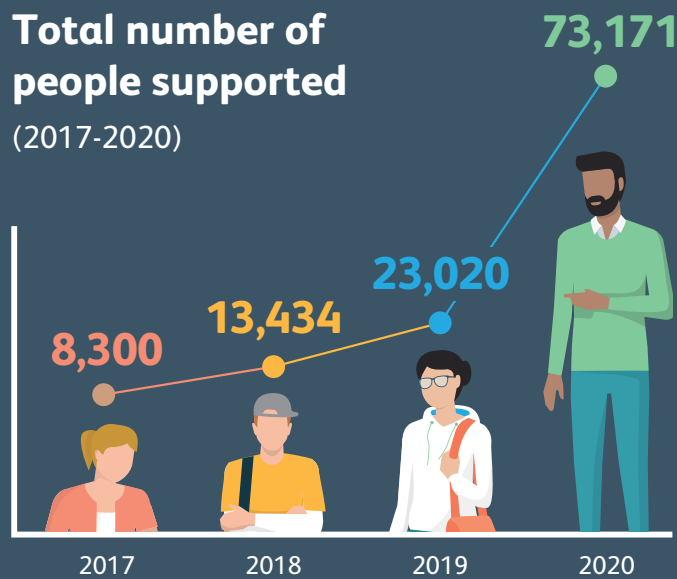


2020 IN NUMBERS

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