

PEOPLE, PASSION AND PURPOSE

Highlights of the year 2020-2021

**citizens
advice**

Lewisham

Supporting our community

Citizens Advice Lewisham has been part of the Lewisham community for over 80 years, providing free independent, impartial and confidential advice to help people, especially the most vulnerable, resolve their problems.

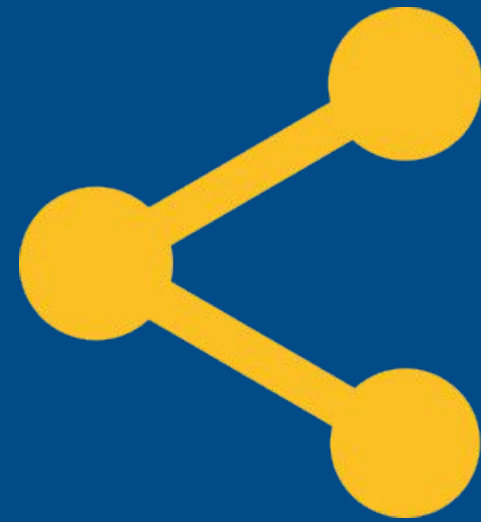
Despite the impact and ongoing changes brought on by the pandemic, our virtual doors have remained open and we have continued to develop alternative channels and partner with other local organisations to ensure that Lewisham residents get the support they need during these unusual times.



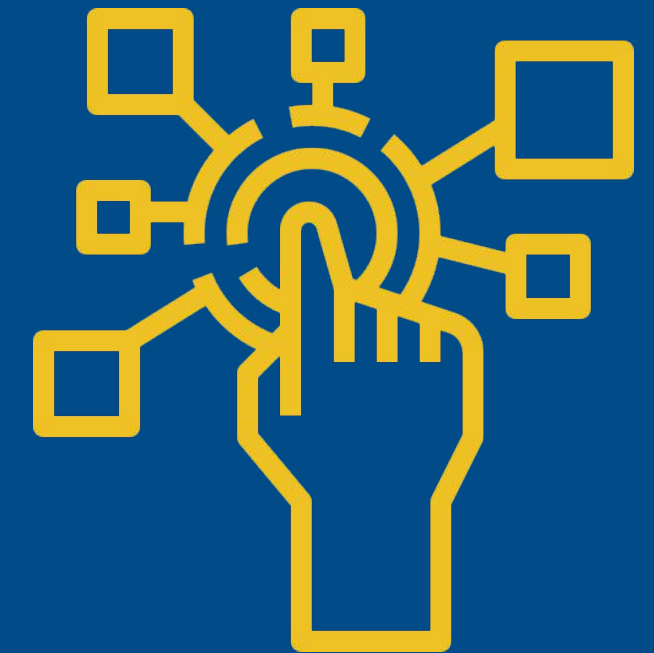
We are helping people find solutions to problems that impact their lives by...



Providing free, independent, impartial and confidential advice to anyone on a range of topics



Using our local knowledge, supported by our national network, to help our clients



Access for all by ensuring our advice services can be accessed in different ways

OUR HEADLINES FOR 2020 -2021



21,647

client contacts via the
Adviceline. We responded to
91% of them.

CAL HEADLINES 2020 -2021



Across the **Advice Lewisham Partnership** we booked **2035 appointments**

Our Adviceline Team received **490 referrals** and answered **600 emails enquiries**

CAL HEADLINES 2020 -2021



£2.4 m

Generated in financial
outcomes for clients across

Advice Lewisham

Partnership. **68% recorded**

by CAL advisers.

CAL HEADLINES 2020 -2021

CAL works on several Money Advice projects including

Debt Free London, Phoenix

Housing, Pound Advice and **Social Prescribing.**

Across all projects there were...



