

Crisis Intervention

Q1 2020/21



People helped with Crisis Intervention	926 unique clients 1,120 overall clients	Financial gains	£206,150
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People helped with Welfare Benefit Appeals	48 unique clients 90 overall clients	Financial gains	£109,785
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People helped in crisis via British Sign Language	27 unique clients 45 overall clients	Financial gains	£103,054
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75% of clients were able to access advice that suited their needs	72% of clients were financially better off as a result of our advice, information and support	78% of clients said that their wellbeing improved as a result of our advice, information and support
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Overall
1,001
Unique clients helped

1,255
Overall clients

£418,989
In financial gains

Meet Jessica

Jessica came to Citizens Advice for help to get her debts under control. She was £15,000 **in debt**, she needed to replace her fridge, and was very **close to being evicted from her home**. Our crisis adviser was able to act immediately and help Jessica to apply for a hardship grant. This was successful and she was supported by a local trust to source the household items she needed including a fridge. This enabled her to store fresh food and to shop for food less often, thus saving her money and improving her health. We are continuing to provide the specialist debt and housing advice Jessica needs to ensure she is able to find a sustainable way forward for the future.