

# Citizens Advice Devon

VCSE Assembly  
31<sup>st</sup> January 2025



**Sue Julyan**  
*Chief Executive Officer*

Citizens Advice Exeter  
Citizens Advice Torbay

# Myth busting

True?  
False?



Citizens Advice is not a charity - FALSE

Citizens Advice is a big, national organization - FALSE

Citizens Advice is government funded - FALSE

Lots of people think of Citizens Advice when they want to donate to a charity, fundraise, or leave a legacy - FALSE

Citizens Advice is only there for certain individuals - FALSE

Statutory agencies and the private sector signpost to Citizens Advice (energy companies, the Police, the council, Martin Lewis etc)... - TRUE

Volunteers are free - FALSE



# Who we are

We are a consortium of seven local Citizens Advice charities in Devon

Each LCA is responsible to its own board of trustees

CA Devon supports with funding for local service delivery



# What we do



We provide **free, confidential** and **impartial** advice to help people find a way forward, whatever problems they face.

We research and campaign to improve the policies and practices that affect people's lives.

Citizens Advice Devon supports the Citizens Advice service across the county and runs a number of Devon-wide projects.



# What we do



Our advice covers, but is not limited to:

- Benefits
- Work
- Debt and money
- Consumer
- Housing
- Family
- Law and courts
- Immigration
- Health
- Energy – this is a growth area

# What we do



## Core service

- Telephone Adviceline
- Telephone appointments
- Drop-in service
- Outreach
- Casework

## Devon-wide projects

- Carers – welfare benefits
- Macmillan – welfare benefits
- Action for Children - welfare benefits and debt
- Quids for Kids - welfare benefits and debt
- Healthwatch – health and social care

# What we do



## Examples of local projects

- Foodbanks - welfare benefits
- Schools – generalist
- Energy
- Debt
- Yorkshire Building Society – generalist
- Family Law
- Migrants and Refugees - generalist
- Young Carers – generalist
- Hospiscare - generalist

