

Crisis Intervention

Q3 2020/21



People helped with Crisis Intervention	870 unique clients 1,108 overall clients	Financial gains	£366,134
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People helped with Welfare Benefit Appeals	43 unique clients 69 overall clients	Financial gains	£106,535
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People helped in crisis via British Sign Language	33 unique clients 55 overall clients	Financial gains	£56,795
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94% of clients were able to access advice that suited their needs	93% of clients were financially better off as a result of our advice, information and support	82% of clients said that their wellbeing improved as a result of our advice, information and support
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Overall

946

Unique clients helped

1,232

Overall clients

£529,464

In financial gains

Meet Keith *

Keith, his partner and four young children are living in social housing provided by their local housing association. In 2018, the court ordered Keith to make additional payments on top of their rent towards their rent arrears, which he maintained. However, in March 2019, Keith lost his job and applied for Universal Credit, which led to a significant reduction in the household income. The housing association applied for a court order to evict Keith and his family from their home. The Crisis Intervention adviser helped to complete the court papers and successfully suspended the eviction. A new, more affordable payment plan was put in place by the court. Unfortunately, Keith came back to us later that year as their Universal Credit income fluctuations led them to miss their monthly payments. The landlord issued a new notice to evict Keith but the Crisis Intervention adviser challenged the eviction on the grounds that the requirements of notice needed to evict a tenant had not been met. The eviction was postponed. In November 2020, Keith approached Citizens Advice again as the landlord issued a new notice to evict Keith and his family. The project adviser completed the forms on Keith's behalf, arranged a new payment plan and successfully challenged the eviction. By successfully challenging these three eviction attempts, the Crisis Intervention team maintained Keith's tenancy during the pandemic.

**name changed for confidentiality*