

Citizens Advice Hertfordshire

January 2020

Welcome to our New Year's newsletter! The Hertfordshire Citizens Advice Service newsletter provides useful updates on projects, new and existing. Thank you to all of our funders, partners and stakeholders for their investment in the projects across Hertfordshire; this partnership work is vital for the 1.2 million residents across Hertfordshire, as anyone could need Citizens Advice any time in their life.

Avoid Crisis Intervention – the impact on our clients

Crisis Intervention is a countywide project that supports some of our most vulnerable clients. Life is becoming more complicated and our clients are in need of support more than ever. Through October to December 2019, the teams across the county have supported with times of extreme difficulty and followed with achieving incredible outcomes on behalf of clients. Our services also offer support and representation at Welfare Benefit Appeals tribunals and our British Sign Language project.

980

Unique Hertfordshire residents supported with one to one, tailored advice

2,953

Issues recorded by our experiences advisers and caseworkers

£675,103

Financial gains for our clients across the county, including £87,838 of debt write offs

72%

Percentage of clients that were financially better off following our advice

88%

Hertfordshire residents reported an increase in their overall wellbeing

94%

Percentage of clients that were able to access a service that suited their needs

Welfare Benefit Appeals

55 unique clients helped

123 issues

100% success at appeal

£29,914 in financial gains achieved

British Sign Language

40 unique clients helped

143 issues

£52,086 in financial gains achieved

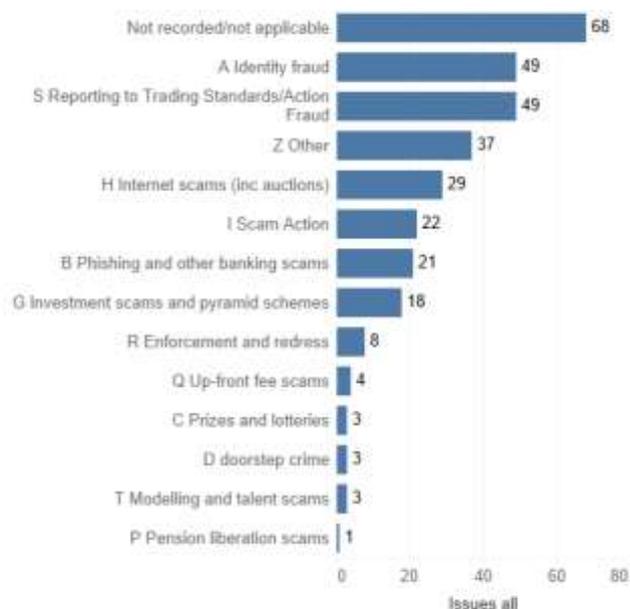
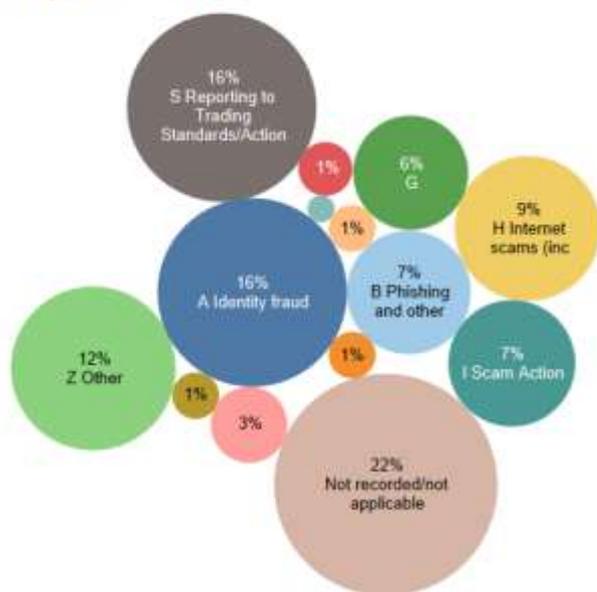
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Scams Prevention Across Hertfordshire

Hertfordshire Citizens Advice was recently awarded funding from the Police Crime Commissioners office to deliver one to one tailored advice to our residents, as well as training to frontline staff and consumers. The impact of this work is vital for encouraging more people to report scams and adapt the landscape for the better. Below is a percentage breakdown of the types of scams that our clients are experiencing, along with other work around reporting built in.

Size part 3 issues



Research and Campaigns for Hertfordshire

Citizens Advice's twin aim is to campaign for change on behalf of our clients, for now and the future. The teams across the county are currently look into the following issues:

- Homelessness Reduction Act and its impact on our clients
- 'Unfair offers' being made to disability benefit appellants
- Universal Credit and those with complex needs

The offices across Hertfordshire work together to achieve the best outcome for all.