

# OUR YEAR IN NUMBERS

In the year to the 31st of March 2021...

A total of **16,463** clients made contact with HARC



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

**355** clients were represented at review and tribunal...



...**339** cases were won – that is a **95.5%** success rate



**88%** of clients who approached HARC received support – those we couldn't support were referred to more appropriate agencies

**£4,228,881** was secured in previously unclaimed, enhanced or reinstated benefits, of which...



...**£3,795,687** was secured for clients with **disabilities** and **long term health issues**



In comparison it cost just **£518,138** 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.