

The impact of Covid 19 on rural advice services A South Hams case study



Janie Moor, Chief Officer
Citizens Advice South Hams
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What we'll cover today

- South Hams – where's that?
- Our Advice Services
- Covid response
- Looking forward

**citizens
advice**

South Hams





A third of households not on national gas network

17% houses in PRS are energy inefficient

Coastal salaries £1,600/year lower than average

Average house prices £12k higher than national average



**citizens
advice**

South Hams

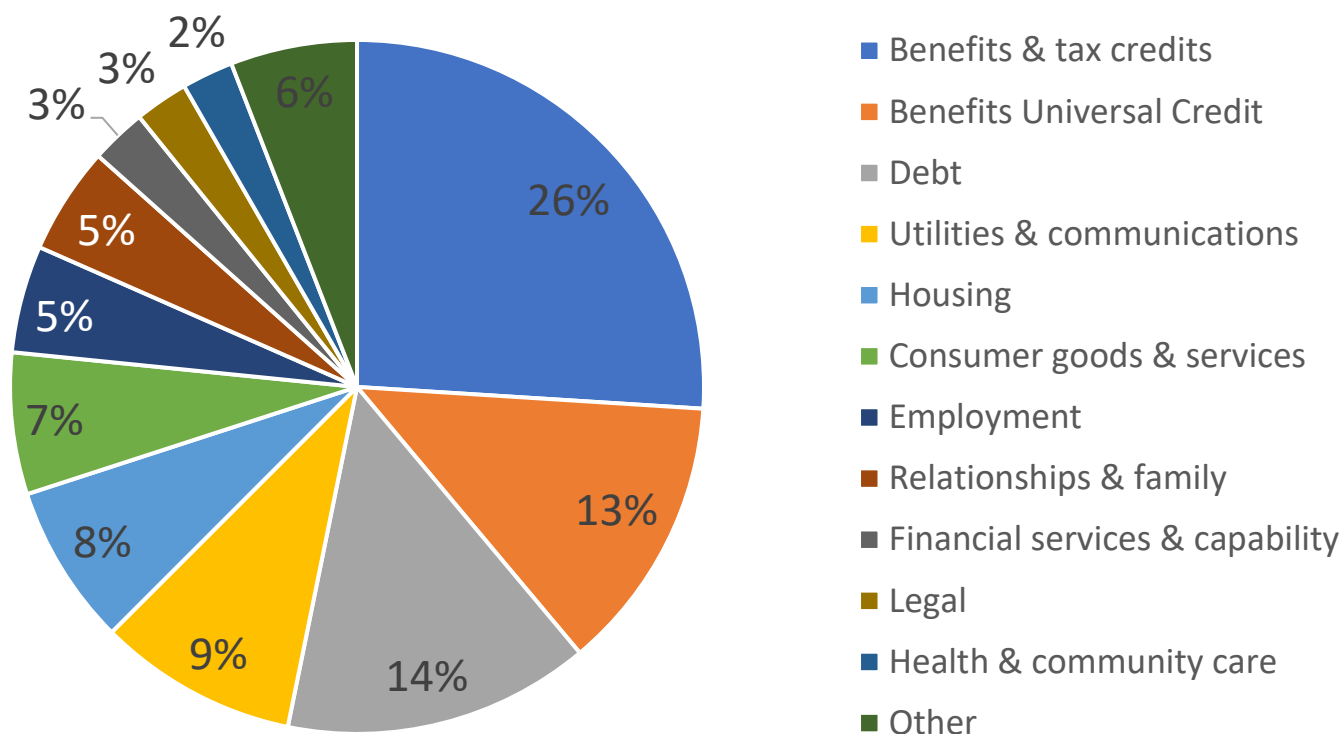
We give people the knowledge and confidence they need to find their way forward – whoever they are and whatever the problem.