2,827

appointments booked

£11.7 m

generated in financial outcomes

CAL HEADLINES 2020 -2021



14,000+

Clients accessing our digital channels - updated website and self-help portal

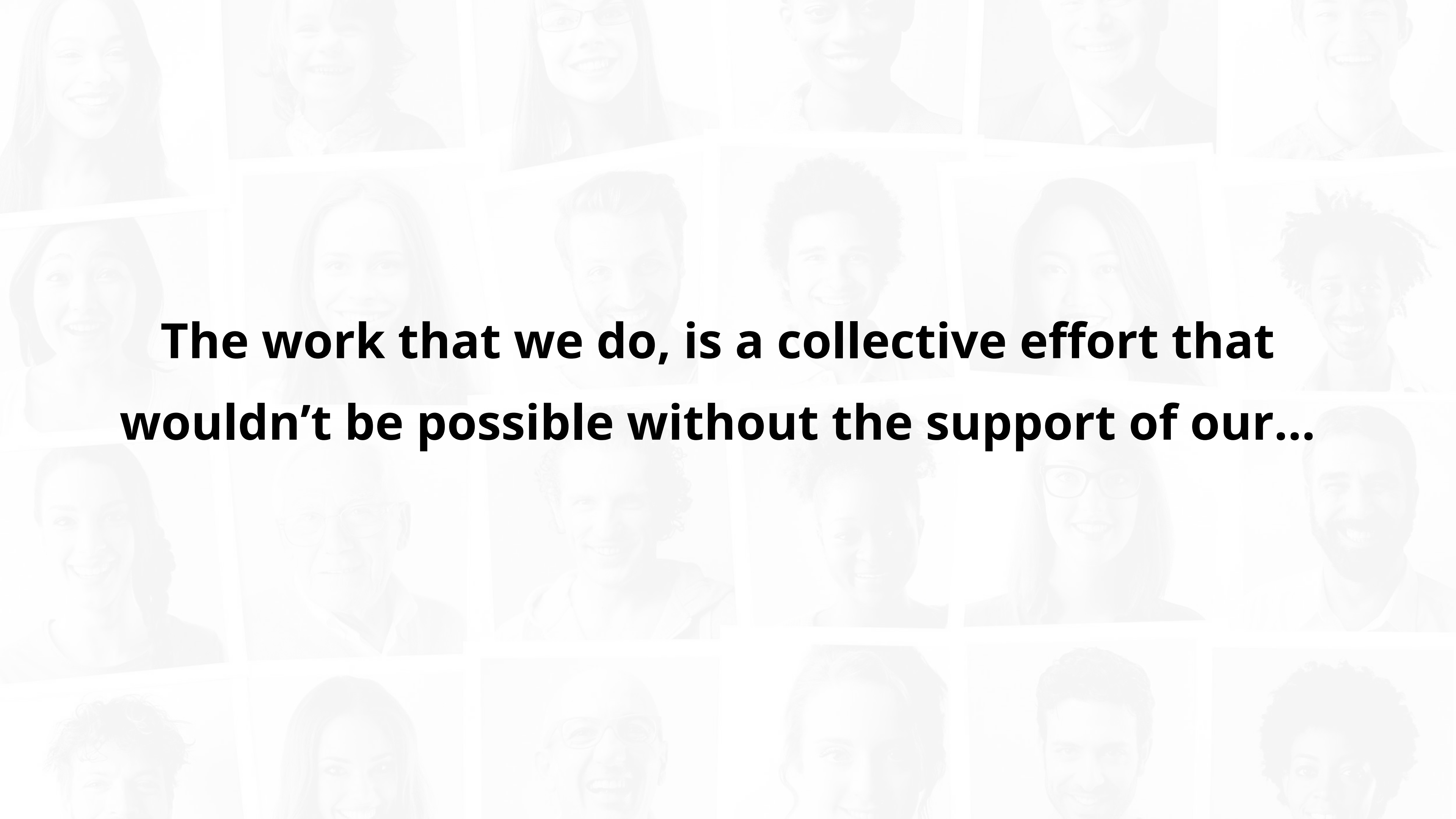
CAL HEADLINES 2020 -2021



22,633

Twitter profile visits.

We **tweeted 840 times**, had
149,000 Impressions and
205 New followers during this
period.

A collage of diverse people's faces, including men and women of various ethnicities and ages, smiling and looking forward. The faces are arranged in a grid-like pattern, with some overlapping. The overall tone is positive and inclusive.

**The work that we do, is a collective effort that
wouldn't be possible without the support of our...**

Funders and Partners...



Advice Lewisham Partners



Lewisham Law Centre



Advice Lewisham Forum Members

- 999 club
- Lewisham Speaking Up
- Whitefoot & Downham community food plus project
- Bench Outreach
- Lee Green Lives
- Youth First
- Baseline
- Lewisham Foodbank
- Library Branches based on hotspots
- Faith Groups
- GP's

And our team of paid staff and volunteers



40% OF OUR TEAM IS MADE UP OF VOLUNTEERS

They are vital to the way we deliver our service, enabling us to reach many more people than our funding would otherwise allow.



From 2019 to 2021

50 Volunteers

joined Citizens Advice Lewisham.

48 for client-facing roles and 2 for administrative roles. 11 of those volunteers have moved into paid employment with CAL.

**We remain committed to working with our funders,
partners and the network of organisations within the
borough to provide access to information and advice,
and generate the best possible outcome for
Lewisham residents**

THANK YOU