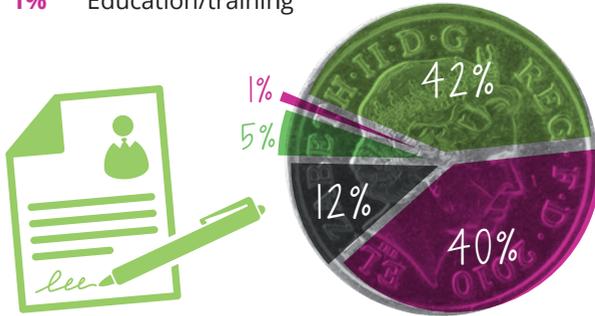


I was extremely impressed with the level of information I received from the adviser. She explained everything clearly and could not have been more helpful.

Talking Money statistics

Client employment status

- 42% Unemployed
- 40% Employed
- 12% Carer/stay at home parent
- 5% Retired
- 1% Education/training



3,586 enquiries

2,366 clients

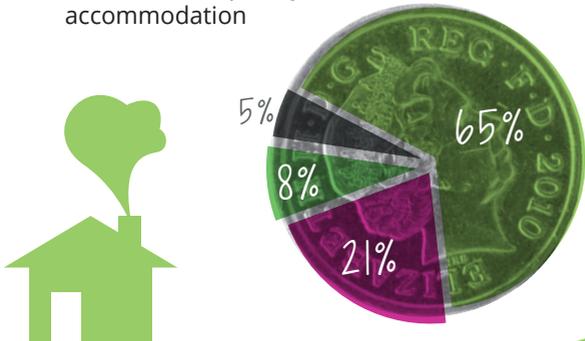
2,598 cases

£597,989 liabilities reduced

£9,062,822 debt managed

Client housing status

- 65% Social housing tenant
- 21% Private sector tenant
- 8% Owner/occupier
- 5% Homeless/temporary accommodation



£1,111,797 financial gains through benefits

£230,401 financial gains through grants

In 2016-17, our income was £884,491 and we spent £879,229. Our accounts for 2017-18 are published separately. Our budget was £876,000 and we will return another small surplus for the year

talking money
advice, support & information

support
benefits independent face
in the information to face
community independent
debt benefits
free face to face
debt free
advice
information debt free
support specialist
independent face to face
information
in the telephone
community debt free specialist
support face to face
independent

Annual Report 2017-18

Talking Money is a Bristol based money advice charity helping people with their money worries

CHIEF EXECUTIVE Rory Borealis CHAIR Neil Holliday

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A client's journey through talking money



1. Aisha visited our debt drop in because she was struggling to pay her rent and had numerous debts. Having worked for many years, Aisha found herself forced to stop due to ill health and developed depression and anxiety, exacerbated by her financial problems.

2. One of our specialist debt advisers identified many of her debts had accrued through her lack of understanding of the benefit system resulting in overpayments. They identified a way for her to offer reduced payments towards her priority creditors, then arranged for her to see one of our Financial Inclusion Officers to conduct a full benefit check, with a view to maximising her income.

3. Aisha was in receipt of Universal Credit but was having a 40% reduction at source to repay her debts, which meant it was impossible for her to manage financially. Our Financial Inclusion Officer, using her expert knowledge of the benefit system, identified Aisha could claim Employment Support Allowance, as Universal Credit roll out was paused, and so helped with gathering medical evidence to support her claim.

4. Having maximised Aisha's income by ensuring she was in receipt of the benefits to which she is entitled, the Financial Inclusion Officer was able to refer Aisha back to the Debt Adviser to resolve her debt problems. The specialist debt adviser was now able to negotiate more affordable repayments with Aisha's creditors; and is looking to apply for a Debt Relief Order.

5. Aisha now feels more in control of her household budgeting. She finds she is less anxious than she was and has noticed an improvement in her depression. For the first time, in a long time, Aisha is feeling positive about the future.

Nice things said about us...

I suffer with extreme anxiety. However, nothing was too much trouble. I left feeling well supported and looked after. Tonight I shall sleep!

Really helpful service. Put my mind at rest. Less panicky about the situation now. My case was dealt with quickly and empathetically.

It has been a privilege to volunteer at Talking Money... I have seen first-hand the positive and lasting impact Talking Money has on people's lives.

Talking Money is a very effective professional service. All the staff I have met always do their very best and are kind, polite, understanding and professional.

Volunteering at Talking Money was a great experience - it was so rewarding I would thoroughly recommend volunteering to anyone.

Our funders...



The British Gas energy trust

EDF ENERGY TRUST



South Gloucestershire Council

The Henry Smith Charity
founded in 1628



Knightstone

...and thanks to all our other funders during 2017-18.

Service delivery partnerships...

MONEY ADVICE WEST

