

Our Impact 2019/20



£2.6 million
Financial outcomes for
local people
£383k debt written off

We gave advice to 6%
more people than in
2018/19

7,516 clients
19,850 issues



Our top issues were

Benefits & Tax
5,835
Debt
2,652
Financial Services
2,540
Universal Credit
1,901
Employment

8% of the people we
helped were of an ethnicity
other than white British



We achieved this with
71 volunteers
25 paid staff



We handled over
4,400 cases
face-to-face
10% more than in
2018/19



44% of the
People we helped
have a disability or
long-term health
condition



We handled over
3,100 cases
over the phone
19% more than in
2018/19

We are here for everyone

