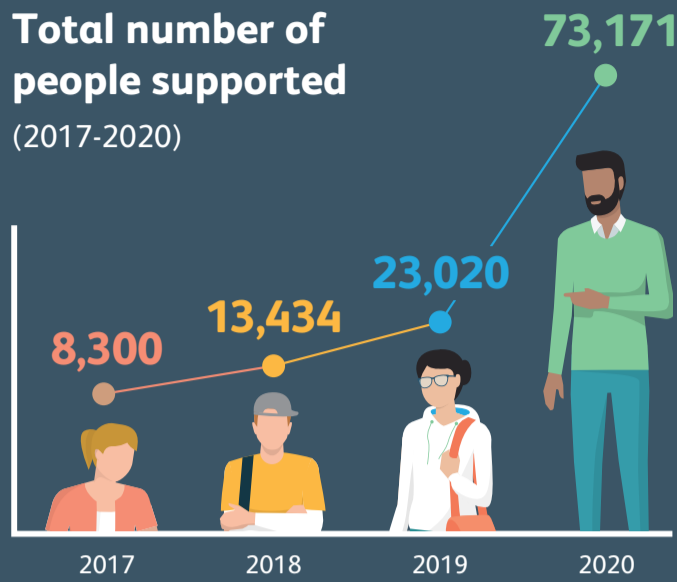


# 2020 IN NUMBERS

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

