

Torpoint Town Council



Our context

In 2022, Torpoint Town Council provided funding to Citizens Advice Cornwall of **£500** to help support the work of the organisation in Torpoint.

This report outlines some of the work undertaken by the team in Torpoint and provides information on the level of support provided to the community.

Our statistics in Torpoint – April 2022 to March 2023

Number of clients supported:	34
Number of issues supported:	96
(an average of 2.8 separate issues per client)	
Income achieved for our clients:	£440
Client debts written off / rescheduled:	£20,370

Top issues

Personal Independence Payments
General benefit entitlement
Housing
Debt
Utilities and communication
Relationships and family
Foodbanks and charitable support

Our support has helped people **take control of their lives and finances**, contributing to improved health and wellbeing.

How we support the community in Torpoint

We continue to support the community through our phone, email, webchat and online appointments. Face-to-face appointments and drop in sessions are available in Saltash and are restarting in Liskeard.

We have a Digital Hub in Torpoint Library and are looking to invigorate this and provide further support through some funding recently received.

We have attended events in Torpoint to raise awareness of our services and provide light touch help for energy and cost of living.

We are looking to expand our services in Torpoint through a partnership with the Trussell Trust to support people accessing support in the foodbank.

Our value in figures

For every £1 invested, we provide £2.05 in fiscal value, £14.15 in public value and £7.26 to the people we help.

£12,409,081 = value of the service to the people we help in Cornwall.

We save the local authority £429,721 and NHS £551,386 per year.

Our public value of volunteering is £357,043.

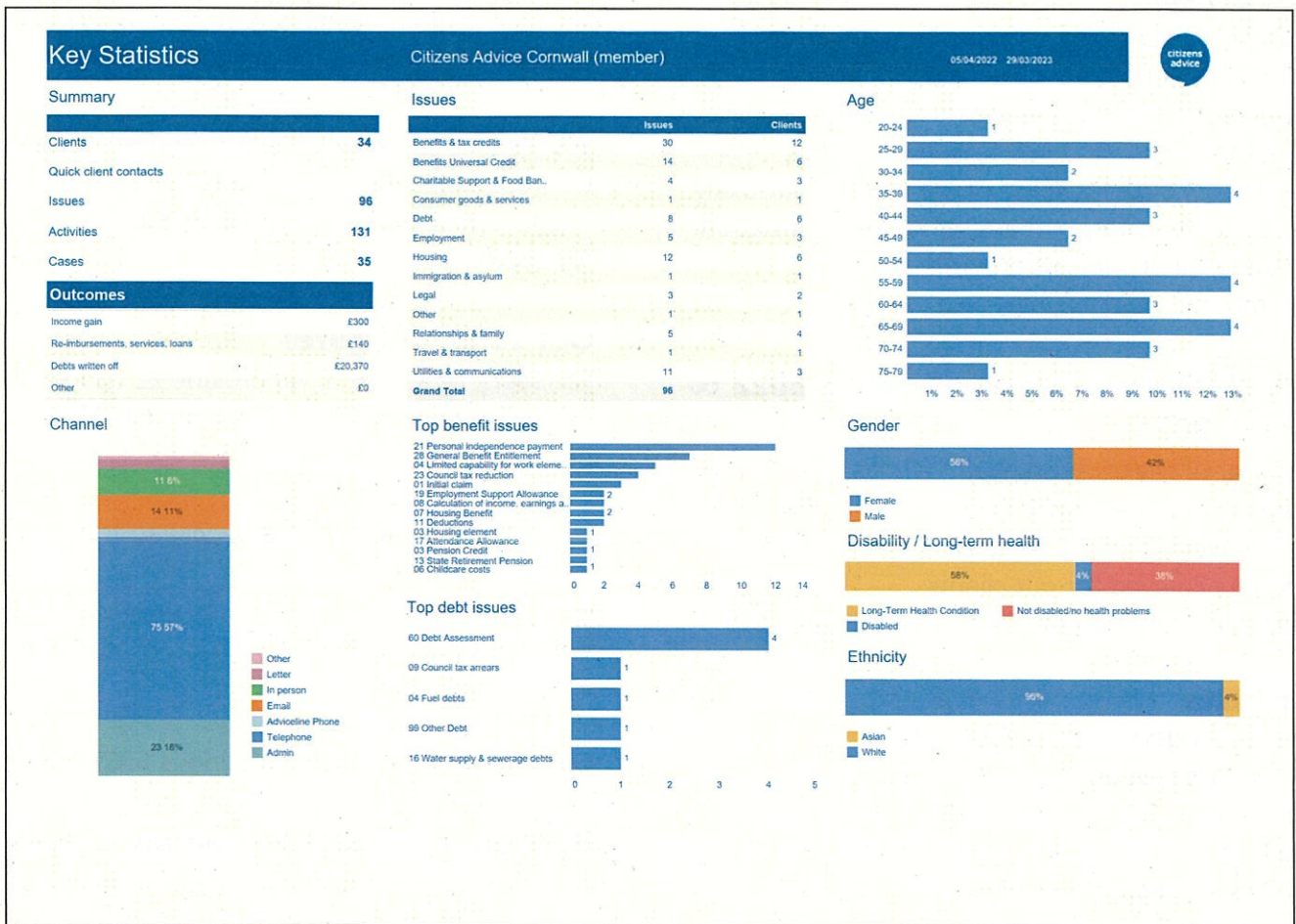
How your funding helped our service

- Supported our events and outreach activities in Torpoint
- Enabled us to continue to provide the Digital Hub in the Library
- Provided funding for our supervisors and advisers to offer phone, email or in person support to people in Torpoint

Our key challenges

Demand exceeds our ability to supply. We can only respond to about 20% of the phone calls we receive. We urgently need to recruit more people to provide the much-needed advice and support and for this we need additional funding. Our core generalist advice service is currently only funded for about 45% of the true cost of delivery and does not take our required expansion into account.

Thank you for your continued support



Appendix 1 – Data for Torpoint Town Council 2022/23



- We thank you for your consideration and continued support -