



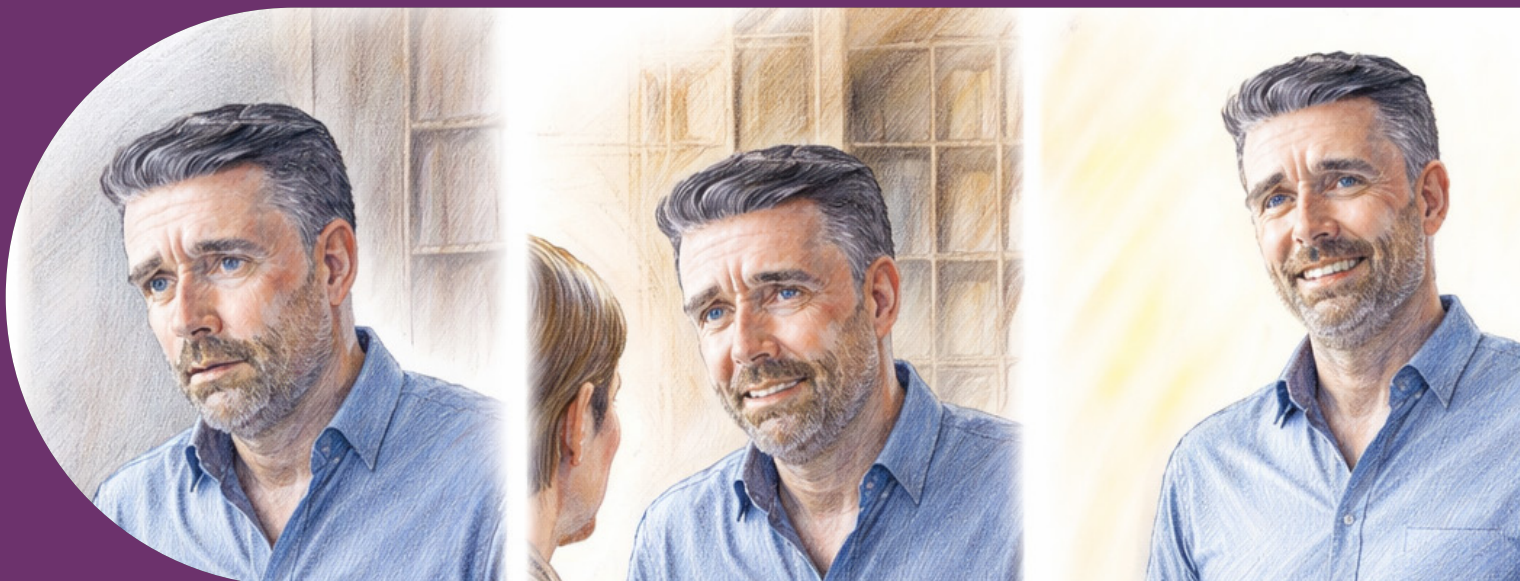
paperweight

Guide. Advocate. Resolve.

Rebuilding **Lives**
Restoring **independence,**
dignity and resilience.

Impact Report

25 / 26



Contents

04	Foreword: Benjamin Conway Chair of Trustees
06	Introduction
07	What We Do
08	Expanding Our Reach
10	Our Impact in Numbers
12	Client Journey: Leah
14	Client Journey: Ben
16	Client Journey: Daniel
19	Final reflection: Bayla Perrin Chief Executive

One Life Event Away From Crisis Our Support Changes Everything

No matter how stable life feels today, just one life event - bereavement, illness, family breakdown or redundancy can change everything and overnight life becomes overwhelming and frightening.

In this Impact Report you'll read powerful examples of how Paperweight steps in, restoring dignity, rebuilding resilience and guiding people back from despair to independence.



Foreword

Introducing our latest Impact Report, I am so proud that this reflects not only what Paperweight does, but why our work matters so deeply within today's wider social welfare landscape.

