



ARMED FORCES PROJECT YEARLY REPORT

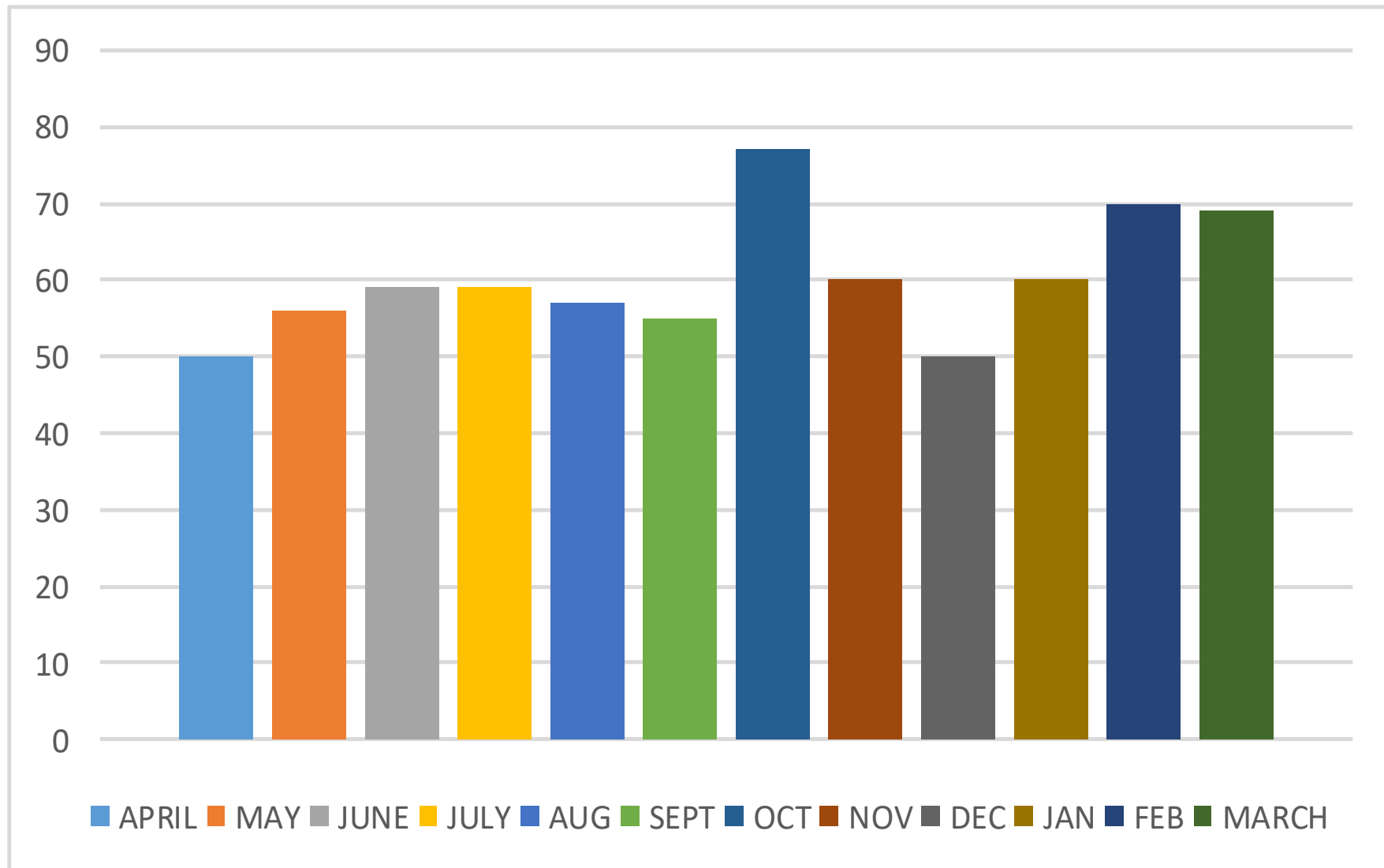
APRIL 2020—MARCH 2021



APRIL— MARCH STATS

	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MARCH	TOTAL
CUSTOMERS SEEN	50	56	59	59	57	55	77	60	50	60	70	69	722
BENEFIT ENQUIRIES	20	15	17	16	17	16	19	17	11	14	19	27	208
HOUSING ENQUIRIES	5	11	12	18	17	17	19	19	10	16	20	10	174
DEBT/ BUDGETING ENQUIRIES	5	5	6	6	6	3	1	2	3	2	4	3	46
HELP INTO EMPLOYMENT	5	6	8	11	10	10	10	7	6	7	7	7	94
OTHER ENQUIRIES E.G WAR PENSIONS	15	19	16	8	7	9	28	15	20	21	20	22	200
BENEFITS CLAIMED	£67,813	£64,508	£68,385	£49,339	£45,099	£76,626	£42,697	£43,780	£38,259	£50,895	£50,565	£58,503	£656,469
ONE OFF PAYMENTS	£1,200	£800	£850	£1,700	£1100	£991	£1150	£2400	£700	£950	£1,200	£5400	£18,441

