

The Paperweight Trust

# Impact Report 2024/2025



**Every day, people overwhelmed by stress and struggling with life's most difficult challenges turn to Paperweight.**

As a vital source of free guidance, advocacy and resolution, we support individuals facing complex family law, legal, financial, welfare, post-bereavement and administrative matters. With over 20,000 people helped to date, Paperweight has become not only a trusted lifeline to those in crisis, but also indispensable to many community organisations who recognise our unique and essential role within the Jewish communal landscape.

We continue to have a positive impact and make a tangible difference to the lives of those who rely on Paperweight's support at a time when there is such an explosion of need.

**Benjamin Conway, Chair of Trustees**

“

**When I lost my job, I didn't just lose my income, I lost my sense of self. It felt like I was drowning. Every new bill, every mounting debt added to a heavy weight of anxiety, shame and fear. Reaching out to Paperweight was a turning point. With compassion and real expertise, they helped me peel back those layers. It wasn't just about getting back on my feet, it was about finding myself again.**

**- Devorah**

”

**Foundation layer:**

# Underpinning every layer is hope



**Hope is not just an emotion, it's something we build together, layer by layer.**

At Paperweight, we provide the foundation for people in crisis, helping them overcome overwhelming situations with expert guidance, advocacy and empathy. Whether it's financial struggles, care issues, or the burden of bureaucracy, we stand alongside those in need, speaking up for them when they can't, ensuring they are never alone.

This year, as the cost-of-living crisis deepens and people are increasingly unnerved by proposed future cuts to welfare benefits, our work is more critical

than ever. With every call we answer and every problem we help solve, we lay another brick in the foundation of hope.

Our free services are a vital lifeline for many more than we could have anticipated when the charity was established over 13 years ago. We continue to empower increasing numbers of individuals and their families to regain stability and move forward with confidence.

Our expert team has been there every step of the way for our clients. With compassion at our core, we've helped people to rebuild their lives with dignity. And at the heart of it all is hope - the foundation that makes every new beginning possible.

**Hope is not just a feeling, it's built, layer by layer. This year, Paperweight has been a vital lifeline for those facing crisis, guiding them through complex challenges with care, expertise and unwavering support.**

**83%**

**of Paperweight clients said that contacting Paperweight was the first time they felt hopeful about their situation.**

## Foundation Stones:

# Our layers of hope run deep

### Paperlite

For those who need a regular helping hand to cope with domestic administrative matters that our daily living brings. Monthly visits from dedicated caseworkers brings the paperwork down to a manageable level and helps you keep it that way, enabling so many to retain their independence and dignity.

When juggling forms, deadlines and unclear processes, Paperlite offers a helping hand. This regular support ensures that all paperwork is up to date, all bills have been paid, benefits and income are correctly received and no entitlement is missed. But it's more than admin, it's a consistent, caring presence for clients who may also just need someone to listen & understand.

**95%** of Paperlite clients reported reduced stress and greater confidence in managing their paperwork and finances after just three months of ongoing support.

### Family Law Clinics

Legal challenges don't exist in a vacuum, they often unfold alongside emotional and family upheaval. In our new, expanded London HQ, Paperweight now hosts confidential, face-to-face Family Law Clinics. These sessions provide expert legal support in sensitive matters such as separation, divorce and child custody, ensuring individuals receive clear guidance for some of life's most difficult challenges.

Our Family Law Caseworkers help clients prepare for meetings, help them make informed decisions during emotionally difficult times and are with them every step of the way including:

- Divorce applications/ statements
- Financial agreements
- Occupation Orders
- Non-molestation orders
- Child arrangement applications
- Form completion
- Gett application & process
- McKenzie Friends

**Over 80%** of attendees at our Family Law Clinics said they left with a much clearer understanding of their rights and next steps in what is a often a very complicated and challenging process.

### Welfare & Benefits

The welfare and benefits system is complex — especially for those who are vulnerable facing personal or financial struggles. Frequent changes mean many people miss out on the support they're entitled to.

Paperweight's Welfare & Benefits Team provides expert, up-to-date guidance on what can be claimed and how to apply. From identifying entitlements to completing forms and supporting appeals, the team is there every step of the way. Some of the commonly supported benefits include Universal Credit, Attendance Allowance, Personal Independence Payment and Mandatory Reconsiderations and Appeals — a vital service in constant demand.

**468** Benefits cases resolved in the past year.

**562** New benefits cases opened

### Money Advice Team

Financial problems can be overwhelming. Whether it's mounting debt or daily money worries, paperwork piles up, demands grow, and it's easy to feel lost. Paperweight offers expert, confidential, and non-judgemental support to those in financial distress. Our FCA accredited Money Advice Team helps people regain control and move forward with confidence.

