

Crisis Intervention via BSL

This project allows us to employ a BSL adviser, who ensures that our high quality advice service is accessible to our deaf clients. Support is available by appointment in all our offices and online via Skype. Advice is provided in British Sign Language, Lipspeaking and Sign Supported English.

Outcomes April 2016-April 2019:

Number of people helped	Income gained
304	£502,127

Crisis Intervention supporting Welfare Benefit Appeals

The Welfare Benefit Appeals service offers help with preparing for and, in some cases, representation at benefit appeal hearings. The project continues to be oversubscribed from across the county. 82.5% of appeals through this service are successful compared with a national figure of 64%.

Outcome April 2016-April 2019:

Number of people helped	Income gained	Appeal Success
466	£1,240,248	82.5%

Crisis Intervention

The next 12 months

We will continue to support people with complex needs, and benefits and debt related matters will remain a key priority.

We have seen a 9% increase in Universal Credit queries since 2016. As more people in Hertfordshire are transferred over to this benefit, our information and advice will remain vitally important. We see people experiencing financial hardship while waiting for their first Universal Credit payment, difficulties with the application process, and stress and anxiety caused by problems with communicating with the Job Centre.