

Information & Advice results

In the 2022/23 financial year...

We helped our customers access **£1,583,534** in unclaimed benefits.

We helped **4,713** customers with **802** customers receiving additional income.



Our Customer Service Team carried out **235** initial benefits checks and our Information & Advice Team carried out **660** full benefits checks.

We sent out **463** emails and letters and made **1,963** phone calls.



We conducted **671** face-to-face appointments, **321** home visits, and **221** office appointments.



Our customers gave us an average rating of **9.6/10**.



In the 2023/24 financial year...

We increased this to **£1,900,388**.



We increased this to **5,391** customers with **1,011** receiving additional income.

We increased this to **368** initial benefits checks and **1,126** full benefits checks.

We increased this to **530** emails and letters and **2,777** phone calls.

We increased this to **1,042** face-to-face appointments, **413** at home, **591** at the office, and **38** outreach appointments.

Our average rating increased to **9.8/10**.