As the only Jewish charity accredited by the Financial Conduct Authority (FCA), we're authorised to handle regulated debts such as credit cards and mortgages — allowing us to speak directly with lenders and negotiate realistic, manageable outcomes. More than just advice, Paperweight provides practical, hands-on support every step of the way, offering clarity, reassurance, and a path to financial stability.

### Elder Care Hub

Adjusting to later life can bring unique challenges - both practical and emotional. Through our Elder Care Hub, Paperweight helps individuals and families review entitlements, assess limitations in daily living, co-ordinate with care providers and manage the paperwork that can often feel overwhelming. Most importantly, we offer a compassionate guide through moments of profound change, including transitions to assisted or residential care, delivered with the sensitivity and respect every older adult deserves.

In 2024, Paperweight's Elder Care Hub supported over

**150 people** in navigating care transitions and help clients review their entitlements.

*Beyond our core services, Paperweight offers specialist layers of support designed to meet the complex and personal needs of specific life situations. These services ensure that no detail is overlooked and no one is left without guidance when the challenges become more nuanced or emotionally charged.*

## Primary layer:

# Being there when it matters most

**In moments of crisis, knowing someone is there to listen can make all the difference.**

At Paperweight, our Helpline Assessors are that first, steady voice, offering reassurance when uncertainty takes hold. Whether it's a financial emergency, bailiffs looming, a legal concern, or the fallout from any one of life's challenges, we provide the guidance people need to take the next step forward.

With expertise and empathy, we don't just offer advice, we offer a way through. We break down complex challenges into manageable layers. Every call is met with patience and understanding, ensuring that the right Caseworker is allocated to the issue(s) and so no-one has to go through life's toughest moments alone. Because when it matters most, Paperweight is here to help.

**92%**

**of clients were allocated a Paperweight Caseworker within 48 hours**

***When life feels overwhelming, Paperweight is increasingly the first call people make. Our Helpline Assessors and Caseworkers provide reassurance, practical guidance and a clear path forward.***

## Transition layer:

# Guidance through complexity

**When life throws up obstacles, the last thing anyone needs is a maze of red tape.**

Yet for those facing challenges, the system can feel impossible to navigate alone. That's where Paperweight steps in, cutting through the complexity, offering clear guidance and making sure no one is left to struggle in silence.

Our team works tirelessly to untangle the fine print, advocate for those in need, and ensure people get the support they're entitled to. Whether it's securing benefits, negotiating debt relief, or accessing essential care, we help ease the burden so individuals and families can focus on living life again with confidence.

**87%**

**of clients said Paperweight helped them understand and take action on issues they previously found too complex to manage alone.**

***Wading through bureaucracy can be exhausting, especially in times of crisis. From benefits to legal matters, social care to debt relief, we untangle the complexities, supporting and advocating for those who need it most.***

## Upper Layers:

# Dignity, not just direction



**9/10**

*clients said they felt treated with dignity and respect throughout their support journey with Paperweight.*

**At Paperweight, support goes beyond practical guidance, it's about restoring dignity and self-belief.**

We understand that asking for help can be difficult, which is why every interaction we have is met with compassion, not judgment. With kindness, respect and a genuine commitment, our aim is to lift people up, not just leading them forward.

Whether it's helping someone regain control of their finances, access essential care, or untangle a legal challenge, we ensure they feel heard, valued and empowered. Because true support isn't just about solving problems, it's about giving people the confidence to rebuild their lives with dignity and hope.

**Paperweight offers more than just advice, we restore confidence and dignity. Every interaction is non-judgemental and underpinned by care, respect and a commitment to empowering individuals and their families.**

## Binding Layer:

# The Paperweight Team

**Behind every call answered and every case resolved is the unwavering dedication of the Paperweight team.**

Our trained Helpline Assessors and Caseworkers are more than just problem-solvers, they are compassionate listeners, skilled pathfinders and unwavering advocates. Their expertise and empathy provide not just solutions, but a sense of security and hope for those in need.

For many, the support they receive from our team is life-changing. The vital guidance and reassurance provided in difficult moments, alongside the commitment of our volunteers brings everything together. They are the binding force that makes Paperweight's work possible - one call, one client, and one life at a time.



