

Our Impact 2020/21



£1.7 million
Financial outcomes for
local people and
£255k debt written off

We gave advice to
7,260 people
on
20,210 issues



Our top issues were

Benefits & Tax	5,230
Debt	2,279
Universal Credit	2,060
Employment	1,754
Financial Services	1,711
Housing	1,536

9% of the people we
helped were of an ethnicity
other than white British



We achieved this during
the pandemic with 60
volunteers & 25 paid staff



We handled only
3% of contacts
face-to-face in
2020-21



43% of the
People we helped
have a disability or
long-term health
condition



We handled almost
15,000 calls
500% more than in
2019-20

We are here for everyone

