



**Torrige, North,
Mid & West Devon**

Citizens Advice TNMWD
1-3 Bridge Buildings
The Strand
Barnstaple EX32 8LW

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27th September 2019

Dear Ms Jane Hole,

Ref: **Shobrooke Parish Council Donations to Citizens Advice**

Citizens Advice Torrige, 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.

We pride ourselves on our credible reputation for giving high quality advice. To ensure our 147 volunteers (across 4 Districts) 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.

Members of the public can access our services face-to-face, visiting our offices or as often is the case, for those who may not be able to make it into their local office due to a number of reasons, can access our service through digital means, including web chats, email and telephone advice (Adviceline).

Last year (2018/19), 27 clients from your Ward accessed our services for advice and information on 67 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 £1million of income gain to which they did not know they were entitled. This financial support was then brought back into the local economy.

Our priority will continue, within available resources, to be to provide a quality service whilst at the same time seeking ways to improve that service. We will look to see how we can increase the level of income and hence expand the range of services we can offer. We also have a number of specialist advice projects that your community can access including a service for cancer sufferers, support and advice to families with young children, carers and help for people who have financial problems.

For every £1 of Local Authority funding we receive, we generate £4.34 in fiscal benefit. We would be extremely grateful if Shobrooke 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 Torrige, 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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VICKI ROWE- CEO