Across society, people are facing some of the Big Issues of Our Time: the rising cost of living, housing insecurity, redundancy and immediate loss of income, bereavement, family breakdown, mental or physical ill health and an increasingly complex welfare system. These pressures affect everyone, and members of our community are no less exposed to their impact. Any one of these life events can quickly unsettle everything and rapidly escalate into chaos. By the time someone reaches out to Paperweight, they are often frightened, exhausted and unsure where to turn.

Every day, Paperweight sees the human reality behind these wider pressures. Behind each statistic is an individual or family facing a crisis, uncertainty and loss of control, but calling our Helpline means finding expert guidance and someone prepared to stand beside them.

What makes Paperweight unique is the depth and continuity of our support. From the first call, through possibly weeks or even months, to resolution and recovery, our caseworkers walk alongside each client, helping to untangle complexities, advocate where needed and restore stability, confidence and independence.

Through the experiences of those we support, we also see the wider patterns emerging: the strain on vulnerable households, the barriers people face in accessing systems meant to help them, and the growing need for compassionate, joined-up community responses. Paperweight is therefore not only responding to these Big Issues of Our Time, but helping to shine a light on the broader challenges affecting people today.

The impact of our work extends far beyond the individual. Every crisis stabilised reduces pressure on families, communities and public services, prevents further escalation and strengthens the fabric of community life. The estimated £10 million value of support delivered this year tells only part of the story; the true impact lies in lives rebuilt, futures reclaimed and dignity restored.

None of this would be possible without the dedication of our team, the trust of our referral partners, and the generosity of our supporters. Together, we are ensuring that no one has to face life's most difficult moments alone.

As we look ahead, demand continues to rise and the complexity of cases deepens. Our commitment remains clear: to stand alongside those facing crisis, to advocate where systems fail, and to ensure that dignity, fairness and human support remain at the heart of community life.

Benjamin Conway
Chair





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“I’ve never felt so much stress in my life. I felt physically sick and hadn’t slept for months. My Paperweight caseworker, Suzanne, was an angel. She helped clear my debts and gave me back my life. I can’t begin to put into words what she and Paperweight did for me. I will be forever grateful.”

Introduction

Every day, people reach breaking point. A sudden redundancy, a bereavement, a diagnosis, or a family crisis can unravel stability overnight. For many, there is nowhere to turn and no clear way forward. This is where Paperweight steps in, not just to advise, but to stand alongside people at their most vulnerable, guiding them from crisis to stability and hope.

This year, more than ever, our work has been defined by rising demand and deeper complexity. Behind every statistic is a person who felt overwhelmed, unheard, or unable to cope and who, through the right support at the right time, began to rebuild their life.



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“They listen without judgment, explain without jargon, help you to understand your options so you can make educated decisions. They help turn what feels overwhelming into something you can manage - and they do it with warmth and patience.”

What we do

We support people through complex challenges helping them navigate systems and processes, understanding their rights and options. **Our work restores control, dignity and possibility.**

- **Financial crisis & debt** (FCA accredited)
- **Mental health:** practical help for stable, independent living
- **Bereavement:** practical support through loss
- **Family breakdown:** guidance through legal processes and options
- **Get process:** collaborating with the Beth Din
- **Support for litigants in person:** at a court hearing or tribunal
- **Advocacy:** helping voices to be heard with clarity and dignity
- **Welfare & Benefits:** understanding eligibility, assisting through applications and appeals
- **Housing:** supporting clients to understand Tenancy Agreements and applying for local housing within the community when appropriate.
- **Employment:** understanding options relating to workplace and redundancy processes
- **Bureaucracy & administration:** responding to official letters, forms, and reducing red tape

Our work
restores
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Expanding Our Reach, Deepening Our Impact

Paperweight's mission has always been rooted in the belief that practical, personalised support should be accessible to anyone in the Jewish community facing crisis, wherever they live in the UK. Over the past two years, we have taken significant steps to strengthen that commitment by expanding our regional presence and bringing our services closer to the communities that need them most.

