

OUR YEAR IN NUMBERS

In the year to the 31st of March 2022...

A total of **18,700** clients made contact with HARC



1,405 client contacts were made with **vulnerable, elderly, disabled or isolated clients** at surgeries or home visits

618 clients were represented at review and tribunal...



...**584** cases were won – that is a **94.5%** success rate



89% of clients who approached HARC received support – those we couldn't support were referred to more appropriate agencies

£5,189,774 was secured in previously unclaimed, enhanced or reinstated benefits, of which...



...**£4,463,206** was secured for clients with **disabilities** and **long term health issues**



In comparison it cost just **£625,605** 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.