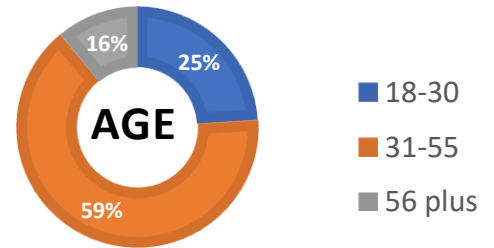


Our confidential peer-run helpline helps thousands of people who are struggling with the obstacles and stigma of living with a criminal record. This is a summary of who they are in percentages. More information about our helpline is available at www.unlock.org.uk/helpline.

7,803 people contacted us

87% were from people with a criminal record

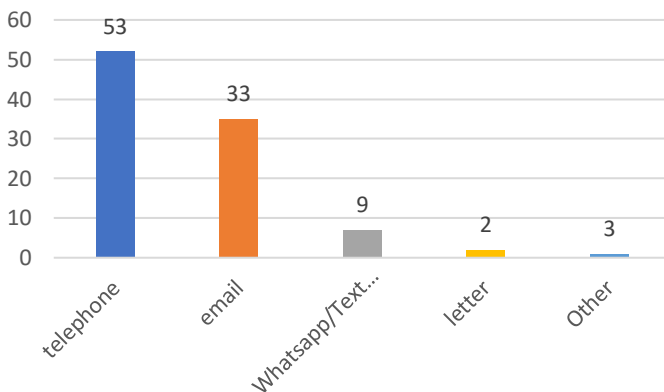
59% were helped by our trained peer-advisors



