

**cyngor ar
bopeth**

**citizens
advice**

**Caerffili
Blaenau Gwent
Caerphilly
Blaenau Gwent**

**OUR IMPACT IN
BLAENAU GWENT
QUARTER 3
2021/22**

BETWEEN OCTOBER 1ST AND DECEMBER 31ST

WE HELPED

736

PEOPLE



TO SOLVE

3,393

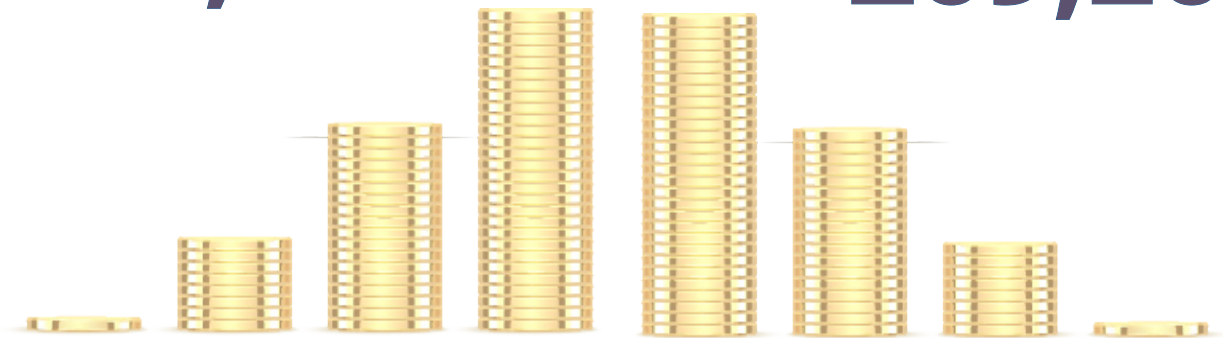
PROBLEMS

INCREASED INCOMES BY

£260,778

WRITTEN OFF DEBTS OF

£69,263



THE TOP FIVE ISSUES WERE

BENEFITS

1,454

DEBT

1,023

EMPLOYMENT

163

ENERGY

122

HOUSING

81

7% OF CLIENTS HAD A DISABILITY AND 56% HAD A LONG TERM HEALTH CONDITION

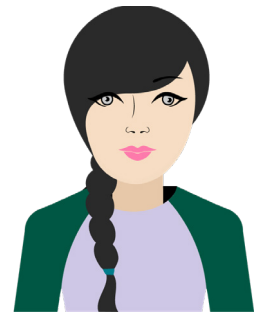
40%

WERE MALE



60%

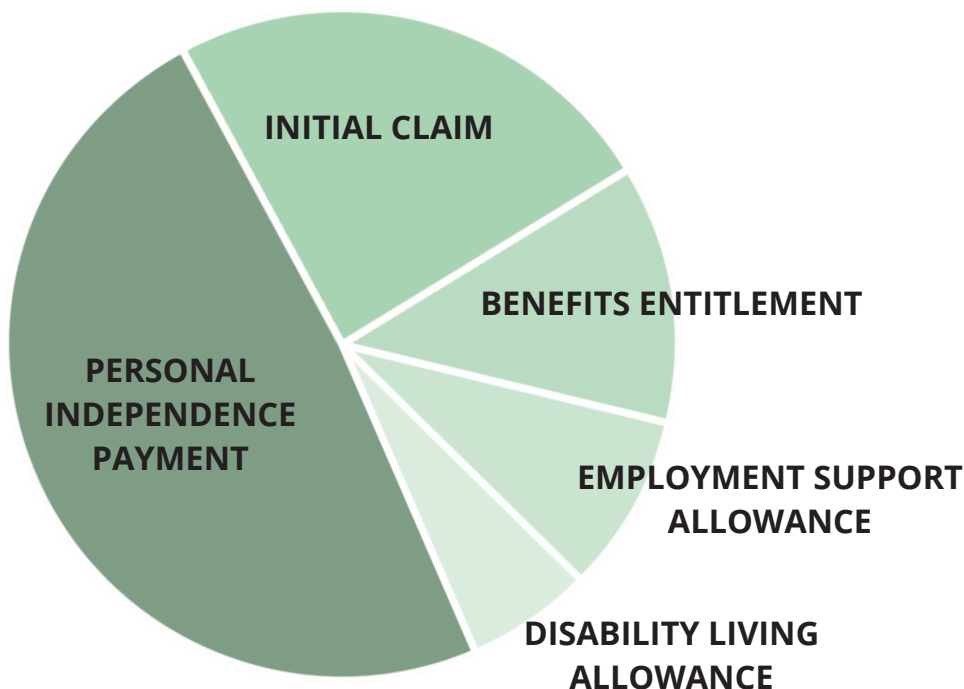
WERE FEMALE



WE HELPED

460

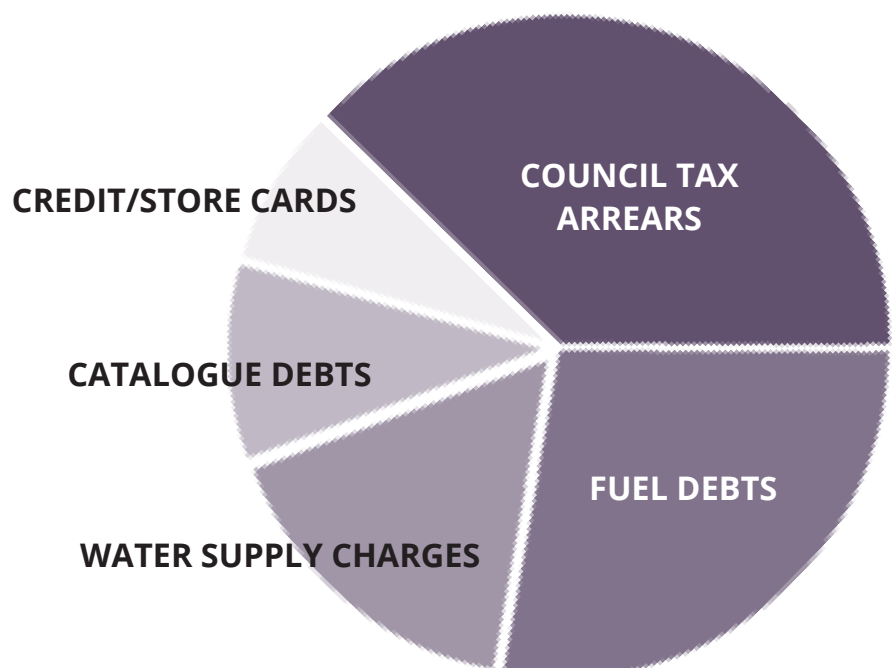
PEOPLE
WITH A
BENEFITS
PROBLEM



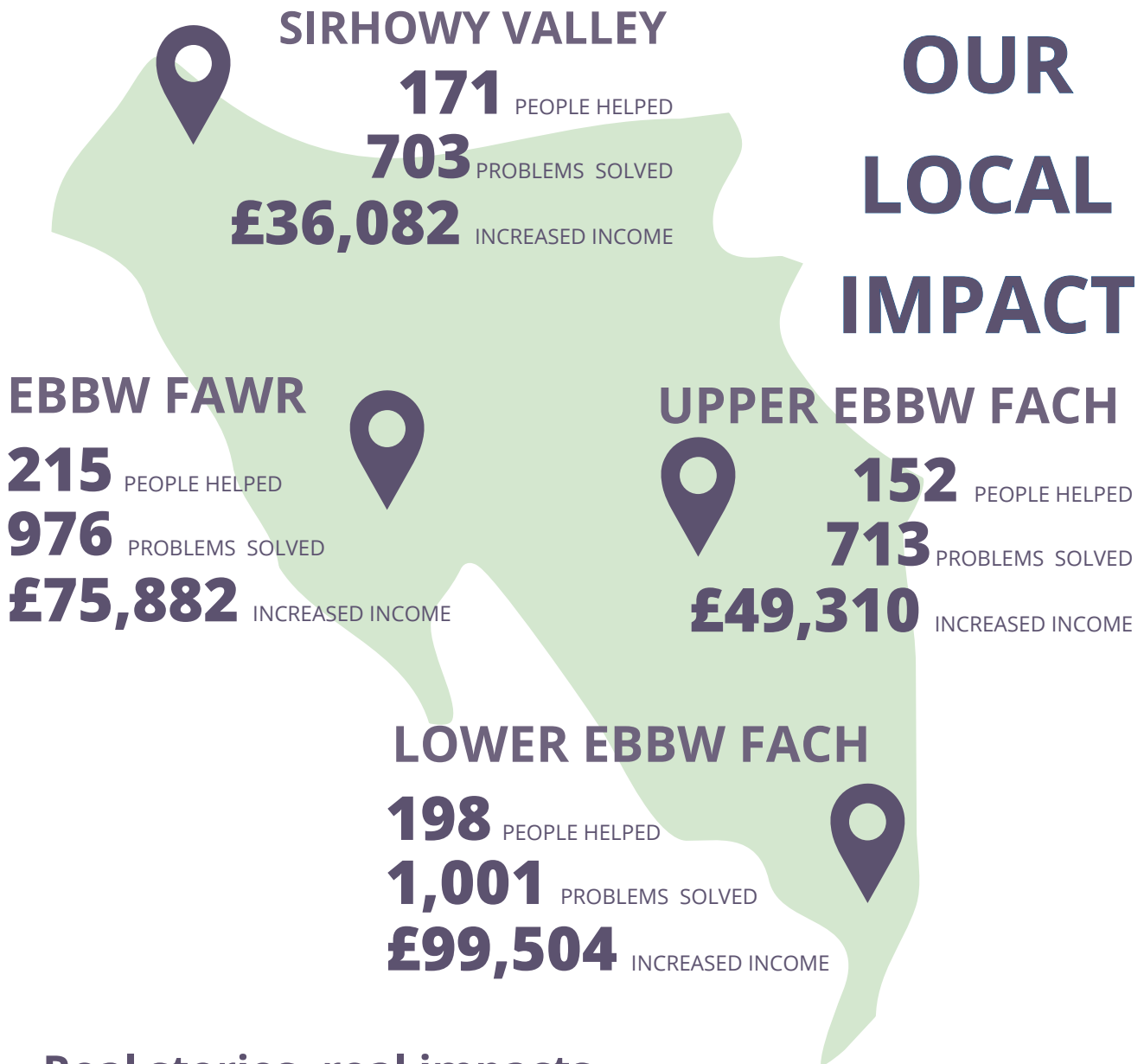
WE HELPED

165

PEOPLE
WITH
A DEBT
PROBLEM



OUR LOCAL IMPACT



Real stories, real impacts

