



31 October 2024

Dear Parish Clerk,

I am delighted to enclose a copy of our annual report reviewing the contribution Citizens Advice has made to local people over the last year.

The 2023/24 period has been one of our busiest years on record, with demand showing no signs of slowing. We supported thousands of people facing increasingly complex and multifaceted challenges. On average, each client presents with four distinct issues, which our team diligently addresses, providing quality-assured advice to help them move forward.

Benefit queries remain a large part of our workload, dealing with over 3,500 issues last year. We are also seeing increased numbers of utilities (5,600) and debt issues (1,600) and are fortunate to have specialist advice teams in these three areas who have the knowledge and expertise to deal with most issues that come through the door.

Overleaf you will find the number of people, the number of issues, and the financial outcomes we have achieved for people from your locality who accessed our service. You can read more about the work we do in our annual report.

We are, as ever, in need of funding to continue our vital service for the community. We're incredibly grateful for the ongoing support we receive from the parish councils and we hope you will consider funding us again this year.

Should you require any further information, please do not hesitate to contact me on 01803 659740 or janiemoor@southhamscab.org.uk.

Yours sincerely,

A handwritten signature in black ink that reads "Janie Moor". The signature is written in a cursive style with a large, looping initial 'J'.

Janie Moor
Chief Officer

Local Authority Ward	Clients	Issues	Income gain	Debts written off
Allington & Strete	68	477	£59,033	£15,027
Bickleigh & Cornwood	65	349	£36,352	£19,864
Blackawton & Stoke Fleming	114	594	£75,473	£19,650
Charterlands	71	388	£59,271	
Dartington & Staverton	127	563	£101,647	
Dartmouth & East Dart	344	2,083	£271,925	£33,357
Ermington & Ugborough	78	504	£53,249	£11,435
Ivybridge East	172	928	£75,962	£29,842
Ivybridge West	187	1,257	£114,216	£19,411
Kingsbridge	221	1,350	£110,079	£51,162
Loddiswell & Aveton Gifford	79	389	£46,185	
Marldon & Littlehempston	65	282	£59,137	
Newton & Yealmpton	127	684	£72,859	£8,920
Salcombe & Thurlestone	119	655	£64,831	£2,063
South Brent	225	1,106	£164,957	£6,582
Stokenham	49	214	£31,172	
Totnes	642	3,725	£562,872	£173,304
Wembury & Brixton	89	660	£63,922	£29,063
West Dart	110	611	£104,177	£73,207
Woolwell	38	167	£26,153	