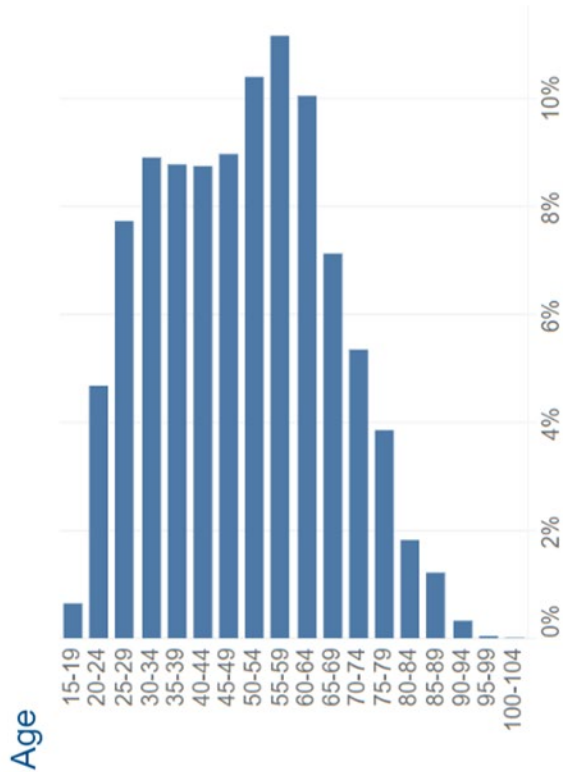
**The Queen's Award
for Voluntary Service**

Advice Issues 2019/20

	Q1	Q2	Q3	Q4	Total	% of 18/19
All People Helped	1,433	1,611	1,453	1,958	6,455	105%
Issues Presented	2,859	3,130	3,205	4,412	13,606	124%
Client Interactions	3,020	3,143	3,076	4,066	13,305	118%



Who do we help?



Gender

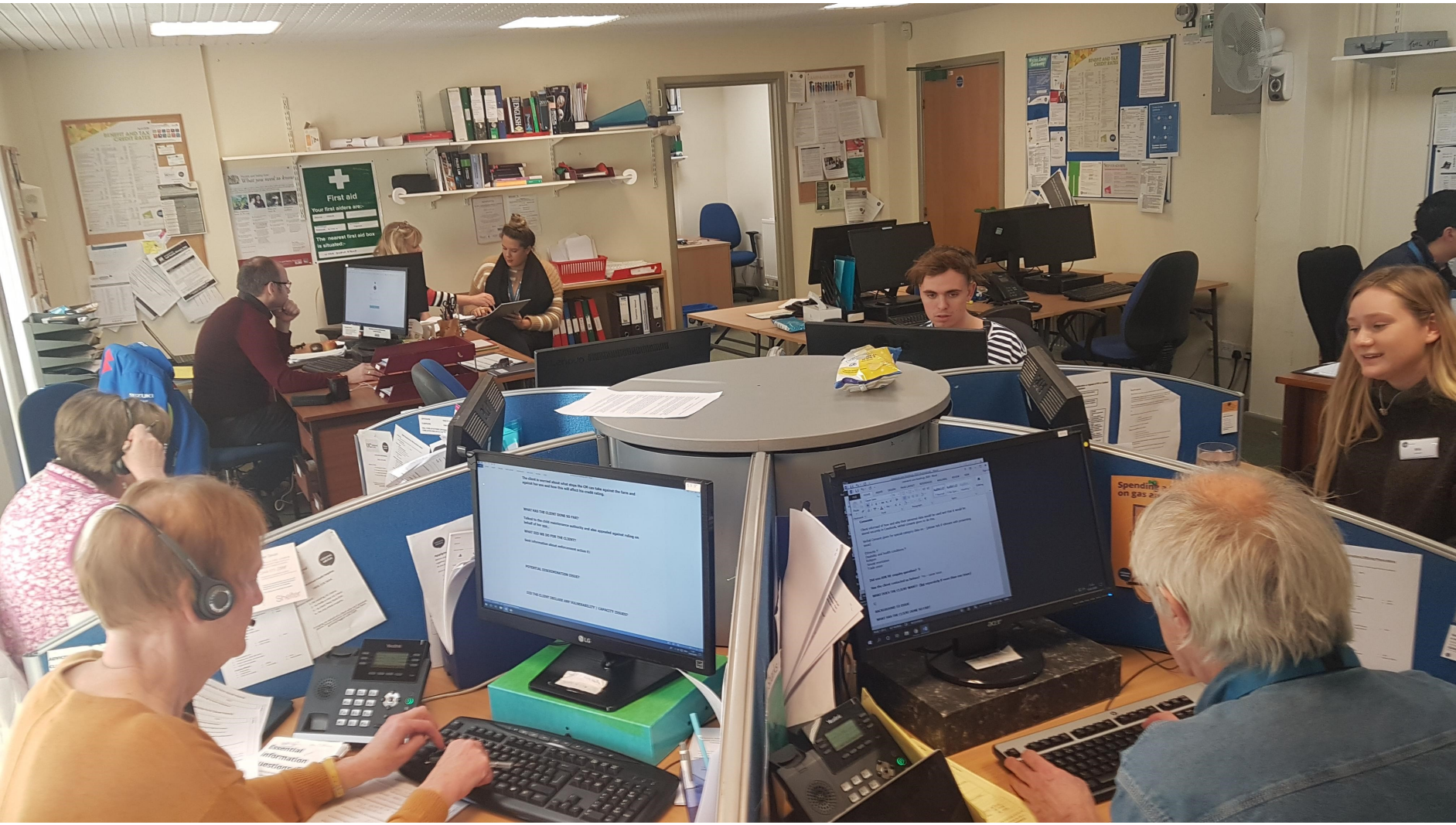


Female
Male
Prefer differen...

