A time of change and focus

Summary Impact report for the year ending 31 March 2022



Just like the rest of the world, St Pauls Advice Centre and the community have been learning what the 'new normal' looks like since Covid arrived.

A time of change

We continue to offer some services by phone, which can make us more accessible for some people. However, we are so pleased to have also been able to open our doors once again and hear the familiar buzz of conversations taking place that have the potential to change what the future looks like for people in St Pauls and East Bristol.

The changing world has also created new opportunities for several long-standing Trustees and staff members who we have wished a fond farewell to during 2022. We thank them all for their time and commitment to the advice centre. Not least of all Steve, who stepped down in July 2022 after 13 years of providing calm and compassionate leadership as our Director.

GROSVENOR

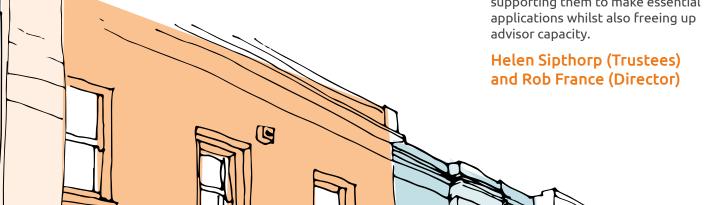
A time for focus

Challenges such as the cost-ofliving crisis are knocking at our door
and client outcomes of increased
wellbeing, improved stability and
enabled independence are more
relevant than ever. We want to
build on our 'whole person, whole
community' approach and see how
the learning from this project could
and should influence our broader
approach. We continue to challenge
ourselves to adapt as needed while
ensuring that we remain true to
our values, providing client focused
expertise with respect and integrity.

Our aim in this approach is to look beyond the 'presenting problem', to get to know people seeking our help, building a relationship of trust so that we can understand their wider family circumstances and provide the advice and support they need to achieve lasting positive change and move forward with their lives. Almost always this includes providing advice and advocacy in the areas of debt, benefits and immigration, but the focus is on hearing from the client what matters to them most. Our hope is that this approach will enable us to move away from the traditional 'revolving door' of advice provision to an approach that builds on the strengths of our clients to develop financial resilience and grow in stability and independence.

Our Advocato Volunteer Project also continued into its fourth year. The team were able to help 45 clients with form filling for Personal Independence Payment (PIP) and other benefits vital for disabled people or those who are long term sick and secured £38,152 in Benefit payments.

Our Advocato volunteers are a key part of how we work as they are able to spend time alongside our clients, building relationships with them and supporting them to make essential applications whilst also freeing up advisor capacity.



Our impact in numbers



We helped 497 people and advised them on 760 legal issues



92% of clients felt they were given information that was easy to understand



Advocato

case study

James is in his 80s, he

and his wife had been

struggling with money for

they applied for Pension Credit but this was refused

as their income was 80 pence a week too high.

James's health got worse

in 2017 and his wife started

caring for him. In 2021 they

centre to ask about Attendance Allowance. That advice centre signposted him to us for help applying. One of our Advocato volunteers helped him fill in his application form. 8 weeks later,

James was awarded the highest

income plus £700 in backdated

Allowance, one of our adviser checked his benefits and worked out that, because his wife was now entitled to benefits as a carer, they could

get Pension Credit of £12 a

wife has disabilities herself,

she could claim Attendance

Allowance and, if this were awarded, they'd get an even higher amount of Pension

"It's wonderful to

think that there are

people out there who can

help. I can't thank you enough. Getting your advice and support has

really turned things

around for us."

week. Furthermore, as his

rate, an extra £89 a week in

After getting Attendance

benefit.

Credit.

approached a local advice

a number of years. In 2017,

47% of clients are over 50, and 15% are over 65



Advocato volunteers secured = 34,132 in Benefit payments.

Just Keep what you are doing - it is of great help"



94% of clients would recommend our service to others



We increased household incomes by **±430,000**



78% of clients felt they had a better understanding of their legal rights



28% of clients described themselves as disabled or long term sick



73% of clients said they felt they were struggling some or all of the time

"Your team were amazing and very informative



15% of clients who came to us had mental health concerns





23% of clients were in full or part-time employment



72% of clients were from local BAME communities

these outcomes.

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We are grateful to our funders for their continuing support to achieve