

PRESS RELEASE



30/09/2026

Saltash Town Council Hears Update on Citizens Advice Cornwall Saltash Service

At a recent Saltash Town Council meeting, held on 3 September 2026, a representative from Citizens Advice Cornwall (CAC) provided an update on local service delivery arrangements.

Wailim Wong, Communications Officer for CAC, shared that, from April 2025 to March 2026, the organisation's services helped 245 Saltash clients with a variety of complex issues, mostly regarding Universal Credit and benefits, debt, housing, charitable support and fuel poverty.

It was reported by CAC that significant income gains had been secured for residents through successful benefit claims, grant applications and debt relief measures, highlighting the positive impact of the service. Saltash Town Council Members noted awareness around ongoing concerns regarding housing difficulties, homelessness and the disproportionate impact of financial hardship on disabled residents.

These complex, interconnected issues require more dedicated support and time to offer valuable advice. Limited volunteer availability has meant that the Saltash drop-in service has been temporarily suspended, with the intention of reintroducing this service in future. The Saltash centre remains open for pre-booked face-to-face appointments, and individuals are able to get in touch with Citizens Advice for support by calling 0808-812-7156 (phone lines are open Monday to Friday, 10am - 4pm).

The drop-in service, as well as CAC's continued partnership with local organisations, including the Foodbank and healthcare providers, are not possible without a sufficient number of local volunteers.

CAC shared that, to meet rising demand, they are currently recruiting more volunteer advisers, as well as planning to having a wider presence across the county. They are looking for volunteers throughout Cornwall, particularly in their Saltash, Liskeard, Truro and Camborne offices. [A full role specification can be found on the Citizens Advice Cornwall website](#), and those interested in volunteering can get in touch with CAC by emailing recruitment@cacornwall.org.uk.

Saltash Town Council's support of Citizens Advice Cornwall demonstrates its ongoing commitment to supporting health and wellbeing in the town, as well as ensuring high quality services are available for those living in, working in, and visiting Saltash.



Citizens Advice Cornwall provides an invaluable service to residents facing a wide range of challenges, from financial hardship and housing concerns to accessing benefits and support. The figures shared with the Town Council demonstrate the real difference their work makes to people across our community. I would like to thank Citizens Advice Cornwall staff and volunteers for their dedication and encourage anyone who can spare the time to consider volunteering and supporting this vital service.

— Mayor Cllr Brian Stoyel



ENDS



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Notes To Editor

Saltash Town Council forms the first tier of local government and works with Cornwall Council who are our Unitary Authority. We are the largest Town Council in the south-east area of Cornwall.

The Town Council is committed to providing excellence in the Services and Facilities which it delivers. We aim to be responsive, accessible, and transparent in our approach and in the work delivered.

There are sixteen Councillors representing three Wards – Essa, Tamar and Trematon. Councillors are elected from the community every four years. Spaces are filled via by-elections, or by means of the Town Council choosing new Councillors via co-option.

The Chairman and Deputy Chairman are elected by Members of the Town Council annually at the Annual Town Council meeting held in May. The Chairman also undertakes the role of Mayor representing the Town Council and community at official engagements, with their consort.