Disabled / Long term health condition



Disabled
Long-Term Health Condition
Not disabled/no health problems



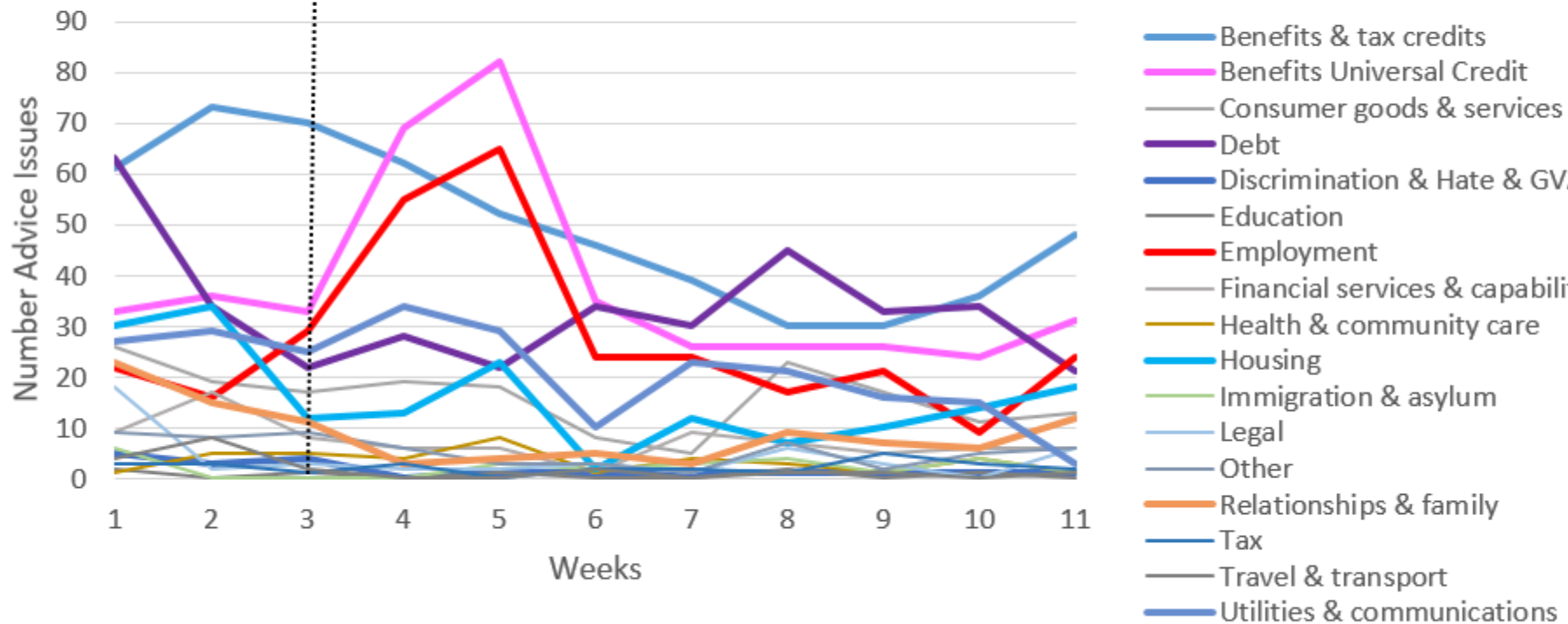
Effect of Covid



	Q1	Q2	Q3	Q4	Total	% of 18/19
All People Helped	1,205	1,201			2,406	37%
Issues Presented	2,625	2,311			4,936	36%
Client Interactions	2,900	2,906			5,806	44%

Advice issues since lockdown

South Hams Advice Trends
March 1st - May 11th



Service Development



Service development



“We're very excited to be pioneering the video booth at our Friday Hub at the Hall sessions - I'm absolutely certain it will be a vital lifeline,”

Wendy, Townstal Partnership

Looking ahead



Any questions?



South Hams

janiemoor@southhamscab.org.uk

www.southhamscab.org.uk