CUSTOMERS SEEN GRAPH



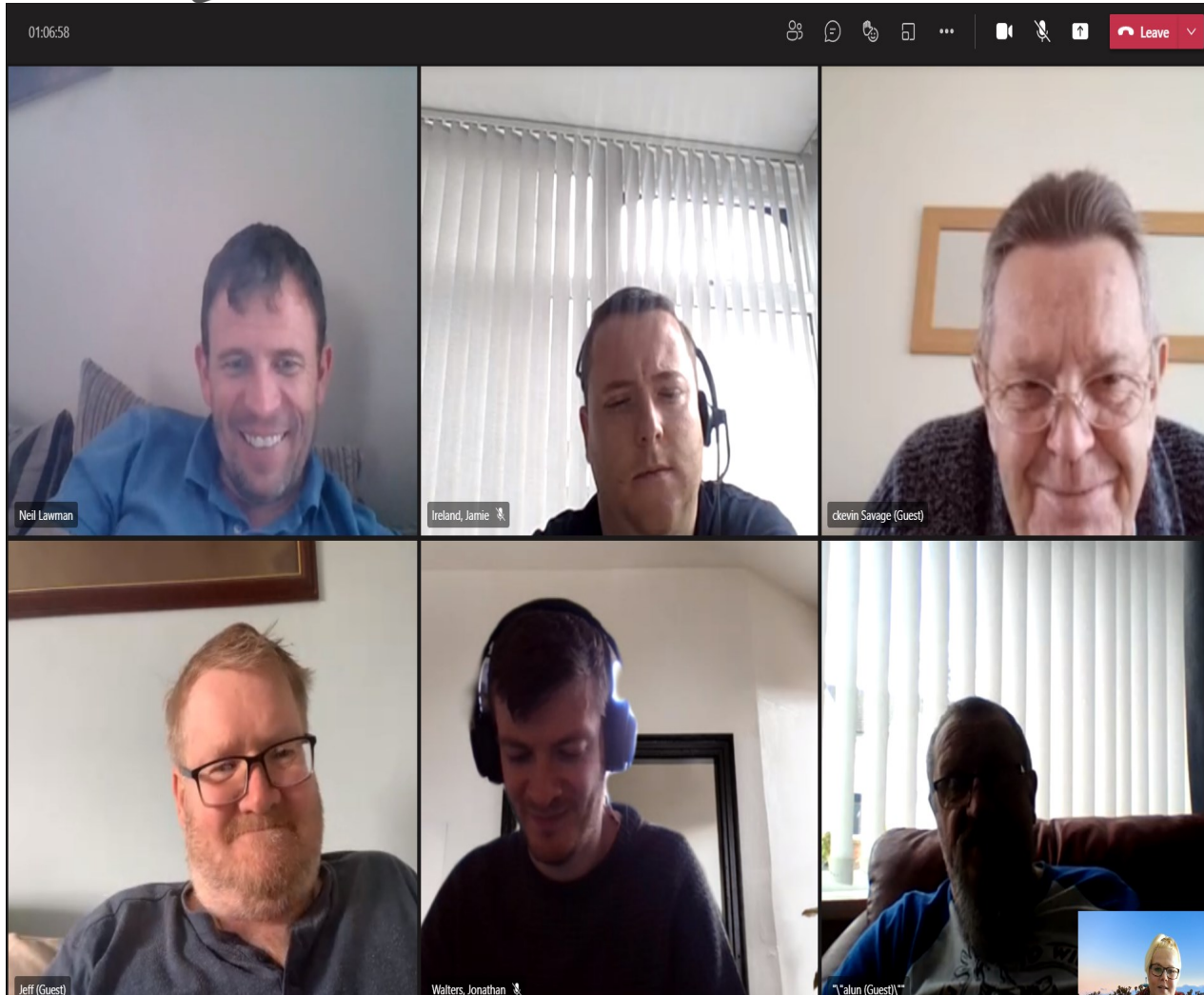


From March 2020 the Veterans Advice team have worked from home due to the Covid-19 pandemic. This has meant that the Veterans Advice team have had to change the way they work, and help the Armed Forces Community. The Veterans Advice team spent a lot of time phoning those from the Armed Forces Community known to them already to make sure they would be able to manage, be able to get any medicine and shopping.

The Veterans Advice team taught a lot of the Armed Forces Community how to order online shopping,

The Veterans Advice team are still helping the Armed Forces Community majority done via Microsoft Teams or the phone.

The Veterans Advice team are looking forward to seeing their clients face to face.