A vulnerable disabled 47-year-old man with a range of long-term health conditions was able to see us in-person safely for support to complete a Personal Independence Payment award review.

Due to the Covid pandemic, drop-in, in-person services had been suspended at community events across Blaenau Gwent.

However, we understand that some of our most vulnerable clients still need the service and put measures in place to take advice to those who need it most.

Phillip (not his real name) had limited

mobility, due to conditions such as sciatica and a prolapse disc in his back, as well as dexterity issues caused by arthritis in his hands. His mental health issues as well as dyslexia meant he was unable to fill in the forms without in-person support.

Following a Covid risk assessment, we were able to offer Phillip an appointment at our Bargoed office.

In Mid-December Phillip contacted us to say that following the advice he has been awarded the enhanced rate of both the daily living and mobility elements of PIP.

RESEARCH AND CAMPAIGNS

We keep a close eye on advice trends. This quarter we are delving into the benefits data from across **Caerphilly and Blaenau Gwent**.

PERSONAL INDEPENDENCE PAYMENTS

DURING THE PANDEMIC
THE NUMBERS OF PEOPLE
SEEKING HELP WITH **PIP**
HALVED



PEOPLE HELPED

2019/20	2,311
2020/21	1,213
2021/22	1,206

*"WE THINK
THIS IS DUE
TO EXTENDED
AWARDS AS
A RESULT OF
COVID"*

NEW UNIVERSAL CREDIT CLAIMS REMAIN STEADY

PEOPLE HELPED

2019/20	1,277
2020/21	1,058
2021/22	659

*"WE THINK THIS IS A RESULT
OF FURLOUGH AND A RISE IN
EMPLOYMENT"*

Council Tax Reduction
claims remain in the **Top
5 issues** year-on-year.

Our advice helps people:

- ◇ from falling into arrears and,
- ◇ better manage daily living costs.

BENEFIT ENTITLEMENT CHECKS

WE HAVE BEEN DOING **MORE BENEFITS
CHECKS** THAN EVER. ENQUIRIES WERE
UP BY 26% IN THE FIRST 9 MONTHS OF
2021

BETWEEN JAN 1 & DEC
31, 2021

**WE HELPED 740
PEOPLE**

PEOPLE HELPED IN:

2019/20	655
2020/21	585