Citizens Advice TNMWD
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Dear Ms Jane Hole,

Ref: **Newton St Cyres Parish Council Donations to Citizens Advice 2019/20**

Citizens Advice Torridge, North, Mid and West Devon offers a free service to members of the public across the Mid Devon area, providing advice and information for the benefit of the individual and the community. Many members of the public come to us in difficult circumstances when they have no one else to turn to, often in life changing situations. So far this year we are experiencing a dramatic increase in the demand for our services.

We pride ourselves on our credible reputation for giving high quality advice. To ensure our volunteers are providing this standard, we continually update and support our volunteers with training on complex enquiry areas. Training is a large expense for our organisation along with the need for experienced paid supervisors to support our volunteer advisers. We receive no financial help from our National Body, operating as an independent charity. We have experienced a reduction in Local Authority funding as cuts are made, and we are aware that this may have an impact on our service within the local community.

Over the past year we have noticed a continued increase in clients choosing to access our service through digital means, including web chats, email and telephone advice to meet the demands of the public and ensure that people do not suffer due to their inability to access face-to-face support. Since its launch our volunteers have been part of a Devon wide telephone service (Adviceline), which enables more people in the community to access our advice who may not be able to make it into their local office.

Despite this, our face-to-face advice remains a vital part of our service and last year (2017/18), 18 clients from your Ward came to our offices for advice and information on 54 individual issues. The top three enquiry issues in the Ward of Newbrooke were benefits, debt and housing. Last year in Mid Devon we helped clients to receive over £719k of income gain to which they did not know they were entitled. This financial support was then brought back into the local economy.

For every £1 of Local Authority funding we receive, we generate £2.96 in fiscal benefit. We would be extremely grateful if Newton St Cyres Parish Council would consider making a donation to our valuable service to enable the residents of your Parish to continue to access free, independent, confidential and impartial advice. Thank you for your support.

Yours sincerely,

Vicki Rowe
Chief Executive Officer

Citizens Advice Torridge, North, Mid and West Devon is authorised and regulated by the Financial Conduct Authority (FRN617776). If you're not happy with the service or advice you receive you have the right to make a complaint. If CA(TNMWD) are not able to resolve your complaint you can ask the financial ombudsman service to investigate for you. Full details of our complaints policy can be found at www.citizensadvice.org.uk/about-us/contact-us/complaints and details of the financial ombudsman service can be found at www.financial–ombudsman.org.uk

We are a charity – please support us by making a donation

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