



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

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Thursday, 09 December 2021

Dear Jane

Re: Shobrooke Parish Council Donation Request

Citizens Advice Torrige, North, Mid and West Devon offers free services to members of the public 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.

In the 2020-21 financial year our organisation as a whole helped **13,822** individuals with **30,501** issues and on average were able to help each client make an income gain of **£6,353**, and, in cases where there were significant debt issues, we ensured that an average **£12,694** of debt per person was written off. Our work also contributes significantly to health and well-being: - A survey by National Citizens Advice in December 2020 found that of over 400 people who had used our services 6 in 10 felt less, stressed, depressed and anxious and 4 in 10 had more money or better control of their finances. During the current financial year as a direct result of the economic effects of the Pandemic, already significant problems with debt across the county were further exacerbated with current predictions (September 2021) suggesting that the additional impact of the end of the Job Retention Scheme and the £20 a week increase to Universal Credit would mean that around 75% of the people we give debt and benefits advice to will not have enough income to cover essential outgoings. Coupled to the impact of planned energy price increases and supply issues we believe that there is significant chance of an overall increase of greater than 60% in demand for advice and an estimated 600,000 people across the UK will find themselves unable to afford basic food and essentials.

We constantly strive to ensure that our service adapts to meet the challenges of our clients in these times. In order to continue to provide high-quality advice and guidance, we switched a significant part of our delivery towards internet and phone-based services which remains tailored towards meeting individual's needs efficiently and effectively but have gradually re-opened our face-to-face services for the most vulnerable clients across the county and are looking at potential options for new outreach centres and arrangements which create greater access for people in rural areas. We also have a number of specialist advice projects that can be accessed including a service for cancer sufferers, support and advice to families with young children, carers and help for people who have financial problems.

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 them 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.

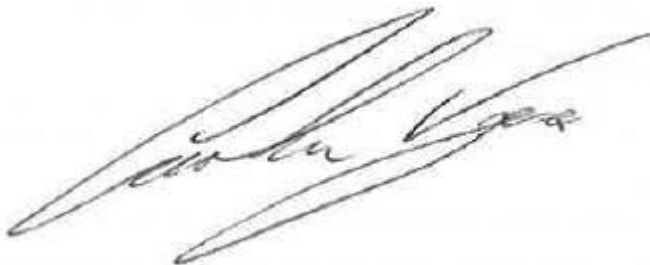
Between April and September 2021 6 clients from Shobrooke parish accessed our services for advice and information on 12 issues with Benefits and Tax Credits being the most common issues. Last year we helped clients from the Mid Devon Local authority area to receive over £1.95 million of income gain to 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 £3.47 in fiscal benefit

I have just run the figures for Shobrooke for the full 2020-21 Financial year during which time we helped a total of 11 clients with 28 issues - of which well over 50% were related to Benefits Tax credits and/or Benefits Universal Credits.

As normal we are approaching every town council and parish council throughout the Mid Devon District Council area for funding and we would be extremely grateful if your 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.

If you would like any further information, please feel free to contact me.
Thank you for your support.

Yours sincerely,



Graham Vingoe
Business Funding and Development Officer
Citizens Advice TNMWD

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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VICKI ROWE- CEO