

# Help to Claim

## Our impact in 2019/20

The Citizens Advice Rural Cambs Help to Claim service is part of the National Program to support people in the early stages of a Universal Credit claim, from the application, through to first payment.

In our **first year** running the Help to Claim service:

 We've supported **more than 1,500** people, of which most were new clients

 Supporting Clients in over 290 locations

That included:

 **Over 600** face-to-face contacts

 **Over 175,000** visits to the webpage

 **Over 1,100** phone calls answered

 **Over 100** webchat sessions

Which had a **huge impact on people's lives:**


 Over **£3.4 million** total financial gains for our clients


 **93%** of clients reported a positive experience

 **93%** said they would recommend it to a friend

Some of our highlights from the year included:

 **Citizens Advice Rural Cambs** quickly mobilised to deliver the Help to Claim service

 **New referral tool** launched and allowed Jobcentre staff to make referrals more easily

 Our work helping clients affected by the **closure of Thomas Cook** was mentioned in the House of Lords

 Secured **funding for year 2** of the service

## What our clients said



“Staff were **friendly, professional** and very **knowledgeable.**”

“The people at CAB have been **extremely kind** and **very helpful.** Thank you.”

“My experience so far has been such a **wonderful surprise** as to the amount of help offered. The help has **reduced my level of stress and anxiety.**”

“You are doing a great job. **Very receptive, Accommodating** and **helpful.** Thank you very much.”

**citizens  
advice**