

# How I & A Helped You 2016



## Enquiries

The Information and Advice Line received **3306** enquiries.



## Benefits Claims

Our Welfare Benefits Advisers claimed **£1,446,027** in annualised benefit gains.



## Face to Face Advice

**84%** of respondents to our customer evaluation survey felt that being able to talk to someone face to face and get help to resolve their issues was very important.

## Health and Social Care Advice



Our Silver Links project assisted **264** people to make informed choices about Health and Social Care options.

## Home Adaptions



**130** people were helped to make decisions and obtain aids and adaptations for their homes through the Housing and Social Options project.