Our Leeds Office

One of the clearest examples of this growth has been the success of our Leeds office and partnership with the Leeds Jewish Housing Association. Indeed, our Leeds office is situated within the LJHA building. Since opening, the office has become an essential source of support for individuals and families across the region, providing trusted guidance during times of crisis. The response from the local community has demonstrated just how vital accessible support can be. As awareness of our services has grown, so too has the impact we have been able to make, helping more people navigate complex challenges with dignity, reassurance and practical assistance.

The success of Leeds has reinforced the importance of regional accessibility and has shown the value of building strong local relationships within the communities we serve. It has enabled us to respond more quickly, understand local needs more deeply and ensure that those who may previously have struggled in silence know there is somewhere they can turn for help.

Our New Manchester Office

Building on this momentum, while Paperweight has been operational in Manchester for 8 years, we were proud to have now built on this strong foundation, by opening our Manchester office this year. It is a major milestone in Paperweight's continued growth. Having a permanent base in Manchester allows us to deepen our relationships, respond more effectively to local needs and strengthen our impact across the region. The launch has been met with tremendous appreciation and enthusiasm from the local Jewish community, MPs and Councillors reflecting both the scale of need and the importance of having dedicated, culturally sensitive support available locally.

From the outset, the Manchester office has already begun to establish itself as a vital presence within the community, strengthening connections with local organisations, volunteers and communal leaders. The overwhelmingly positive response has reaffirmed the importance of our work and highlighted the meaningful difference that accessible support services can make in people's lives.

Our Regional Networks

Alongside our headquarters in London, offices in Manchester and Leeds and our hubs in Gateshead, Bournemouth and Brighton, these growing centres are helping Paperweight build a network of care and support. Our expansion is not simply about increasing locations, it is about ensuring that more people can access help earlier, more easily and with the personal understanding that sits at the heart of everything we do.

As demand for our services continues to rise, so too does our determination to evolve and grow responsibly. We remain committed to strengthening communities through compassion, expertise and practical support, while continuing to innovate in the ways we reach and assist those in crisis.

The future of Paperweight is one of growth, ambition and deepening impact. By expanding our reach across the UK, we are helping more people find stability, regain confidence and move forward with renewed hope.



Our Impact in Numbers



2,170

clients supported
(+8.5% increase on 2024)



5,203

clients managed across
the year (on a month
by month basis)



13,000+

helpline calls
handled



50,000+

hours of support
delivered by
Caseworkers and
volunteers



£10m

estimated value of
support provided



£4.600

average value
per client



57

partner organisations
referring clients

Demand is accelerating, driven by the ongoing cost-of-living crisis and increasingly complex personal circumstances. At peak, **we started 20 new cases for clients in a single day**, reflecting the urgency and scale of need. Beyond financial value, our work reduces pressure on public services – preventing escalation into homelessness, safeguarding issues, mental health crises, and long-term dependency.

The Client Journey

Leah's Story:

From Fear to Reclaiming Control

Every person who comes to Paperweight arrives at a different moment of crisis, but the journey that follows shares a common thread:

From finding the courage to make that first call, gaining the right support, having someone to advocate on their behalf and to stand beside them every step of the way.

Below are three illustrative journeys that reflect the lived experience behind our work.



**This is how
paperweight
supported Leah in the
months that followed.**

I found somewhere to live and began the daunting legal journey of separation and divorce. But I was gently guided through every form including the Divorce Application, the Child Arrangement form and the Financial Statement Form, and I was well supported in Court with my Paperweight caseworker standing by my side.