**Our team is the backbone of Paperweight. They hold it all together. The dedication of our trained Helpline Assessors and Caseworkers, who provide expertise, empathy and support can be life-changing.**

***Paperweight's team contributed over 45,000 hours of support in the past year resolving more than 2,000 client cases.***

## Hidden Layers:

# Meeting new Challenges



**This year has brought new and unexpected challenges, from rising economic pressures, with a deepening cost of living crisis, to shifting policies that have made accessing support even more difficult.**

As demand for our services has grown, so too has the complexity of the cases we handle. More people than ever are reaching out, often in deeper crisis, and our team has met the challenge head-on to ensure no one is left without help.

Through it all, Paperweight has remained steadfast, whether handling complex policy changes or managing the increasing pressure on our helpline, we've found innovative solutions to keep our Caseworkers providing the expert guidance and compassionate support upon which so many rely. As challenges continue to emerge, our commitment remains the same: to be a lifeline for those in need, no matter what lies ahead.

In addition, we've strengthened our team, streamlined processes, expanding our reach across the country and equipped our volunteers with the tools and training needed to

navigate an evolving landscape and increasing needs of our community. Through every challenge, our mission remains the same: to provide clear guidance, unwavering support and a foundation of hope for those who need it most.

***Paperweight has adapted to increased demand and shifting external pressures, demonstrating our resilience and heightened responsiveness in the face of change, meeting a***

***38% increase***

***in calls in 2024 from the previous year.***

**Economic pressures, policy changes and rising demand have tested us this year. We reflect on the challenges we've faced and how we've adapted to continue delivering vital support.**

## Safeguarding

Safeguarding remains a top priority at Paperweight. We have strengthened our safeguarding policies and provided updated training to all staff and volunteers. We have simplified the reporting and we work closely with external partners to ensure the highest standards of protection. Our aim is to create a safe, respectful environment for everyone we support.



## Risk Management

At Paperweight, risk management is about being proactive. We focus on identifying potential issues early and putting practical measures in place to reduce risks across our operations. This includes financial controls, contingency planning, and assessing reputational risks. Our approach helps us to deliver considered and consistent support to those who rely on our services.



“

**“Jack has many serious health issues. Prior to this he was capable of sorting out so many things, but sadly, no longer. Paperweight has been able to relieve a lot of our worry from all the stressful situations for which we now need help. Their professionalism and availability, together with patience and kindness is second to none. Thank you so much for helping us.”**

**- BC, wife of Paperweight Leeds client**

”

# New layers: Looking Forward

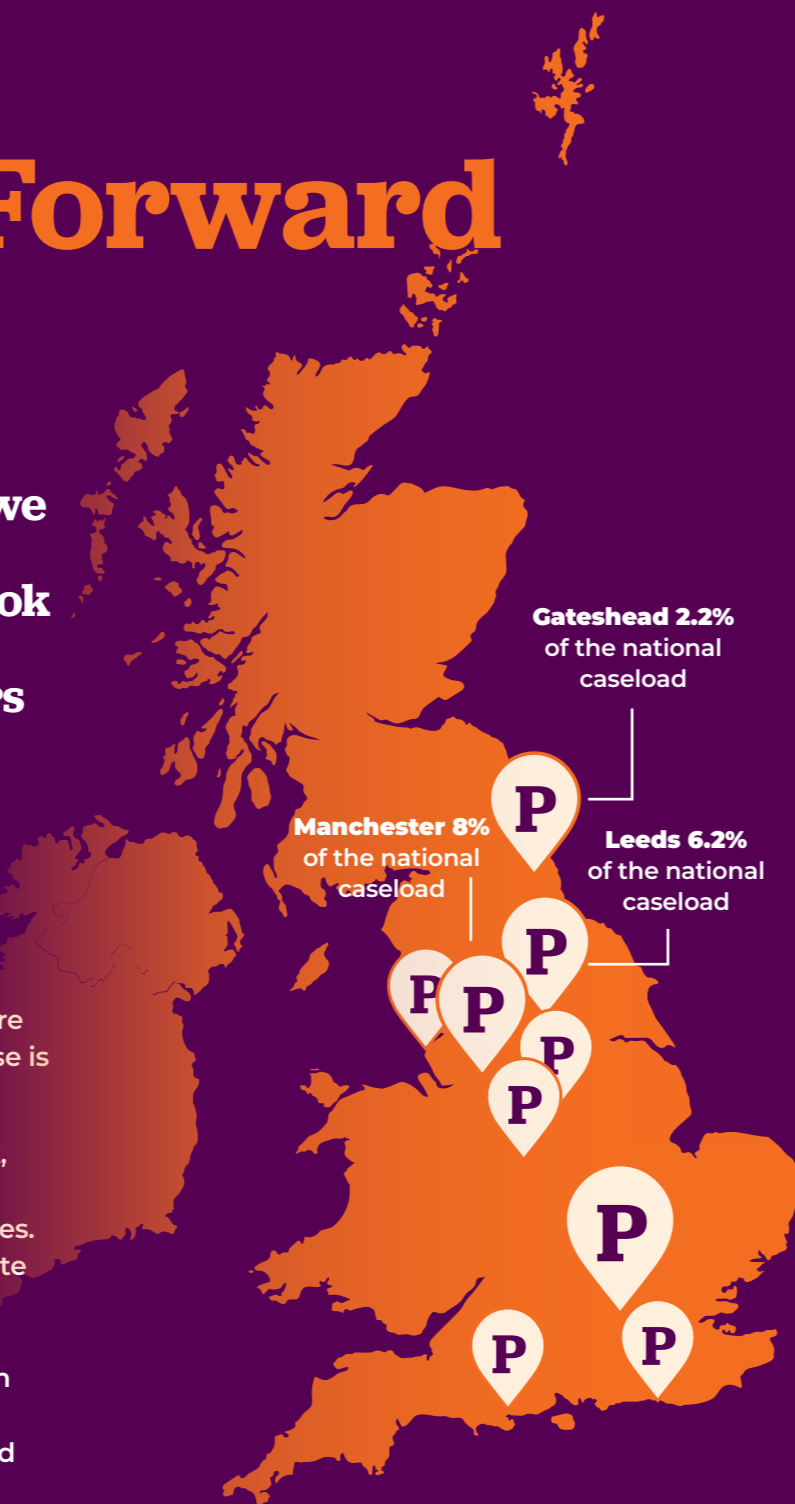
Hope isn't just something we provide, it's something we continue to build. As we look to the future, our focus is on strengthening the layers of support upon which so many rely.