# Our partners





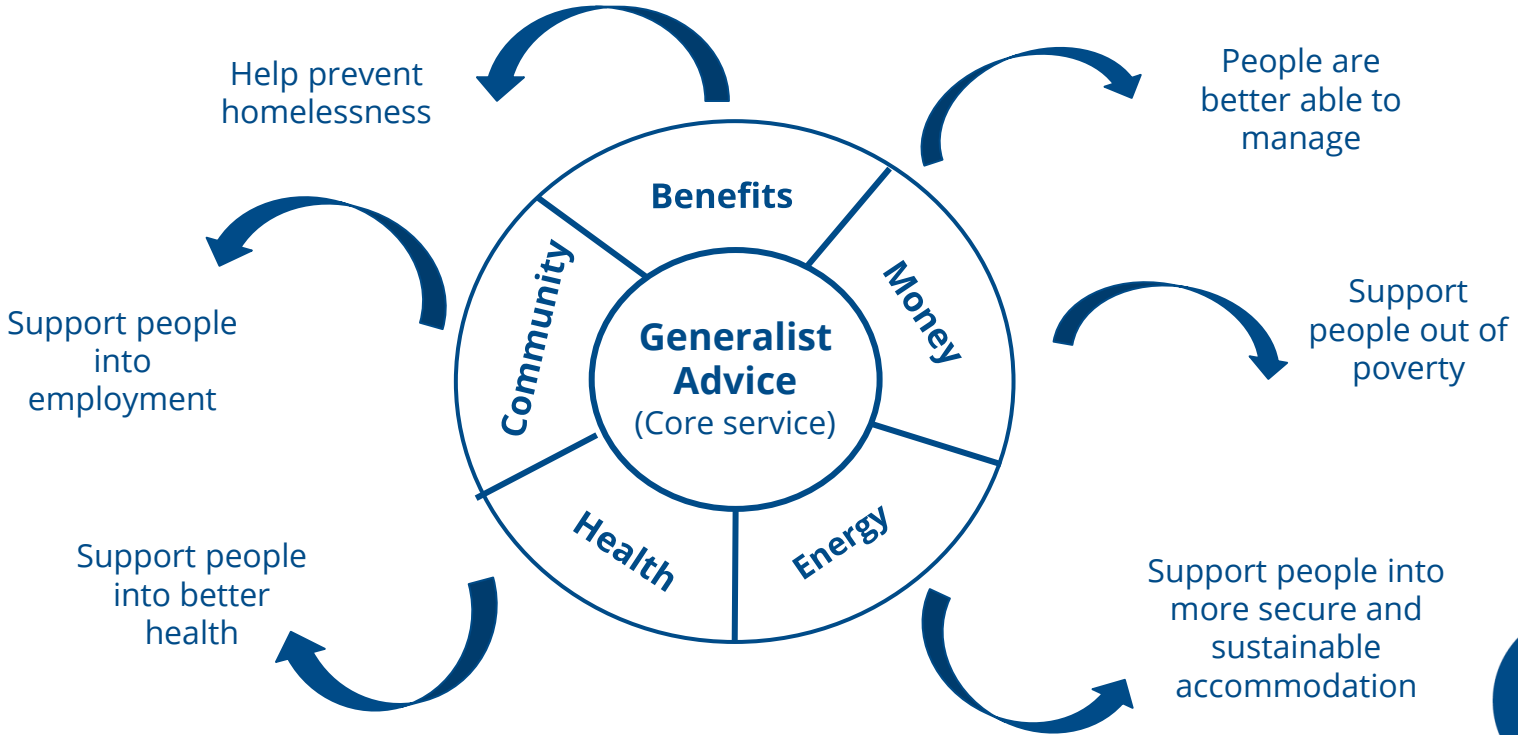
# How we are funded

- Grant from Devon County Council
- Grants for district/city/parish councils
- Other grants
- Trusts

We do not generate an income, as the service we offer is free to the user



# Our funding strategy



# Our impact



In Quarter 3, we advised:

**8,312** clients with  
**28,093** issues

And maximised their income by **£5,102.456**

Quarter by quarter, we are seeing an increase in demand for assistance by approximately:

- **Energy – 90%**
- **Debt – 40%**
- **Housing – 20%**
- **Welfare benefits – 5%**



# Our impact

Supporting people to be well



**£53.8 million**

The public value of improving clients' wellbeing (emotional, family and relationships and positive functioning)

We are working in partnership with the NHS in the Eastern LCP to source and administer fuel vouchers to patients on discharge from the RDU, particularly those that have respiratory issues.

Citizens Advice plays an essential part in the **prevention** of health issues

**87%** of our clients say we help them to find a way forward

**88%** would recommend us to family or friends

# Topline figures

Last 12 months (excludes Plymouth and Torbay)



