



Torrige, North Mid and West Devon

Research and campaigns

November 2020 Newsletter

6th November 2020



National Campaigns- Important dates

National Consumer Week

National Consumer Week (NCW) will be taking place this year on 16 - 22 November 2020. This campaign is an annual opportunity to raise awareness of issues that cause consumer detriment across the country, and the protections and resources available to help people when they need it.

This year's NCW will be focused on online shopping and delivery. This is a particularly timely topic ahead of the Christmas holidays, and as shopping online has unsurprisingly increased during the pandemic, there is added importance to making sure consumers know their rights when buying things online.

Big Energy Saving Winter

This year we have made some changes to Big Energy Saving Week, due to Government guidelines, our annual campaign to save consumers money on their energy bills. The campaign will run until the end of January 2021 and will focus on 3 key themes: Check, Switch and Save.

From next week, on our social media, we will be posting toolkits for our clients to use to see whether they are paying too much for energy bills and whether they are eligible for grants or discounts.



Calls for evidence

Calls for evidence will lead to a prompt on Casebook for advisors to fill out an evidence form when you write up a case using connected AIC codes. Please complete an evidence form, where you think this is appropriate, for the following topics:

The national call for evidence is:

- Long delays for Work Capability Assessments - We want to hear about the wait times our clients are facing in relation to Work Capability Assessments.

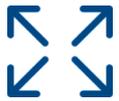
TNMWD calls for evidence are:

- Bad practices from **any** bailiffs
- Housing
 - Illegal evictions
- Harsh Local Authority Council Tax arrears collection processes
- Employment
 - Bad redundancy practises from employers
 - Issues returning to work, e.g. unable to arrange childcare

Please feel free to contact me for more information at Emily.d@ruraldevoncab.org.uk



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Act Now

Call for survey responses: help Healthwatch explore people’s experiences of shielding, how carers have coped with shielding and their concerns coming out of shielding.

Please let your clients know, or anyone you know who has been shielding, about [this survey](#).

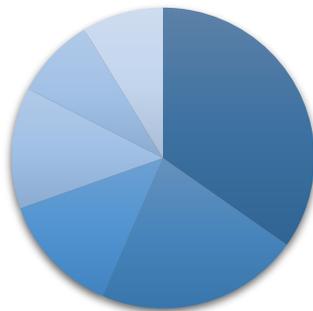


Local action roundup

TNMWD evidence form statistics

In October, 23 evidence forms were submitted, with Barnstable submitting fourteen of those! A huge thank you to everyone who completed an evidence form in October, your contribution is greatly appreciated! Below, is a breakdown of the issues raised by the evidence forms in October:

Evidence Form Issues



■ Employment and Redundancy ■ Consumer Goods ■ COVID-19 Testing ■ Debt ■ Benefits ■ Private Renting

Success stories

COVID-19 testing shortage

Thank you to everyone who submitted an evidence form concerning COVID-19 testing issues within TNMWD. An example of an excellent evidence form submitted concerned a client having to pay for a private test, despite showing severe symptoms of COVID-19, as an NHS test was not available. Your contribution has meant that we are now in communication with our local MPs to coordinate a better testing infrastructure within TNMWD.

If you are advising a client and you believe the issue you are dealing with is a national or local emerging trend, please complete and submit an evidence form. If you are unsure on how to complete an evidence form, please contact your Research and Campaigns office champion and they will be able to talk you through the process.

Please feel free to contact me for more information at Emily.d@ruraldevoncab.org.uk