

We're here to help

Getting in touch with Citizens Advice
South Hams



**citizens
advice**

South Hams

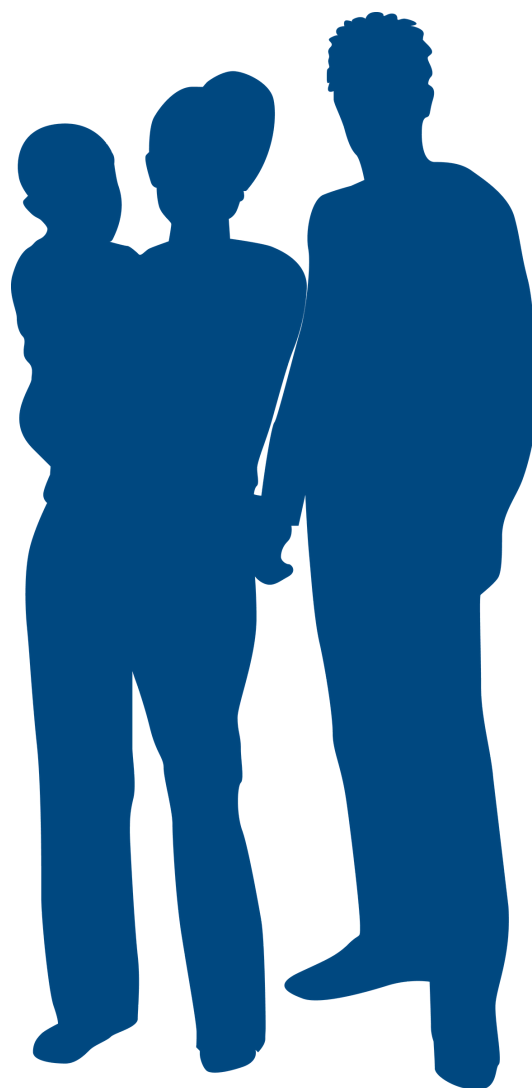
Citizens Advice here to help as we begin road to recovery

As we begin to emerge from the pandemic, local advice charity, Citizens Advice South Hams is letting South Hams residents know about new and traditional ways they can get in touch. The charity, based in Totnes, provides free, confidential and impartial advice on a range of issues including; benefits and employment, housing, debt and money, family issues, immigration and health.

For many years the charity has offered a walk-in service in the South Hams market towns, a telephone helpline and an email service. Responding creatively to the pandemic the charity now has eight different ways people can get in touch depending on the preference of the client. During lockdown the dedicated team set up a WhatsApp access point and a webchat service and more recently the innovative charity have introduced a video call service, where those in need of help can speak to a local volunteer either from their own home or a local community centre.

Janie Moor, Chief Officer of Citizens Advice South Hams says, "We are doing all we can to reach out to people of all ages and digital confidence so that anyone in need of advice can contact us in any way that suits them."

"We know the pandemic has hit a lot of people pretty hard and we want to help as many people as possible. Our trained advisers and specialists are always ready to listen and to help people to find a way forward. We can advise on all sorts of issues; big or small."



The charity's main office at Follaton House is open **Monday to Friday** from **10am until 1pm** and from **2pm until 4pm** for drop-in with social distancing measures in place.

They also have outreach centres operating in four towns across the district:

- **The Watermark, Ivybridge** - Mondays, 9.30am to 12.30pm
- **Quay House, Kingsbridge** - Tuesdays, 9.30am to 12.30pm
- **Dartmouth Clinic, Dartmouth** - Tuesdays, 9.30am to 12.30pm - coming soon.
- **The Mansion, Totnes** - Wednesdays, 9.30am to 12.30pm

There are also two video booths running from within community centres which allow people to speak to an adviser via video link.

- **South Brent Old School Community Centre**, South Brent - Wednesdays 10am to 1pm
- **Dartmouth Community Hub**, Townstal Community Hall - Fridays 11.30am to 1pm

The benefits of face-to-face communication but without the travel can be achieved by using their new Advice via Video service which can be accessed from the website www.southhamscab.org.uk, between 10am - 1pm and 2pm - 3.30pm, Monday to Friday.

Alternatively, you can call them on **0808 278 7948**, textphone on **0800 144 8884**, WhatsApp message on **07497 758779** or email them via the form on the [website](#).



Advice via Video

The new service from Citizens Advice South Hams

Advice via Video is a new channel from Citizens Advice South Hams which enables clients to contact a trained adviser from the comfort of their own home. The new service, which can be accessed from their [website](#), is just like face-to-face but without the hassle of travelling to an office or outreach. All the client needs is a device e.g. laptop or phone and an internet connection.

Those in need of advice can simply click the 'Make a video call' on the Citizens Advice South Hams [website](#) and be transferred into a virtual waiting room where they will then be connected to an advisor. It's completely secure and requires no data to be stored. Advice Via Video uses a secure internet conferencing platform similar to Skype or Facetime. Just like their other channels it is completely free to use. Clients don't use any of their internet data whilst waiting for an adviser and a video call uses a similar amount of data to Skype or FaceTime. Privacy is also maintained as each client is given their own private video room which only advisors can enter.

Advice via Video enables clients to access advice when they need it, wherever they may be; as long as they have a device and an internet connection they can speak to one of our advisers. The new service is accessed through the website [**www.southhamscab.org.uk**](http://www.southhamscab.org.uk) and is open for drop-in Monday to Friday from 10am to 1pm, 2pm to 3.30pm.

Citizens Advice South Hams strive to make it as simple as possible for everyone to access the help and advice they need which is why they offer various different ways of getting in contact. Please see their 'How can I get advice poster?' for a full list of all their different access channels.



How can I get advice?

There are many ways to contact us:



Call us:
0808 278 7948



Visit our website:
southhamscab.org.uk



WhatsApp message us:
07497 758779



Video call us:
Via link on our website



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



Email us:
Use the form on our website



Visit a video booth:
See website for details



Visit an outreach centre:
See website for details

**citizens
advice**

South Hams



Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems.

We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

southhamscab.org.uk



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