

# How we have helped people

## 23rd March 2020 —15th May 2020

This report provides a picture of who we have been helping over the last eight weeks and with what.

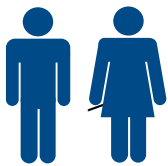
The headlines are :

- Nearly 4000 different people helped with just over 11,000 different issues
- Most people asked us about benefits but we also saw an increase of over 60% (against our normal levels) in employment related enquiries. We have seen a significant (but almost certainly temporary) dip against usual levels in enquiries in relation to debt, immigration and housing.
- 27% of our clients were from BAME background (which is broadly the same ratio as usual)
- 41% of our clients were disabled or had a long term health problem and within that 25% had a mental health problem (which is marginally lower than usual)
- We are helping more younger people with 33% of our clients aged under 34 (compared to 25% during previous period)
- 120 appointments provided to Deaf and BSL users via video conferencing
- Advice being delivered in community languages by bi-lingual advisers
- All types of casework being undertaken via phone, email and other digital means including disability benefit applications, benefits appeals, applications for Debt Relief Orders.
- Although we have suspended all face to face provision, our data shows that we continue to help more people in the poorest areas of the city.
- We know that some people are not addressing their problems at the moment—for example, we have seen a decrease in the numbers of people seeking help in respect of disability benefits.
- We are anticipating increased demand as temporary measures such as suspension of debt action comes to an end

# Between 23rd March 20—15th May 20

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**We have helped 3989 people**



**53% women**

**47% men**

**41% disabled or ill people**

**27% black and ethnic minority people**

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**We have helped with 11079 issues**



**57% welfare benefits**

**12% debt**

**9% employment**

**3% immigration**

**4% housing**

**16% Other**

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**We have helped people achieve better outcomes**



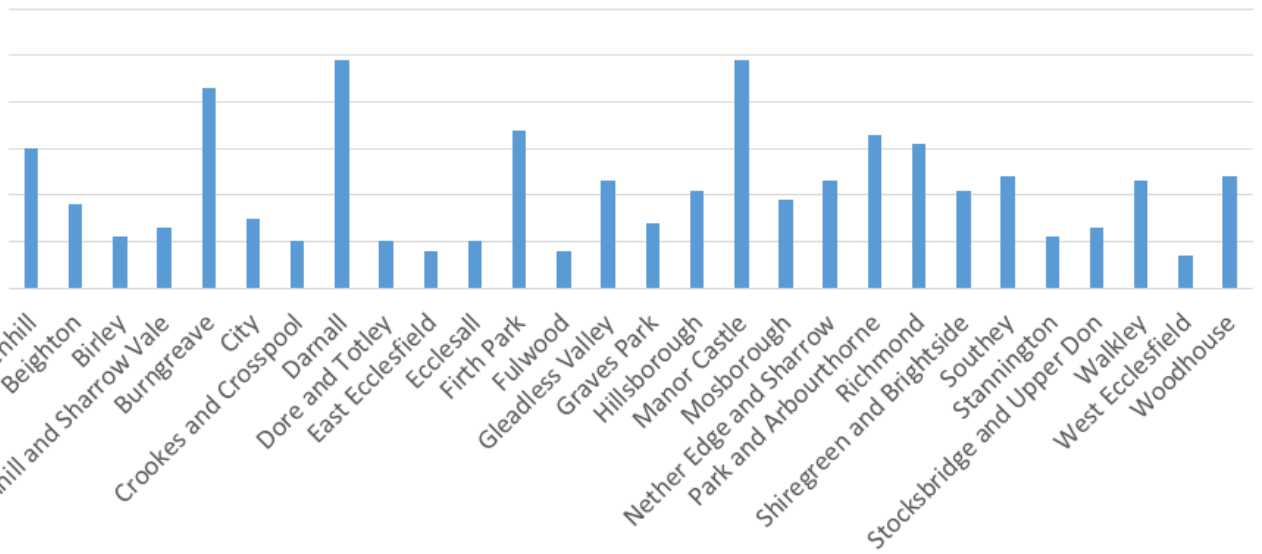
**£1,805,797 income gained**

**£171,567 debts written off**

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# Where our clients live

Clients



# **Our Services**

**Sheffield Advice line 03444 113 111**

**(Mon to Friday 10am to 4pm)**

**By email :**

**[getintouch@citizensadvicesheffield.org.uk](mailto:getintouch@citizensadvicesheffield.org.uk)**

**By text : 07860 026184**

**We can phone clients back if no credit on phone**

**Universal Credit Help to Claim**

**0800 144 8 144**

**(Mon to Friday 8am to 6pm)**

**Consumer Advice Service**

**0808 223 1133**

**(Mon to Friday 9am to 5pm)**

**[www.citizensadvicesheffield.org.uk](http://www.citizensadvicesheffield.org.uk) for full details of our services including our service for BSL users.**

**[www.sheffieldadvocacyhub.org.uk](http://www.sheffieldadvocacyhub.org.uk) for full details of our advocacy services**