

OUR YEAR IN NUMBERS

In the year to the 31st of March 2020...

A total of **13,385** clients
made contact with HARC



3,344 client contacts were made with
vulnerable, elderly, disabled or
isolated clients at surgeries or home visits

712 clients were
represented at
review and tribunal...



...**669** cases were **won** –
that is a **94%** success rate



91% of clients who approached HARC
received support – those we couldn't support
were referred to more appropriate agencies

£4,839,689 was secured in
previously unclaimed, enhanced or
reinstated benefits, of which...



...**£4,075,172** was secured
for clients with **disabilities** and
long term health issues

In comparison it cost just **£546,374** for HARC
to provide an extensive range of **advice and representation
services** comprising face to face advice, telephone and email advice,
secondary advice to professional colleagues, outreach surgeries, home
visits, complex caseloads, advocacy and tribunal work.

