

Avoiding Crisis - Impact Report

October to December 2019

citizens
advice

980

Hertfordshire residents supported with one to one, tailored advice

2,953

Issues advised on by our experienced advisers and caseworkers

£675,103

Financial gains for our clients across the county

72%

Residents that were financially better off following our advice

88%

Reported an increase in their overall wellbeing

94%

Residents able to access a service that suited their needs

Welfare Benefit Appeals

55 unique residents helped with **123** issues.

100% of appeals were successful achieving **£29,914** financial gains

British Sign Language

40 unique residents helped with **143** issues securing **£52,086** in financial gains

We offer free, confidential, independent and impartial advice. We're here for everyone. Contact us via our website [hcas.org.uk/contact-us](https://www.hcas.org.uk/contact-us)