

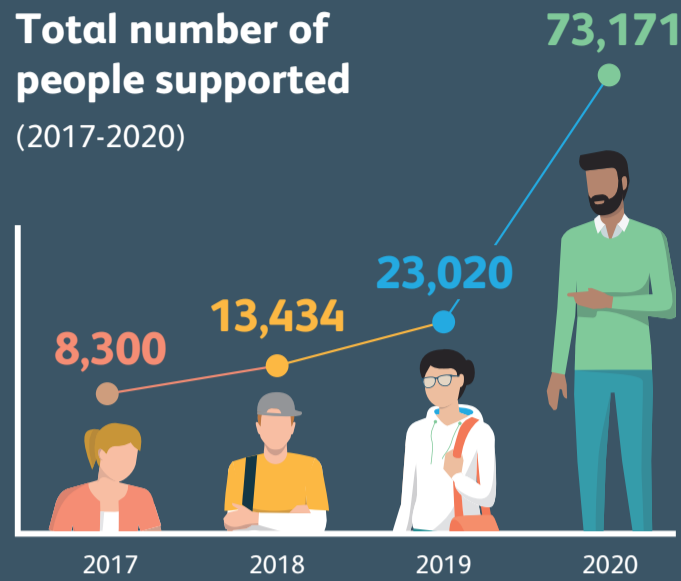
2020 IN NUMBERS

Throughout 2020 we supported over

73k people



Total number of people supported (2017-2020)



Throughout 2020 we awarded over

£1.96m in grants



MENTAL HEALTH

41%

of calls handled by our freephone helpline were from people in need of emotional support

1,037

telephone counselling sessions



88

face to face and virtual counselling sessions to support those struggling with their mental health

HOUSING

£143k

housing grants awarded



111

people supported with their rent or mortgage arrears



£94k

awarded to help 242 people with household items and repairs



67

referrals to Anchor Housing and Shelter



MONEY

4,780

grants awarded



£121k

awarded to help 293 people out of debt



HEALTH

£57k

income top up during serious illness



Income support top up equivalent to over

6,500

hours work



EDUCATION

£549,731

of education and training provided



178

licensed trade people and their children supported with their education



219%



increase in visitors to our website (versus 2019 figures)

123%



increase in calls to our helpline (versus 2019 figures)

96%

increase in grants and money awarded (versus 2019 figures)



228

calls per month in 2020 (on average) of which 41% were for emotional support

