

ANNUAL REPORT

2019 - 2020



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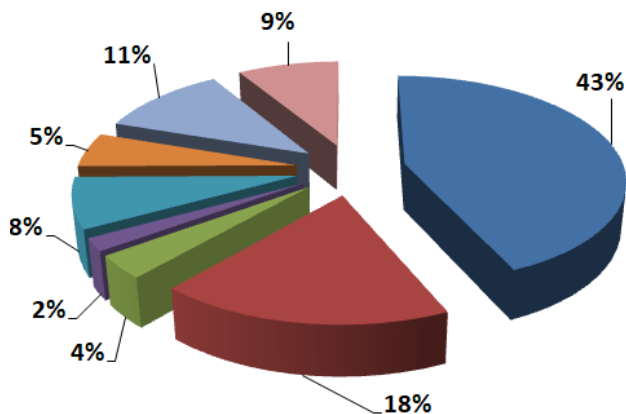
KEY ACHIEVEMENTS

9270	People provided with advice
£14,717,201	Welfare benefit income claimed for local residents
£25,966,360	Debt managed on behalf of clients
1519	Repossession and eviction cases represented in County Court through the Housing Duty Possession Scheme and Legal Aid Agency funding

26801	People provided with advice and information
3345	People provided with Welfare Benefits casework
288	People supported with Social Security Tribunals
2666	People provided with Debt casework
187	Debt Relief Orders administered
41	Bankruptcy Petitions supported
1444	People provided with Housing advice casework
2403	Provided with holistic Fuel Poverty advice casework
516	Applications for Warm Homes Discounts
99	Emergency fuel payment vouchers issued
549	People provided with Immigration casework
459	Home visits for housebound clients
7825	People accessed CLS services by telephone

Client Statistics

Where people lived



Northampton 43%
East Northants 18%
Wellingborough 11%
Out of area 9%
Kettering 8%
Corby 5%
Daventry 4%
South Northants 2%

Client profile - at a glance



36%
with dependent children



25%
from BME communities



42%
over 50's



48%
live in social housing



75%
experience ill health
or have a disability



28%
in employment

'I can keep the heating on and stay warm'

'It is difficult to put into words what it has enabled us to do and the difference it has made to our lives'

'I can afford a carer now so my life has improved'

'My overall wellbeing is much better'

'We have money to spend more time as a family'

'Much warmer with the energy saving devices installed'

'I can sleep better knowing my finances are in order'

'Thankyou for helping get my voice heard'



Contracted with the Legal Aid Agency