Months 1-3

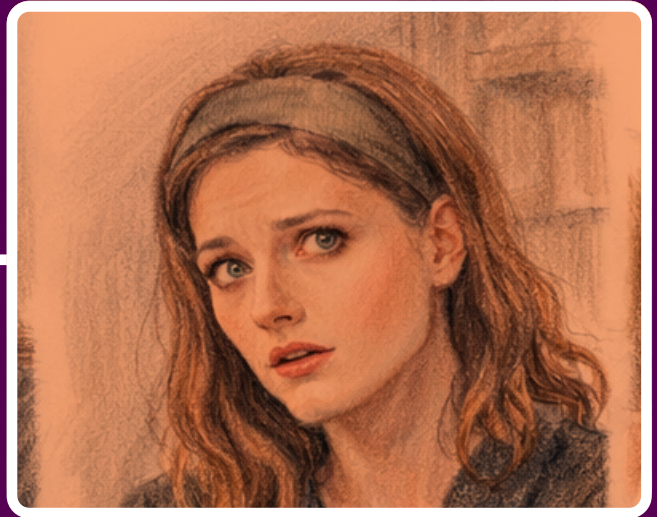
Paperweight's guidance was so clear. I was even assigned a second caseworker to help me with my budgeting which had become a total mess.

Their practical support, reassurance and constant step by step advice was simply a godsend.

**"For the first time, Leah
felt someone was standing
beside her."**



I was married to Jacob for 22 years. He was always “the man of the house”. It was ok. Until suddenly it wasn’t. I had to leave for the sake of the children, but how?



I was overwhelmed, confused and frightened. Then one day I overheard people discussing Paperweight and I looked them up. The helpline assessor listened to me, he immediately understood and I felt the weight lift. I met my caseworker and we began working together.



Months 3–6

They held my hand through the entire journey even calling the Beit Din to begin proceedings for my Get.

Impact

Leah found the courage to protect her family’s future and begin rebuilding her life with confidence and independence. With Paperweight’s steady guidance through a deeply complex and emotionally challenging situation, she was able to move from fear and uncertainty towards safety, stability and hope.

The Client Journey

Ben's Story:

Finding Stability in the Storm



This is how
paperweight
supported Ben in the
months that followed.

My Shira used to take care of everything. So now there was a maze of legal, financial and practical responsibilities to face.

My counsellor referred me to Paperweight. It was Day 1 of the rest of my life.

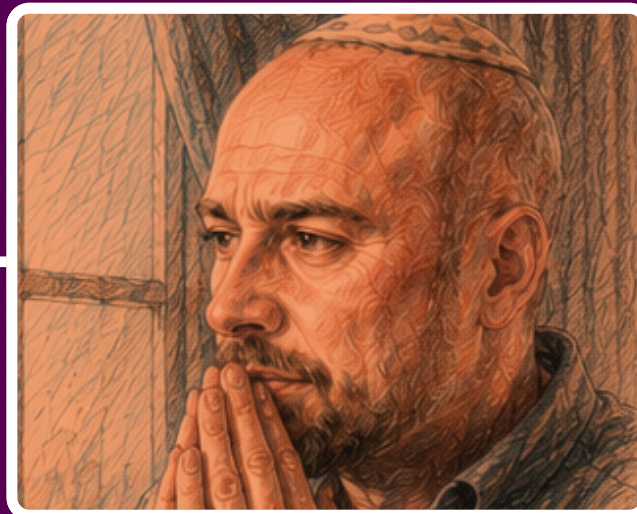
Months 1-3

During the traumatic early months, My paperweight case worker, Ari provided reassurance and practical support, arranging a welfare assessment, legal authority to manage urgent affairs and longer-term budgeting. As the emotional strain deepened, Paperweight organised pastoral and emotional support for the children through schools and community organisations.



“It was far more than bereavement support, Paperweight guided us through grief, financial anxiety and the first steps to rebuild our lives.”

My life changed in an instant when my wife, Shira, suffered a catastrophic stroke leaving me and our two young sons in shock and disbelief.



Doctors warned me that the outcome was uncertain and I was overwhelmed by fear, while trying to care for two frightened children whose world had suddenly turned upside down.



Months 3–6

Despite everyone's hopes, Shira's condition deteriorated and she sadly passed away. Yet, Paperweight continued supporting me through the overwhelming grief and the post-bereavement protocols, helping manage probate, urgent forms, banks and service providers. They also connected my boys with specialist bereavement charities.

Impact

With Paperweight's advocacy and advice, I felt held during a time of overwhelming uncertainty. Legal and financial matters were stabilised, support was put in place for my children, and I could focus on caring for them rather than fighting complex systems alone. That stability eased the emotional burden and helped protect my wellbeing when I felt most fragile.

