

Our impact in 2022/23

Who we helped



60%

of our clients as at March 2023 said they faced cost of living issues



44%

of our clients report being disabled or having a long-term health condition (in 2021/22 this figure was 36%)



9,922 people

helped over the phone, in person, and via webchat and email



24,049 issues

Employment, benefits, housing, debt and family were the top issues

The difference this makes



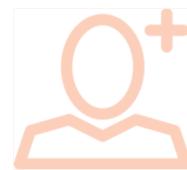
Nearly £1.5m

in income gains for our clients during 2022/23



£123,567

debt written off for our clients during 2022/23



£890,556

is the estimated value of the time given to help clients by our volunteers in 2022/23

"Excellent and highly professional service. A deeply humane approach reflected by highly caring staff and person centred at all levels."



87%

of clients are satisfied that CASTAD helped them find a way forward

"Thank you for being there for people who have difficulty with daily problems in the modern world."