Personal independence payment

Energy

Charitable support & Food Banks

Practical Energy efficiency Advice

Council tax reduction

3,713

3,047

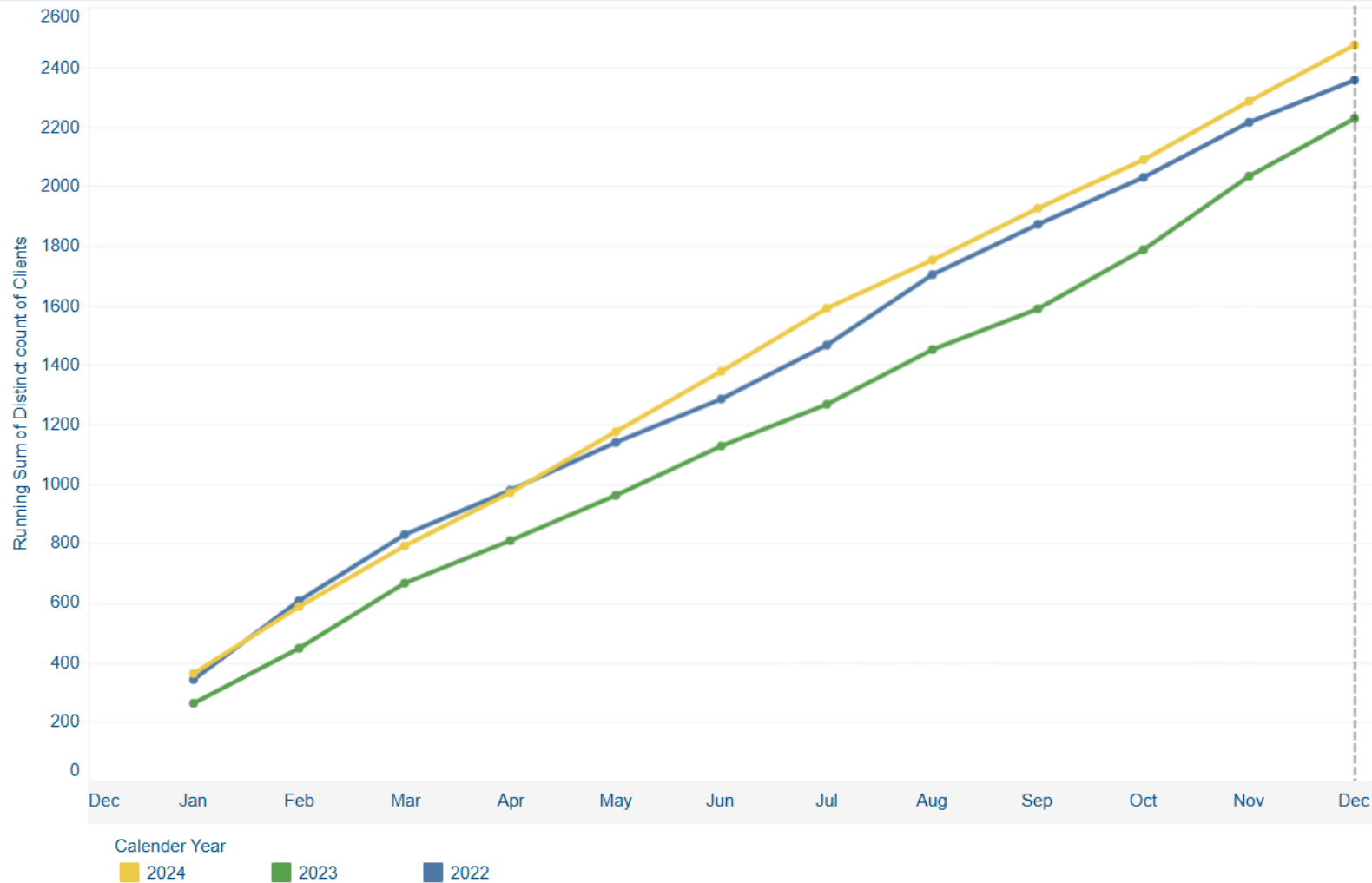
2,190

1,633

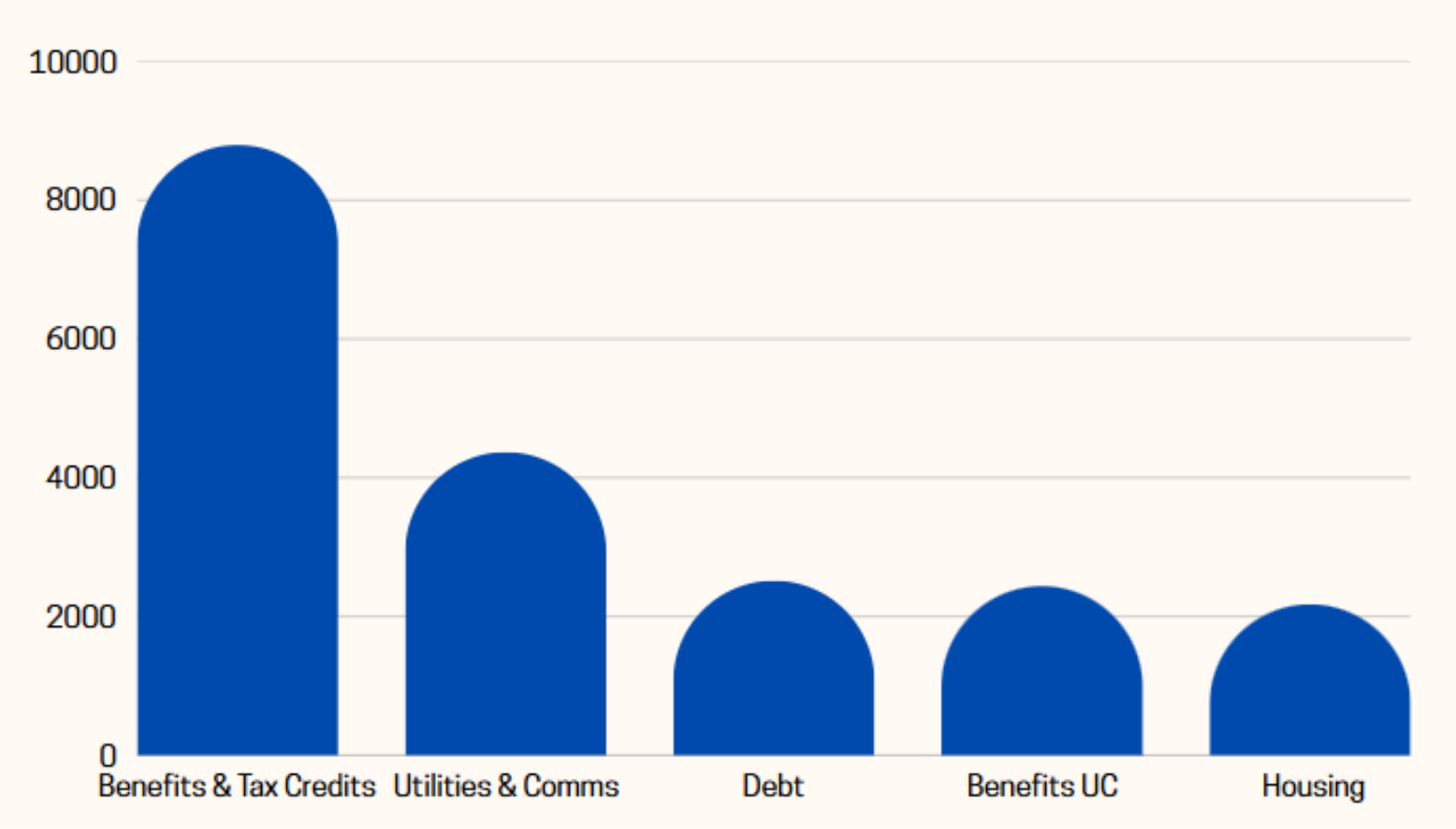
1,597

Cost of Living Issues	£	Last 12 Months	Previous 12 Months	Change	% Change
Personal independence payment		3,713	3,774	-61	-2%
Energy		3,047	3,401	-354	-10%
Charitable support & Food Banks		2,190	1,995	195	10%
Practical Energy efficiency Advice		1,633	1,075	558	52%
Council tax reduction		1,597	1,457	140	10%
<b>Grand Total</b>		<b>11,857</b>	<b>11,576</b>	<b>281</b>	<b>2%</b>