From our London HQ to our regional Hubs in Leeds, Manchester and Gateshead and our satellites in Bournemouth, Brighton, Birmingham, Liverpool and Leicester, we are expanding our reach, ensuring our expertise is accessible to more people in need.

We are also widening our support network, engaging with younger age groups and extending our services to more communities. Life's toughest challenges don't discriminate and neither do we. By growing our team, we can deepen our impact. The future of Paperweight is one of resilience, innovation and an unwavering dedication to helping more people take steps toward stability and hope.

Hope is an ongoing process and we're always looking ahead. Our vision for the future includes strengthening our services from our offices around the country, expanding our outreach to other landed communities as well as to younger age groups.

Paperweight expanded its reach in 2024, with a new London head office and in 6 UK cities, laying the groundwork to support an estimated 25% more clients in 2025.



# The Unseen Layer Hope Made Possible

Behind every call answered, every client case resolved, and every life changed is an unseen force - those who make our work possible.

The generosity of our donors, funders, and volunteers transforms hope from an idea into real, tangible support. Their commitment ensures that Paperweight remains a trusted lifeline for those facing the fallout from life's challenges, helping turn often overwhelming challenges into manageable solutions.

Our January 2025 Matched Fundraising Campaign has been a crucial step in securing our future, strengthening our ability to serve as a pre-eminent charity in the community. Every pound donated has been doubled in impact, allowing us to expand our reach, enhance our services and provide even more individuals with the guidance they need. With continued support, we can build on this momentum, ensuring that no one has to face life's struggles alone.

*Thanks to the generosity of our donors and matched funding campaign, Paperweight raised over £550,000 in January 2025, supporting operational costs and fueling vital services for the year(s) ahead.*

## Fundraising Strategy

- In 2021 Paperweight initiated its bi-annual national matched-funding campaign.
- We continuously apply to national grant-making bodies.
- We now employ a professional fundraising team to extend knowledge of Paperweight in the circles of new and diverse funding bodies.
- We are actively building on our national outreach to engage with sponsors in the business and professional world throughout the UK.
- Regular advertising of our existing and newly rolled-out services in the communities' newspapers, retains a strong profile and attracts the attention of clients and volunteers and referrers as well as potential donors.

# Below the surface: Numbers that matter

In 2024, Paperweight resolved over 2000 individual cases delivering impact valued at over £1.65 million, free of charge to every client.



