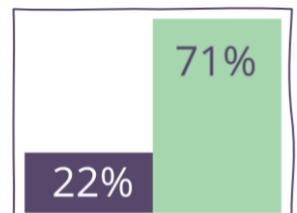
less likely than the Devon population to be in **employment**



more likely to be **disabled or have long term health problems**



less likely to **own their own homes**



TOP 5 ISSUES

