

## **HARC Results 2019**

### **Outstanding Performance**

644 clients were represented at reviews and tribunals

602 won their cases

Overall success rate 93%

14,797 clients contacted HARC, 3,219 were seen at home visits and outreach surgeries

88% of clients who used our service gained increased income

A remarkable £4,000,469 was secured in previously unclaimed, increased or reinstated benefits, of which £3,373,528 was secured for clients with disabilities and long term health issues. However we estimate a further 1.6 million gains to clients who did not notify us of the outcome.

### **Cost Comparison**

In comparison it costs £559,701 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. We aim to relieve poverty and improve the quality of life for people suffering disadvantage. We do this by maximising income through expert advice and representation throughout East Sussex.