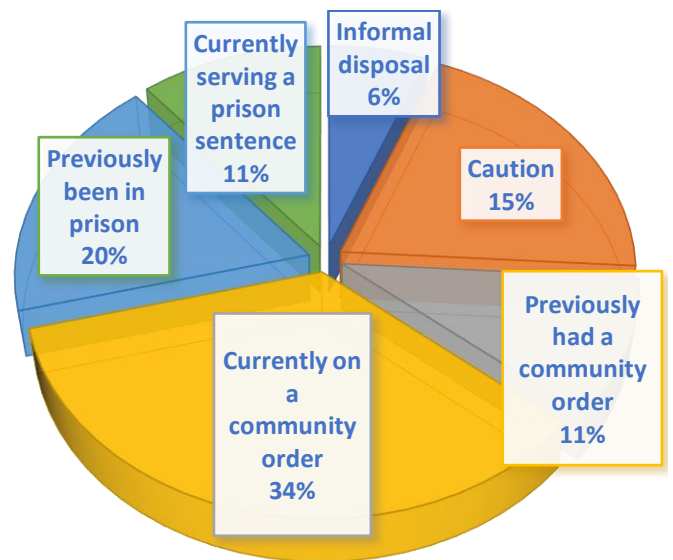
Gender



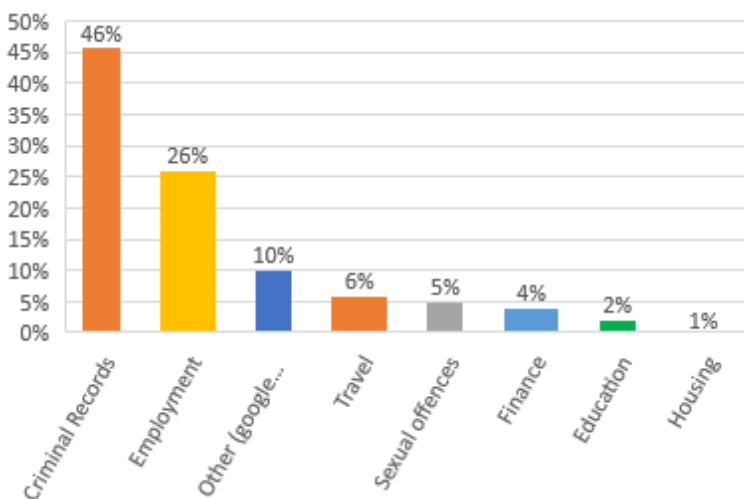
How we are contacted



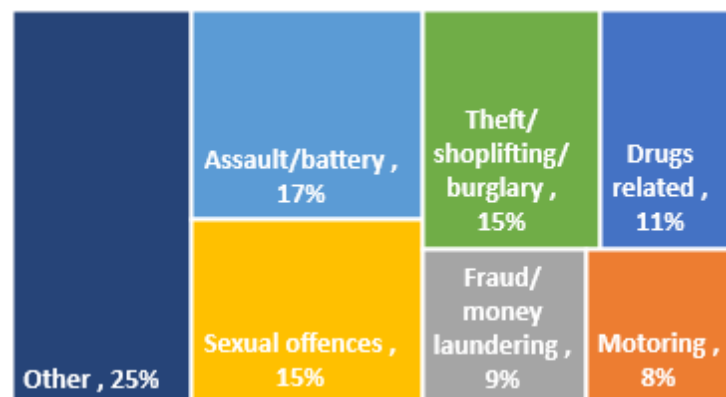
Type of sentence



What we're contacted about



Type of offence



Unlock's InformationHub is a source of practical self-help for people with convictions. Here's a summary of the number of people who've visited the site during the year and what information they've been looking at. You can visit the site at hub.unlock.org.uk.

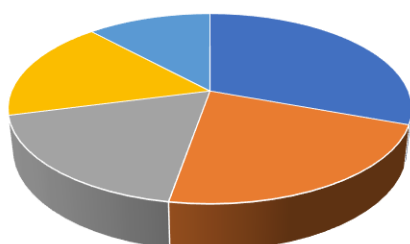
1,132,371

people visited the site

3,762

subscribed to receive updates

Top five pages visited in 2019/20



- Travelling to the USA (65,926)
- Detailed guide to filtering (47,628)
- Simple guide to filtering (39,215)
- Criminal record databases (37,053)
- Getting property back from the police (25,551)

Our online web tool helps work out when convictions become spent under the Rehabilitation of Offenders Act. We've set out below the types of users of the calculator and a summary of the results they were given. For more information visit disclosurecalculator.org.uk.

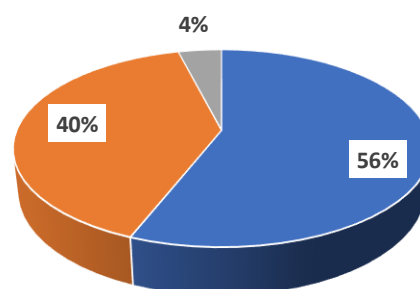
45,761

people used the calculator in 2019/20

1,088

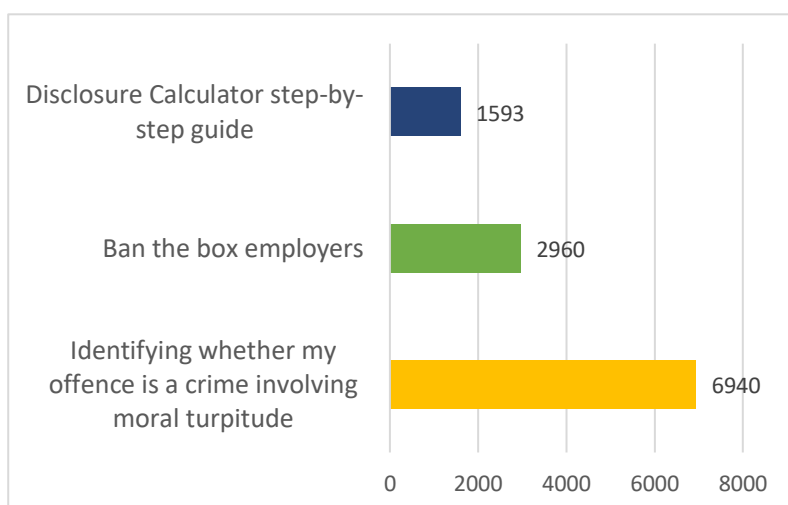
of these were organisations

User's results showed



- All convictions spent
- Mixture – some convictions spent/some unspent
- Convictions never spent

Most visited new information pages



theForum is Unlock's online self-supporting community for people with convictions where information and advice can be shared. We've picked out some key figures from 2019/20. To find out more information visit forum.unlock.org.uk

90,207 people visited theForum

3,764 total membership

331 new members in 2019/20

249 new threads were introduced

1,303 new posts