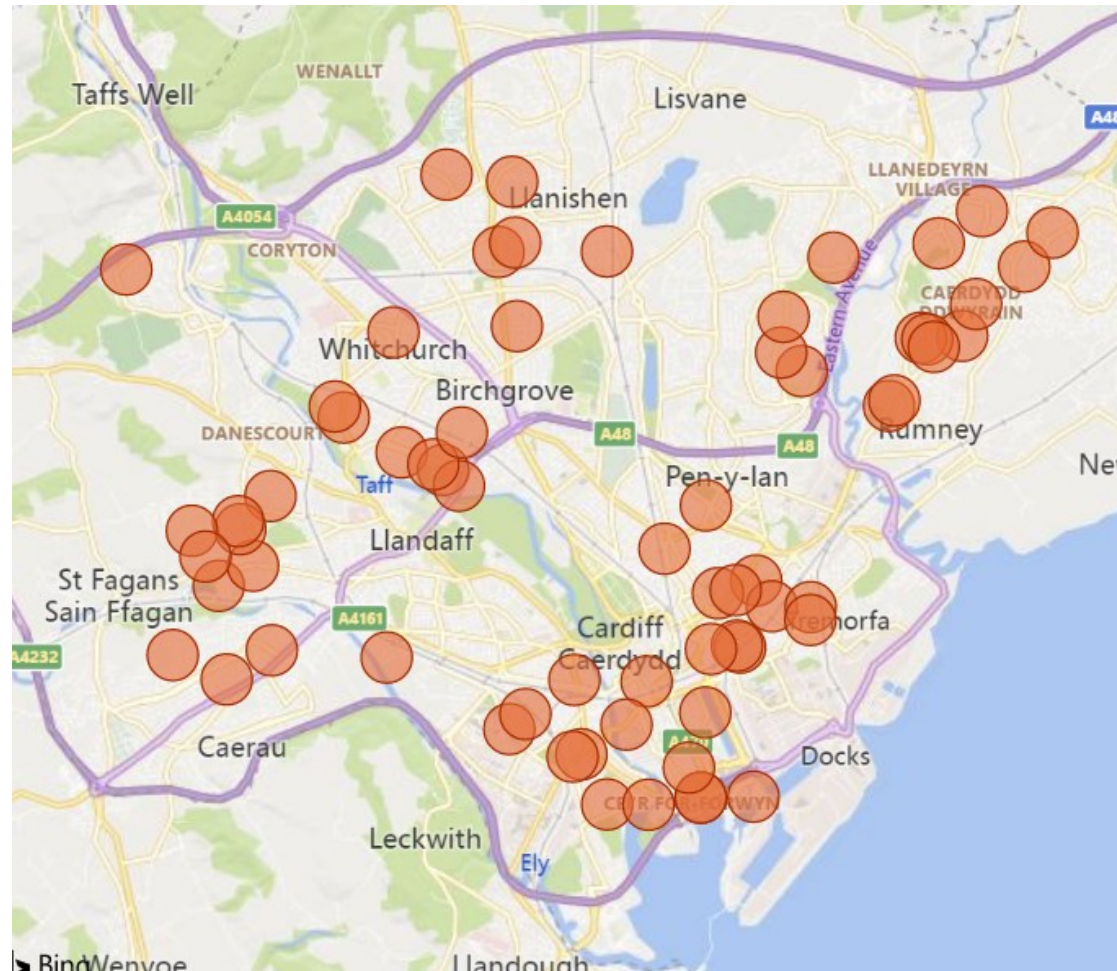
Due to the Covid 19 Pandemic the Veterans Advice Team noticed that there was an increase in the Armed Forces community that were reporting that they felt socially isolated and lonely.

The Veterans Advice Team quickly identified that the Covid –19 would be with us for the ongoing future so decided to put together a coffee morning every Monday 11-1 where any of the Armed Forces community are welcome to join.

This is in conjunction with Rhondda, Methyr, The Vale Council but Cardiff led on this initiative.

On Average 10 members of the Armed Forces Community join every week, charities will join now and again.

MAP OF ARMED FORCES COMMUNITY ACROSS CARDIFF.



CHARITY FEEDBACK

“Wouldn’t have had a clue where to start”

CUSTOMER FEEDBACK

“Thank you for getting me back on the straight and narrow”

STAFF

FEEDBACK

“I feel I can deal with a Veteran now”

STAFF FEEDBACK

“ I now know there is a dedicated Veterans Advice team”

**CUSTOMER
FEEDBACK**

“Thank you so much!”

CUSTOMER FEEDBACK

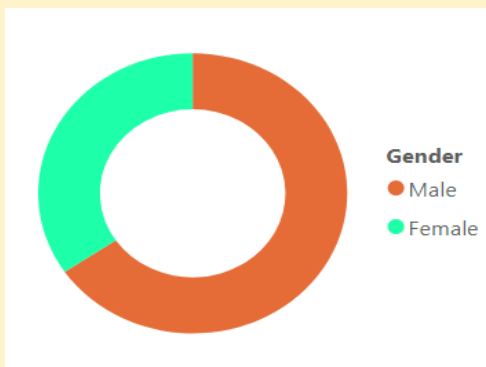
“ I am now understanding my finances for once!”

STAFF FEEDBACK

“ I now understand some of the support available to them”

The
Yr **hyb**

722
CUSTOMERS
SEEN



APRIL 2020—MARCH 2021

INFOGRAPHICS



£656,469

CLAIMED IN
BENEFITS

HELPING THE ARMED
FORCES COMMUNITY
THROUGHOUT THE
COVID -19 PANDEMIC

£18,441

CLAIMED
IN ONE OFF
PAYMENTS

**CUSTOMERS
INCREASING**