

Our future plans:

Welfare

We want to provide a much-needed financial wellbeing support service!

This will complement our recruitment of a Financial Wellbeing Advisor who will work alongside our teams providing practical – stigma-free – income maximization support.

We know that poverty and trauma are often the root cause of family's problems. Those accessing our support face multiple barriers often related with high levels of deprivation. In 2021, our Poverty report showed the profound impact on the economic prospects of those we support – severing their future potential for social mobility and financial wellbeing.

We heard regularly from families that they are making decisions between putting food on the table or money in the meter. They told us that the welfare system is too complex to access and navigate. They found the process confusing, stressful and this led to anxiety, depression and feelings of being trapped, isolated and degraded.

Our Financial Wellbeing Advisor would work to support families overcome these barriers. They would ensure access is simplified, families have the information they need and that social barriers do not stand in their way.

Read more about our [welfare work](#) here.

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