The Client Journey

Daniel's Story:

Turning Crisis into Confidence



**This is how
paperweight
supported Daniel in the
months that followed.**

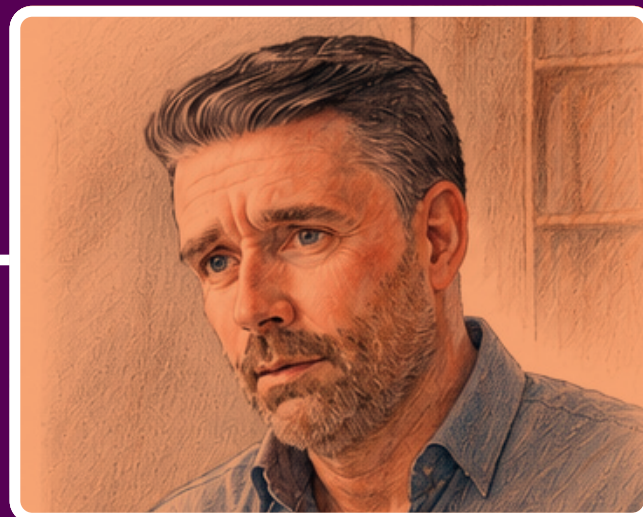
I hesitated to call Paperweight because I felt embarrassed and worried I would be judged. Instead, I found understanding, kindness and immediate reassurance.

Week 1

Jonathan my caseworker brought immediate calm into my life. He was patient and clear. He helped me break everything down into manageable steps which I could cope with, so I could face what had felt impossible.

“They didn’t just help me manage my debt - they helped me rediscover myself. I felt re-born.”

I had always worked hard and held a good professional job. But when I was made redundant, life began to unravel very quickly. As someone who is neurodiverse, managing paperwork, deadlines and sudden change can already feel overwhelming, and almost overnight, everything felt too much to face alone.



With debt mounting, sleepless nights and anxiety left me scared, ashamed and completely out of control. I could not contemplate the future.



