



Support for Ukrainian Guests

Thanks to new funding from South Hams District Council we are able to provide advice and support to Ukrainians and host families in the South Hams. Two dedicated advisers can help with accessing benefits, employment or housing issues, immigration queries, managing debt and any other problems.

Our aim is to help people adjust to their lives in the UK by supporting them to feel at home in the community.

Ukrainians and their hosts can make contact directly on **01803 659 744**, or by sending an email to us at: **ukrainiansupport@southhamscab.org.uk**

WELCOME

Our newsletter is back - and in a great new format - suitable to share electronically or post on a noticeboard. As you would expect, this edition is full of project updates, volunteering opportunities, social policy activity and of course, how local people can get the advice they need.

We are incredibly pleased to be offering face to face advice services again from our Totnes office and weekly outreach in the market towns. We have maintained our phone and email services too, and not surprisingly as the cost of living crisis threatens to grow, we are putting the call out and asking more local people to come and volunteer with us.

Find out how to get financial support to households struggling with energy bills and how a new project is supporting people recently arrived from Ukraine.



JANIE MOOR

Chief Officer

Citizens Advice South Hams

janiemoor@southhamscab.org.uk

Scams Awareness Fortnight

From 13 to 26 June we took part in the national Scams Awareness Fortnight campaign. Our team held four events across the district in partnership with Trading Standards to raise awareness of the devastating damage scams can do - and how to avoid them.



There are lots of different types of scams emerging to do with the cost of living crisis. Some examples to look out for include:

- Scammers pretending to be energy companies, luring people with “amazing” deals in order to steal their money
- Fake sales representatives selling counterfeit shopping vouchers

Fraudsters sending out phishing emails pretending to offer an energy rebate

If you think something is a scam, act straight away. Call the Citizens Advice consumer service on **0808 223 1133** or visit www.citizensadvice.org.uk.

Report suspected scams to Action Fraud on **0300 123 2040** or visit their website www.actionfraud.police.uk.

Help with fuel bills

Did you know all Citizens Advice across Devon are able to issue fuel vouchers to people struggling to pay their household energy bills?

The support is available to all households with a pre-payment meter which they are struggling to top up. Referrals can be made by any community partner via our **online referrals form**.

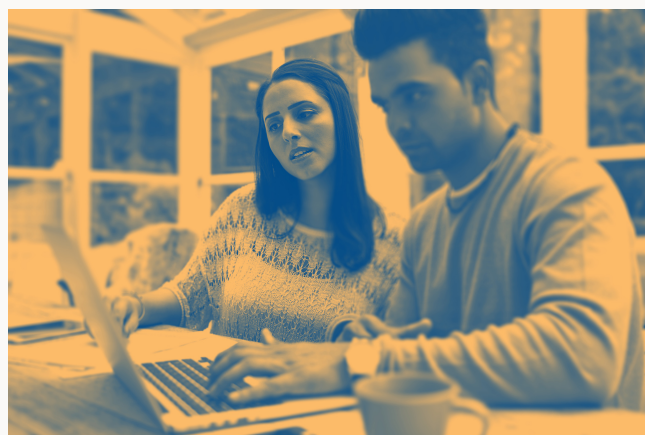
Our expert energy team can also offer practical energy advice to help householders make further savings.

Contact us today.

Social policy update

Our expert energy team have recently shared a warning about the potentially unscrupulous practices by some energy companies who are using the current hike in energy prices to inflate the Direct Debit payments of their customers.

The energy regulator, Ofgem, has picked up on the failings of several energy companies regarding direct debits and is demanding they take immediate and urgent action.



Volunteers - we need you



In the current cost of living crisis, the demand for quality-assured and impartial advice is skyrocketing. Could you be one of our trained, volunteers to help local people?

We have re-vamped our training programme and our volunteer offer which means volunteering is now possible from home or the office. Our training programme is a mix of online learning and shadowing more experienced advisers to get practical hands on experience. Plenty of support is available as you train to make sure you can give the right advice that helps people move forward with the issues they face.

Taster days in August and training starts this Autumn. For more information and **to apply**, **see our website**.

southhamscab.org.uk



Our impact

- Last year we helped more than 4,700 people over the phone, via webchat, email and in person with over 12,270 issues.
- We achieved more than £1.4 million in financial gains for the people we helped.
- We strengthened our links with local community groups and food banks to ensure those in need of our help were reached.
- We improved our Professional Referrals Systems so partner agencies can refer people easily into our service.

You can read the full **[impact report on our website](#)**.

TO GET ADVICE



0808 278 7948 (freephone)
Monday to Friday
10am to 4pm



Email us
[Using the form on our website](#)



Come and see us
Follaton House, Totnes
Monday to Friday
10am - 1pm, 2pm - 4pm

Weekly outreaches in the
market towns

[See our website for details of times and locations](#)