

# Crisis Intervention

## Q2 2020/21



|   |   |                        |          |
|---|---|------------------------|----------|
| <b>People helped with Crisis Intervention</b> | 719 unique clients<br>930 overall clients | <b>Financial gains</b> | £250,762 |
|---|---|------------------------|----------|

|   |   |                        |          |
|---|---|------------------------|----------|
| <b>People helped with Welfare Benefit Appeals</b> | 45 unique clients<br>88 overall clients | <b>Financial gains</b> | £128,036 |
|---|---|------------------------|----------|

|  |   |                        |         |
|--|---|------------------------|---------|
| <b>People helped in crisis via British Sign Language</b> | 45 unique clients<br>72 overall clients | <b>Financial gains</b> | £75,857 |
|--|---|------------------------|---------|

**86%**  
of clients were able to access advice that suited their needs

**92%**  
of clients were financially better off as a result of our advice, information and support

**84%**  
of clients said that their wellbeing improved as a result of our advice, information and support

# Overall

## 809

Unique clients helped

## 1,090

Overall clients

## £454,655

In financial gains

## Meet Michaela \*

Michaela was referred to us by our Adviceline service. She got in touch to explain that she needed help completing her Personal Independence Payment (PIP) form. She is dyslexic and suffers with severe anxiety, which can cause her some distress when filling in forms of this nature. She advised us that she needs a lot of support. Michaela was anxious about filling in her form correctly, so we asked Michaela to post her PIP form to us and we completed it over the telephone with her, going through each question in detail to ensure the form accurately reflected her health conditions. We helped her to make a successful application and she was awarded PIP at the standard rate for both daily living and mobility, based on the form alone. Michaela now receives over £300 every four weeks, meaning she is better off by over £4300 each year. Michaela told us she is really happy about the outcome as she can now get help in her home and support when she needs to go out.

*\*name changed for confidentiality*