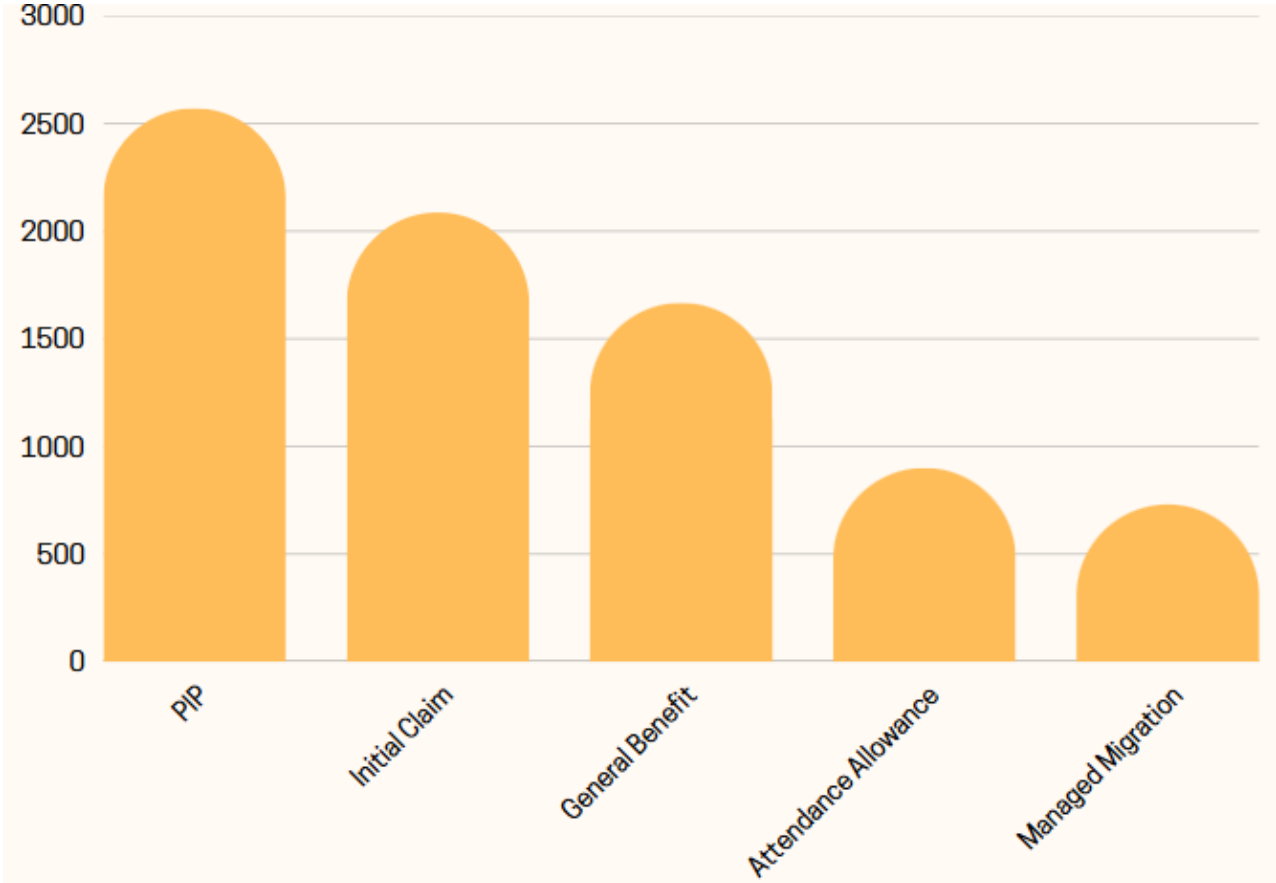
## Cumulative number of people helped with Charitable support & foodbanks & Localised social welfare



