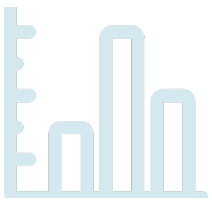
Our impact in 2025/26

Who we helped



50%

of the clients we help are working-age between 30 to 54

17%

of all issues that clients have relate to housing in some way

8,992 people

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

20,057 issues

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

The difference this makes

£2,447,522

in income gains for our clients

£343,595

debt written off for our clients

£1,115,362

is the estimated value of the time given to help clients by our volunteers

49%

of clients report having a disability or face a long-term health condition

19%

of our service is delivered face-to-face to ensure our service is accessible to all

£4.80

generated in fiscal benefit (savings to government, public services) for every £1