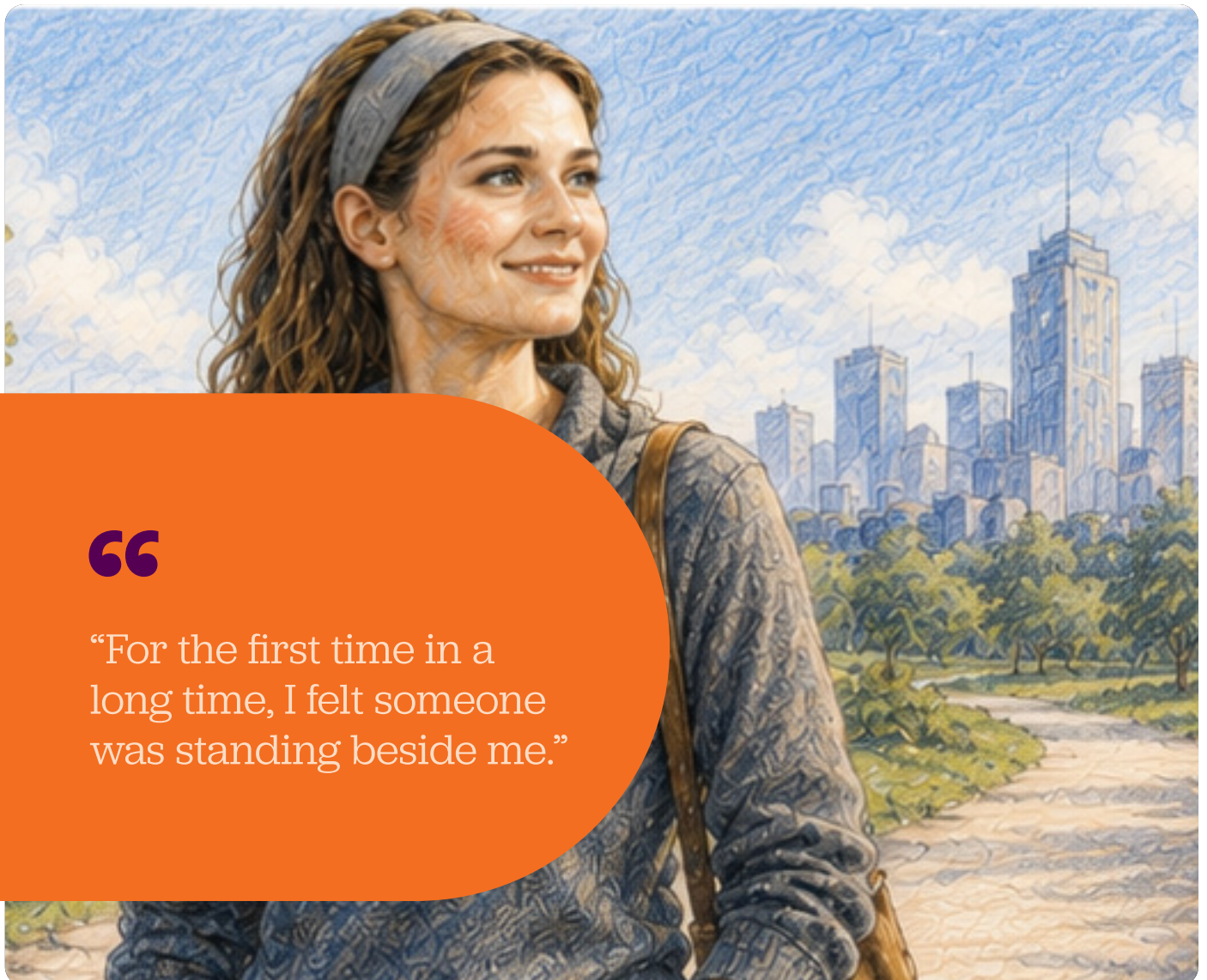
Months 1-3

Together, we looked at my full financial situation, mapped out my debts and essential costs, and created a clear financial statement. It was difficult to face, but having someone guide me through it in a way I could process was the first step towards regaining control.

Impact

At a time when Daniel's neurodiversity made the pressure feel totally unbearable, Paperweight restored his confidence, dignity and self-belief. Instead of spiralling further into debt, Daniel stabilised his life and even submitted a job application. A powerful sign that he is beginning to believe in a future again.

These journeys capture what makes Paperweight unique, not just solving problems, but walking alongside each client every step of the way. From the first call to lasting resolution, our approach is personal, persistent, and transformative, ensuring that no one has to face crisis alone.



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“For the first time in a long time, I felt someone was standing beside me.”

Final Reflection

This year, I have spoken to so many people who are doing everything they can, yet still feel they are falling behind.

A parent sitting at the kitchen table late at night, trying to make the numbers work and knowing they do not.

An older person keeping the heating off, not out of choice, but out of fear of the next bill. A family holding everything together on the surface, while quietly struggling underneath. These are not isolated stories. They reflect a growing reality for more and more people in our community: people who never expected to need support. The “new vulnerables” whose stability has suddenly become fragile. They have worked hard, planned carefully and always managed, until now.

For many, there is no longer any pause between challenges. One pressure leads to another and, before long, financial strain becomes something much deeper, affecting confidence, relationships and crucially, mental wellbeing.

By the time someone reaches out to Paperweight, they are often at breaking point. From the very first call, we stand beside them, not only to help solve the immediate problem, but to help them find a way forward.

Step by step, we work with each person to untangle complexity, restore stability and rebuild the confidence and sense of control that crisis has taken away. I have seen the difference this makes: the relief in someone’s voice when they realise they are not alone; the shift from anxiety to hope; the moment when life begins to feel manageable again.

That is the heart of Paperweight. We cannot always stop a crisis from happening, but with the right support, we can help people find their footing, protect their dignity and begin again with strength, clarity and hope.

Bayla Perrin
Chief Executive





paperweight

Guide. Advocate. Resolve.

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