

Citizens Advice Cornwall Grant Impact Report, April 2025

Funder: Torpoint Town Council

Grant: £576 awarded in September 2024 for the purchase of a laptop for our Saltash Office

We are very grateful to Torpoint Town Council for a grant of £576 towards our project to upgrade all our IT equipment to Windows 11. The upgrades are needed to ensure continued high levels of data security for our sensitive client data, once Microsoft stops supporting Windows 10 cyber security, in October 2025.

How we spent the grant:

We used the grant to buy one laptop costing £575.99, incl. VAT. This laptop is now located in the Saltash Office, for use by volunteer advisers, where it will help us to advise clients from Torpoint and across Cornwall.

Impact:

As an indication of our impact, during April 2024 to March 2025, we helped over 7,300 clients across Cornwall to tackle a wide range of issues including benefits, debt, housing, homelessness, relationships, domestic abuse, employment, consumer issues, immigration etc.

Specifically, during 2024-25, our advisers helped **109 clients from Torpoint** with **695 issues**. Financial outcomes for those Torpoint clients totalled **£182,668**, with many non-financial outcomes as well, including improved mental health and wellbeing, and increased capacity to manage.

The new laptop funded by Torpoint Town Council will help us to advise many more people in years to come.

Publicity:

We have acknowledged the financial award through a poster displayed in our Saltash Office which thanks Torpoint Town Council for the funding to pay for a laptop. Our website is currently being revamped; the new version will include a page thanking funders, and we will include Torpoint Town Council in relation to the laptops project.

We are very grateful for your continued support of our work.

Attachments: 1. Proof of purchase. 2. Key stats dashboard for Torpoint, 2024-25

Parish Dashboard

citizens advice

In this/these parish/es we helped

Clients	109		
Issues all	695		
Outcomes			
	Clients with an outcome	Total Value	Avg per client
Income gain	15	£123,074	£8,205
Re-inbursements, services, loans	3	£415	£138
Repayments rescheduled	3	£2,952	£984
Other	17	£37,156	£2,186
Debts written off	2	£19,071	£9,536

Top Issues

Debt	190
Benefits & tax credits	168
Benefits Universal Credit	123
Financial services & capability	47
Housing	33

Top 5 benefit issues

21 Personal independence payment	66
01 Initial claim	62
28 General Benefit Entitlement	29
19 Employment Support Allowance	23
03 Housing element	15

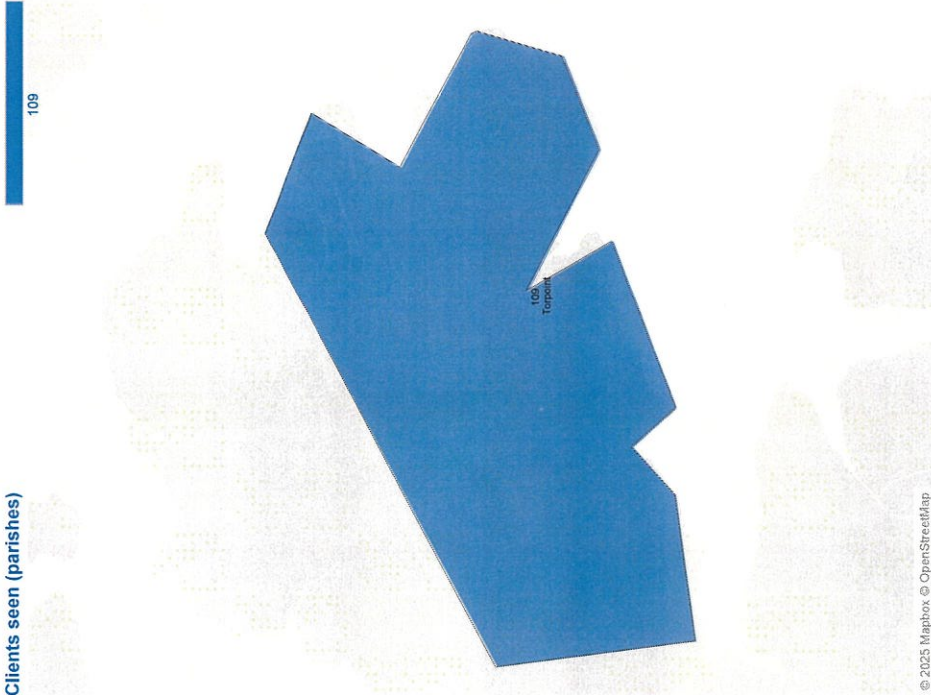
Top 5 debt issues

09 Council tax arrears	29
04 Fuel debts	22
99 Other Debt	20
13 Credit, store & charge card debts	18
60 Debt Assessment	15

Homelessness

02 Actual homelessness	2
03 Threatened homelessness	2

Clients seen (parishes)



Gender



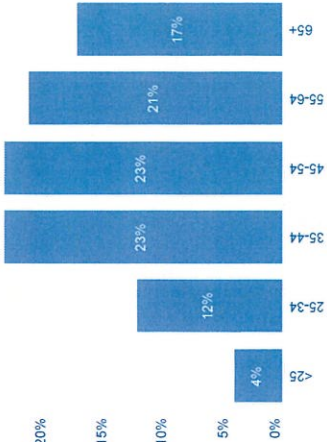
Ethnicity



Disabled or Long term health



Age group



EuroPC Limited
19 Law Place
Nerston Industrial Estate
East Kilbride
G74 4QL
United Kingdom

TEL: 0871 900 6000
TEL (Intl.): +44 333 400 6000
FAX: 0871 900 0215

VAT Registered: 172 1761 17
Company Registered: SC365175

Customer Details

Citizens Advice Cornwall
C/O Camborne Community Centre
South Terrace
Camborne CORNWALL TR14 8SU United Kingdom

Order No: 1128480
Order Date: 10/03/2025
Cust Order No: IT0271
Account Ref: Citizens21
Due Delivery: 11/03/2025
Your Contact: Gordon Grieve
Email: ggrieve@europc.co.uk
Customer Contact: Citizens Advice Cornwall
Telephone No: 01209 240200
Email: andrew.jones@citizensadvicecornwall.org.uk

PAYMENT TERMS:

Code	Description	Quantity	Unit Price	Net Price	VAT
167385	DELL LATITUDE REF 15 5520 LT Ci5 1145G7 2.6GHz 1x 8GB 256GB M.2 PCIe SSD W11P 15.6" 1920x1080 130W GRADED DELL 3YR PRO SUPPORT BACKLIT	1	£479.99	£479.99	£96.00
136289	DPD STANDARD NBD DELIVERY EPC	1	£0.00	£0.00	£0.00

Delivery Details

Citizens Advice Cornwall
21 Dean Street
Liskeard
Cornwall PL14 4AB United Kingdom

Total Net: £479.99

Misc Charges:

VAT: £96.00

Ship via:

Invoice Total: £575.99

If any of the above products ordered are not in stock, you will receive your order when the stock arrives. Alternatively you can call, and we will split the order. When your order is ready to be despatched, payment will be taken and you will receive an email confirming your tracking number. If you have any queries please call us on 0871 900 6000. The company's standard terms and conditions apply. E&OE.

For assistance please email customerservices@europc.co.uk
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