## David's Story

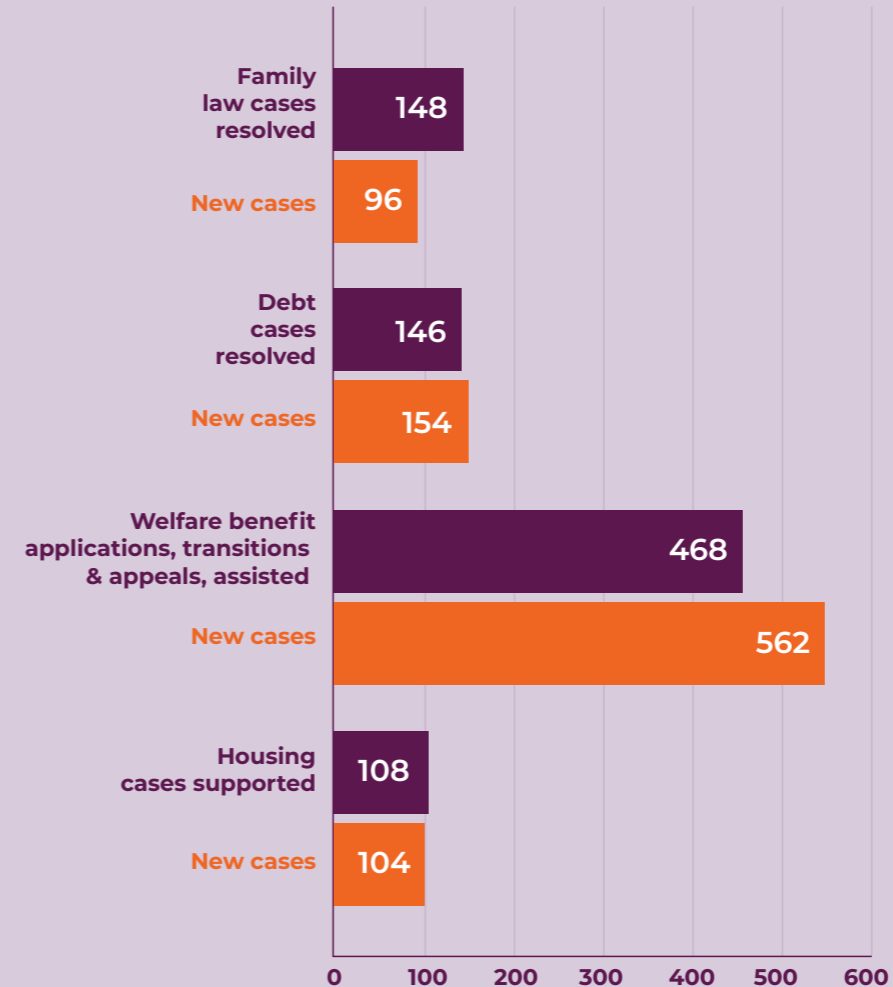
When my wife died, I was left with four grieving children and a life I no longer recognised. My Parkinson's made everything harder, even the smallest tasks became overwhelming. The grief, the confusion, the responsibility. It all felt impossible. Then Paperweight stepped in. They didn't just help me with paperwork. They gave me layers of support and slowly, a sense of hope I didn't think I'd feel again.

## Shani's Story

As a single mum with three children under ten, we'd just been evicted and were now living in a bedsit with little to eat. English isn't my first language and I was missing months of Universal Credit payments. No matter how many times I tried to get through to the DWP, no one seemed to listen. I felt invisible. But when Paperweight stepped in, everything changed. They cut through the red tape. The DWP finally listened and paid me everything I was owed. I felt heard and I finally had someone in my corner.

Impact is best understood through stories, but numbers tell an important part of the picture too. Every number represents a life changed, a burden eased, and a step forward. Here we break down key statistics on the people we've helped, the services we've provided and the difference we've made. Thanks to our supporters, Paperweight continues to be a vital lifeline for those in crisis.

## Successful outcomes and new cases



## New cases from Regional Hubs this past year



**45,000**  
Hours of  
Paperweight  
support provided



**6,400**  
Helpline calls  
answered



**2,000**  
Paperweight  
client cases  
supported

## Dear Paperweight Supporter

While this Impact Report offers a glimpse into our work, it's no match for experiencing Paperweight in action.

Every day, I'm inspired by our incredible team - volunteers and staff alike, whose compassion, energy, and relentless drive to find practical, personalised solutions never fails to amaze me. They take my breath away and I thank them all.

If you'd like to see our work up close, I warmly invite you to visit our London Head Office. We'd be truly delighted to welcome you, put the kettle on, and let our actions speak for themselves.

Thank you for your continued interest and support which is so very much appreciated indeed.

We are a strong force and I know that together, we will make a difference!

***Bayla Perrin***  
**CEO**

To access our free services or to make a donation to support our work, please call **0330 174 4300**; email **info@paperweight.org.uk** or visit **paperweight.org.uk**

 **paperweighttrustlondon**

 **wearepaperweight**

 **The Paperweight Trust**

 **PWtrust85**

**paperweight**

**Guide. Advocate. Resolve.**