



# IMPACT REPORT

2025 - 2026

# Our Clients

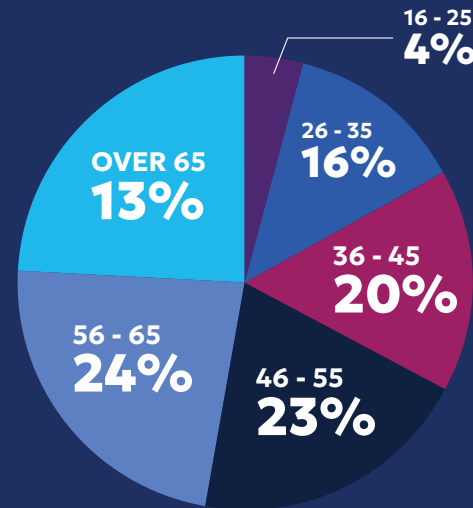


**61% Female**  
**38% Male**

## Household Status

Single Adults	60.3%
Couple- No Dependent Children	9.9%
Couple- Dependent Children	6.7%
Couple- Non-Dependent Children	0.4%
Lone Parent- Dependent Children	18.9%
Single Person- Dependent Children	2.2%
Single Person- Non-Dependent Children	1.2%
Other Adults Only	0.1%
Other	0.2%

## Age Bands



## Ethnicity

92%	White British/Irish/other
3%	Black/Black British
2%	Asian/Asian British
2%	Mixed White/Black/Asian
1%	Eastern European

## 84% of clients disclosed additional issues, including:

Mental Ill Health	34.1% (35.3%)
Long-Term Illness	27.7% (26%)
Physical Disability	15.7% (21%)
Other Needs Include:	
Multiple Impairments	6.7% (5.6%)
Other Health Condition	7.2% (7.8%)
Drug/Alcohol Dependency	2.7% (2.1%)

\*2021 - 2022 figures

# 2025/26 Impact

**£7.5 Million** total gains for clients  
**£5.8 Million** in welfare benefits, including

- Personal Independence Payments **£2.4m**
- Universal Credit **£1.5m**
- Pension Age Benefit **£1m**
- Housing Support **£354k**

**£1.4 Million** of debt cleared, including

- 69 Debt Relief Orders **£1.2m**
- Debt Written Off **£204k**

**£198k** in fuel & charitable grants

**1,842 New Cases  
Opened**

- 95  
Sim Cards & Data
- 70  
Priority Service Registrations
- 95  
Food Vouchers Issued
- 67  
Referrals for Gambling  
Harm Support

# 2025/26 Customer Satisfaction Survey

**297 clients** completed our customer satisfaction survey.

- **93% of respondents were 'Very Satisfied'**
- **Described as Reliable (66%) and High Quality (81%)**
- **87% said we were very responsive**
- **66% felt less anxious/worried about money**

I couldn't of dealt with things without this amazing service. Thank you 😊

I would like to Thank Raise for everything they done for me it was Fantastic

I have got to say I was in a bad place and I really mean what say they saved my life and I am truly grateful every single day. Kyla and ashleigh there are no words for these two kind honest and truly fantastic people who I will never forget

Staff was very help and made me feel at ease. I couldn't thank them enough for what they have done for me. Ashleigh went above and beyond with everything and she is a credit to the company. Thank you so much.

# About Us

**People are living in poverty because they aren't able to get what they are entitled to.**

**We want to help.**

Raise was originally established by Liverpool Housing Trust, a housing association that recognised the need to do more to improve welfare rights support for its tenants.

Housing association tenants are often among the most vulnerable members of society, facing a range of challenges. It is vital that they receive the support they need to access the benefits and services available to them. Every day, Raise works to improve people's lives, and the impact of this support can be truly life-changing.

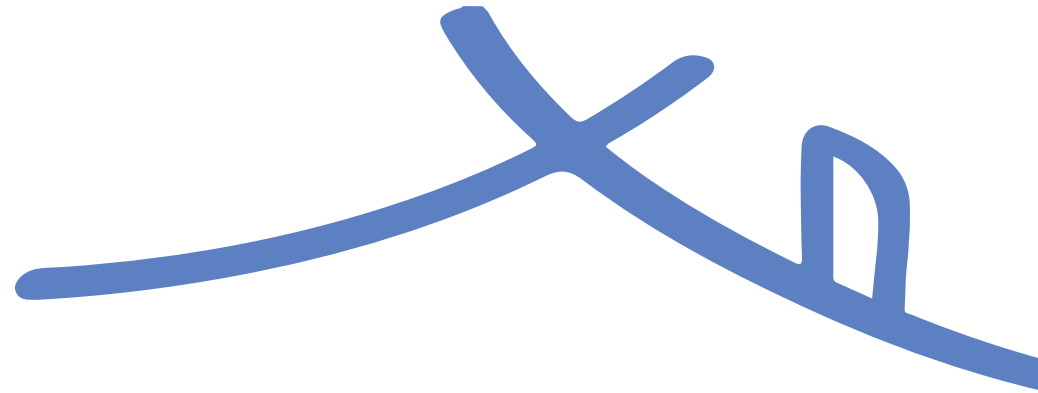
As the organisation developed, it became clear that independence was essential to maximise its effectiveness. In 1999, Raise became a social enterprise, and in 2006 expanded its services to include money advice, enabling a more holistic approach to supporting clients.

Recognising that many vulnerable individuals are unable to access mainstream advice services—such as Citizens Advice—due to childcare responsibilities, caring roles, or physical and mental health barriers, Raise delivers a

flexible service model designed to meet individual need. Support is provided through home visits, community outreach, office-based appointments, and telephone advice. This flexibility helps to remove barriers to access, build trust, and ensure that clients receive support in a way that works best for them.

Alongside this, Raise works in partnership with a wide range of community groups and local organisations to extend its reach and ensure support is accessible to those who need it most. By collaborating with trusted community networks, Raise is able to engage individuals who may otherwise not seek help, providing tailored advice in familiar and supportive environments.

Raise offers a distinctive and impactful model of support and is committed to working in partnership with housing associations and community organisations to reach and support as many people as possible.



# Our Vision

To champion the **fight against poverty** and inequality enabling people to take control of their lives

# Our Mission

Providing outstanding specialist services for individuals incorporating **benefit advice, representation, debt and money management** that are accessible at the point of need and **empower people to achieve a better standard of living**

# Strategic Aims

**1**

**To ensure the organisation is well governed, well managed and fit for purpose.**

**2**

**To create sustainability and resilience that will enable Raise to continue delivering services.**

**3**

**To create a greater awareness of the organisation, and its services**

**4**

**To continue to explore, design and deliver services that are fit for purpose.**



# Our Values

**Respectful**



Remaining non-judgemental and recognising people's strengths. Working in partnership, whilst empathetic and respecting others.

**Accessible**



Deliver services that are adaptable. Services are free to clients at their point of need. Embrace equality, diversity and basic human rights for all.

**Independent**



Interact with others in an authentic way that is real to who we are as an organisation.

**Support**



Be client focused. Demonstrate empathy with clients along their journey.

**Excellence**



Everything Raise creates and delivers is of a standard that. We feel proud of.

**Our values and the behaviours that they lead to are vital to who we are. Use them in everything we do.**