

## Impact Report 2025 / 2026

**For when you need help or information  
and don't know where to turn**

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Call HertsHelp for signposting and referrals to local services including, wellbeing, financial, carers, living support and more.



# Impact Report 2025/2026

- **Trusted, accessible and preventative support helping people navigate financial pressure, health and care needs.**
- **Early support. Right help. Stronger communities.**



Our projects deliver meaningful, preventative support to clients, organisations, and referrers across the community. The data demonstrates strong reach, sustained engagement, and significant impact, particularly for older people and those not in employment or living with ill health.

# Our Impact at a Glance



**23,301** Inbound calls



**18,531+** People supported



**34,564** Issues supported



**132,671** Individual contacts made

# Accessible Support When It Matters

- 23,301 inbound calls
- 72% answered within 20 seconds
- 87% answered overall
- 26,265 emails and 1,407 text conversations
- 18,531 people supported
- 14,777 new people engaged



**Impact: Fast, reliable and compassionate access to real support.**

# Responding to Complex Needs

## Top 3 issues:



- Finance and welfare advice (benefits, income and debts)



- Health & community care (care & carers advice, equipment)



- Charitable support and food access (welfare & grants, food banks, HILS emergency parcels)

**Impact: Empowering Herts residents, strong support networks available in crisis, a quick and easy route to meaningful help and information.**

# Strong Community Reach

- **22,393** website visits
  - **44 talks**, presentations and visits
  - **80** community events attended
  - **19** new, active partnerships
- Community events remain a vital part of the HertsHelp service. Effective partnership working cannot function without strong partnership links, being visible at community events, giving presentations on the service and creating new partnerships and referrals pathways are highly effective in developing these.



# Real Life Impact



- Stabilising finances and reducing stress through benefits advice and charitable support.
- Reconnecting people after isolation through community and social prescribing services.

# Real Life Impact - video



# What People Tell Us

“without HertsHelp I would not have been able to get my blue badge”

“I don’t have to worry about who can help me with anything that comes up now, I just phone HertsHelp”

“It’s such a great idea to have everything in one place”

“The person I spoke to at HertsHelp really made me feel like I mattered and cared about sorting out my problems with me”



# Case Study

- Caller initially requested a food bank referral. Further discussion revealed other issues under the surface.
- Multiple, in-depth and complicated benefits applications and multiple unmanageable debts, some which progressed to bailiff involvement. Both requiring specialist involvement.
- Their health issues (both mental and physical) prevented them from being able to navigate who to contact first.



- Referrals made to HCNS for befriending, regaining confidence, paperwork organisation, help with mental health issues and finding someone to help in managing late family member's belongings.
- Adult Care Services for a care needs assessment.
- Citizens Advice for specialist help around debts, grants for kitchen improvements and benefits applications



# Impact Report

Trusted support. Real impact. Stronger communities.

## We're here:

Mon, Tue, Thu, Fri 9am – 5pm, Wednesday 9am–7pm  
Saturday–Sunday, 10am – 4pm.

funded by



-  0300 123 4044
-  [info@hertshelp.net](mailto:info@hertshelp.net)
-  hertshelp to 60060
-  Fill in our online form