# Top Issues Q3 - 2024/25

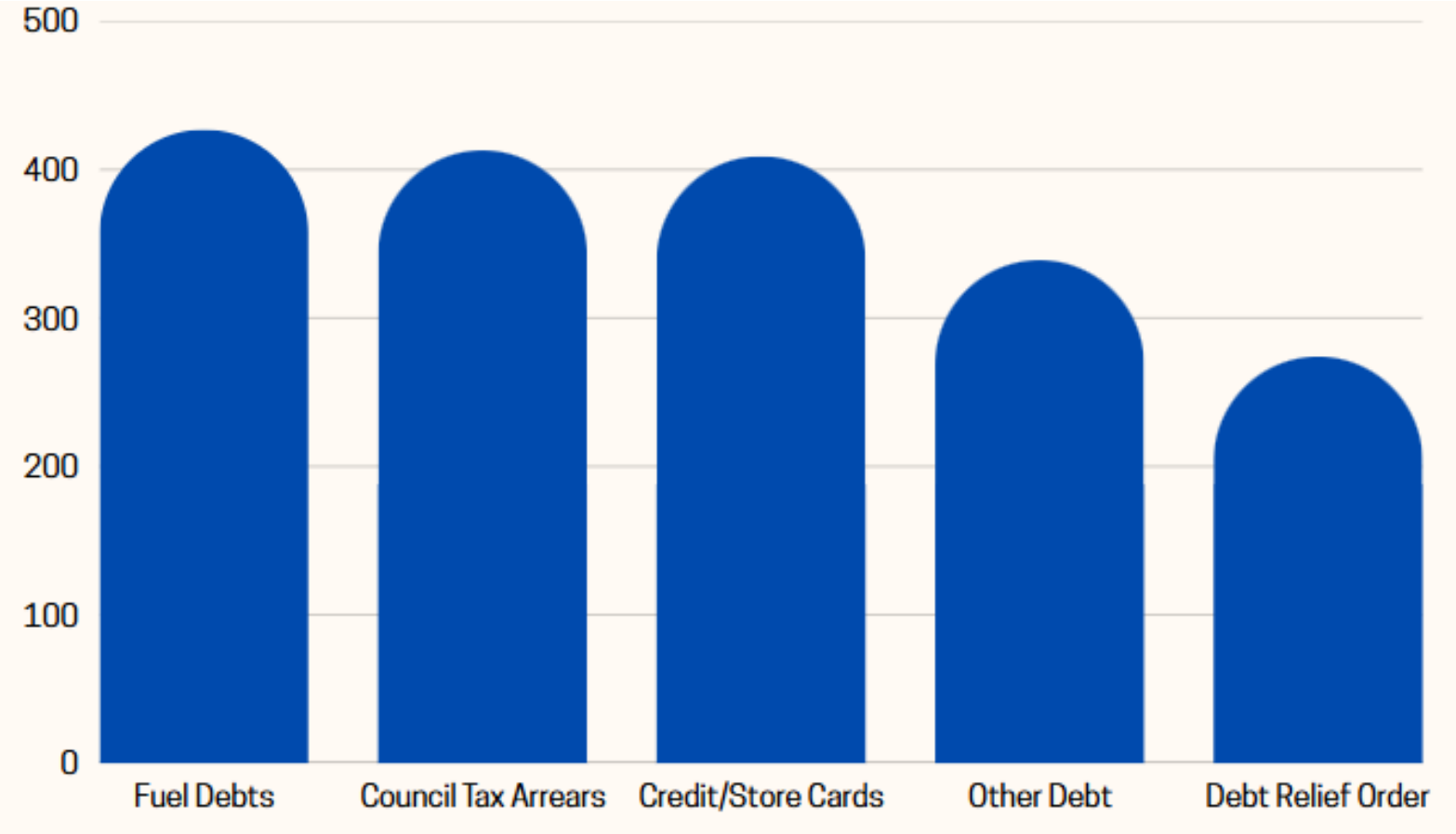


# Top Benefit Issues Q3 - 2024/25





# Top Debt Issues Q3 – 2024/25



# Q&A

Sue Julyan

**Chief Executive Officer**

Citizens Advice Exeter and Citizens Advice Torbay

[sue.julyan@citizensadviceexeter.org.uk](mailto:sue.julyan@citizensadviceexeter.org.uk)

