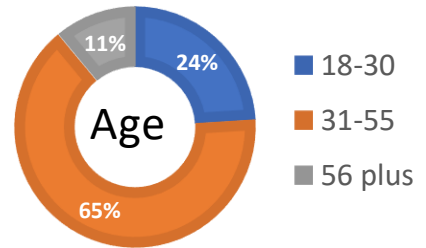


Our confidential peer-run helpline helps thousands of people who are struggling with the obstacles and stigma of living with a criminal record. This is a summary of who they are in percentages. More information about our helpline is available at www.unlock.org.uk/helpline.

7,776 people contacted us

88% were from people with a criminal record

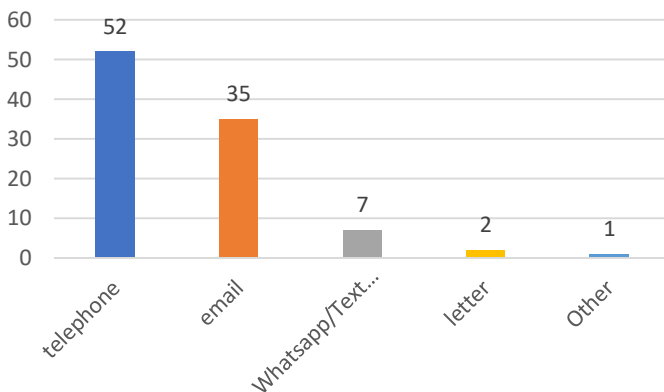
70% were helped by our trained peer-advisors



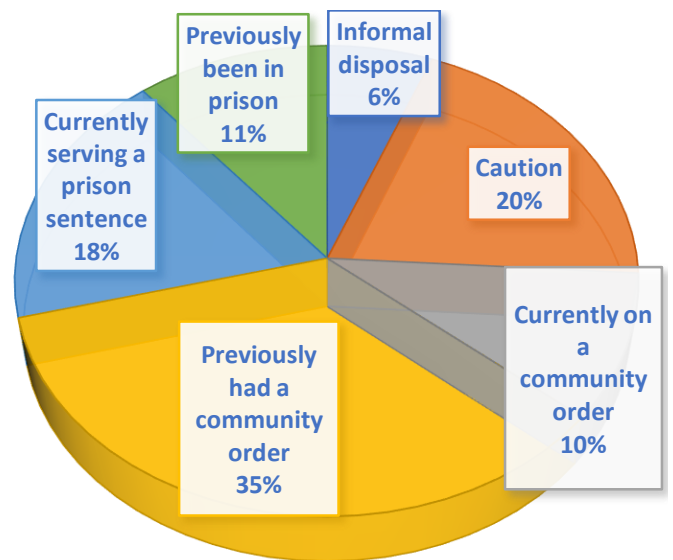
Gender



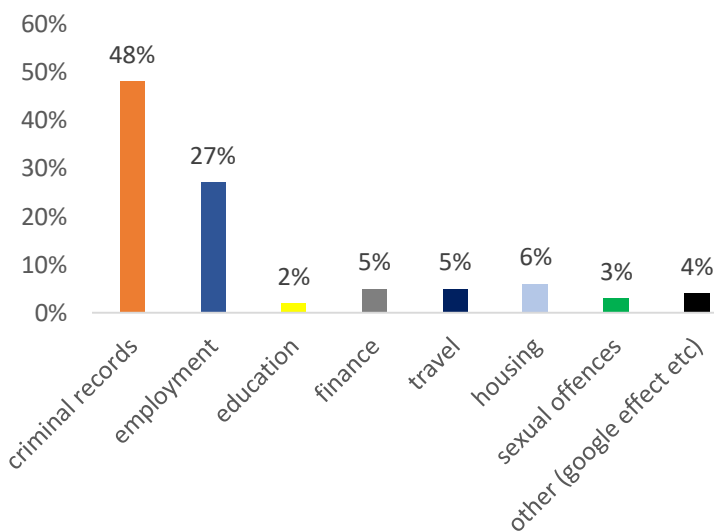
How we are contacted



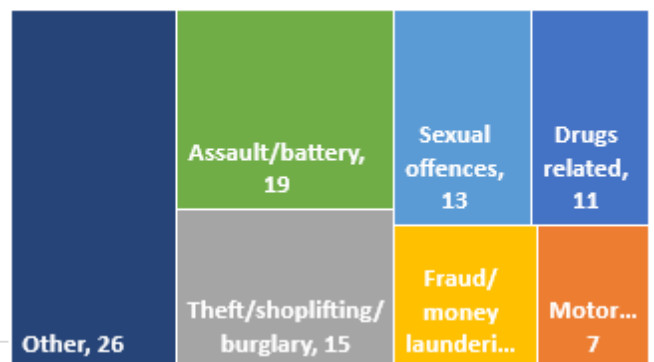
Type of sentence



What we're contacted about



Type of offence



theInformationHub

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.

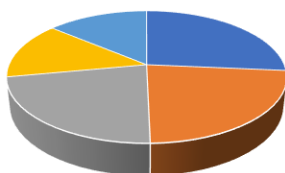
1,381,871

people visited the site

3,419

subscribed to receive updates

Top five pages visited in 2018/19



- Detailed guide to filtering (76,980)
- Simple guide to filtering (67,750)
- Travelling to the USA (65,211)
- Getting property back from the police (40,943)
- Brief guide to ROA changes (40,573)

Most visited new information pages



theCalculator

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.

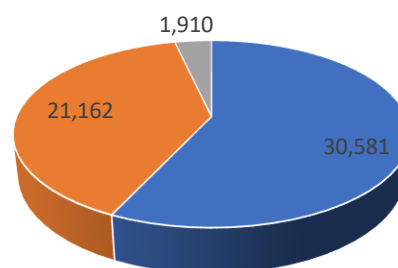
50,622

people used the calculator in 2018/19

747

of these were organisations

User's results showed



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

theForum

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 2018/19. To find out more information visit forum.unlock.org.uk

71,472 people visited theForum

3,433 total membership

373 new members in 2018/19

804 new threads were introduced

81 new posts