

cyngor ar
bopeth

citizens
advice

Caerffili
Blaenau Gwent
Caerphilly
Blaenau Gwent

OUR IMPACT IN
CAERPHILLY
QUARTER 3
2021/22

BETWEEN OCTOBER 1ST AND DECEMBER 31ST

WE HELPED

1,606

PEOPLE



TO SOLVE

7,240

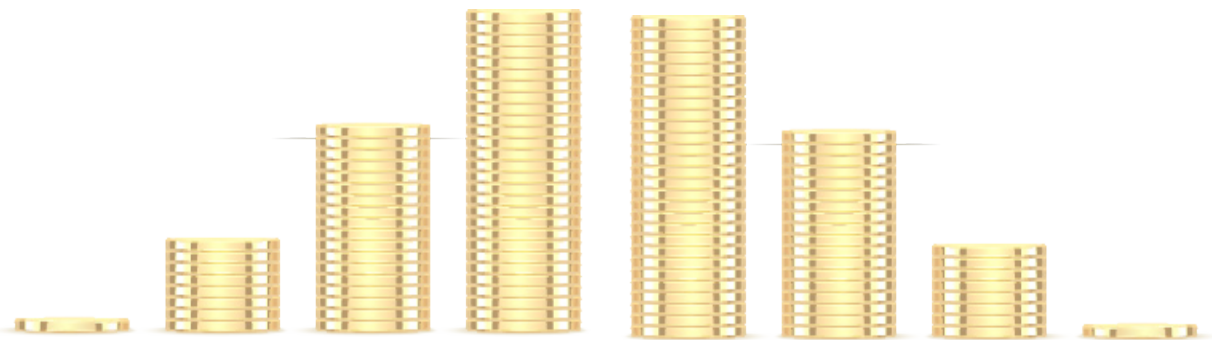
PROBLEMS

INCREASED INCOMES BY

£550,761

WRITTEN OFF DEBTS OF

£588,462



THE TOP FIVE ISSUES WERE

BENEFITS

2,644

DEBT

2,579

EMPLOYMENT

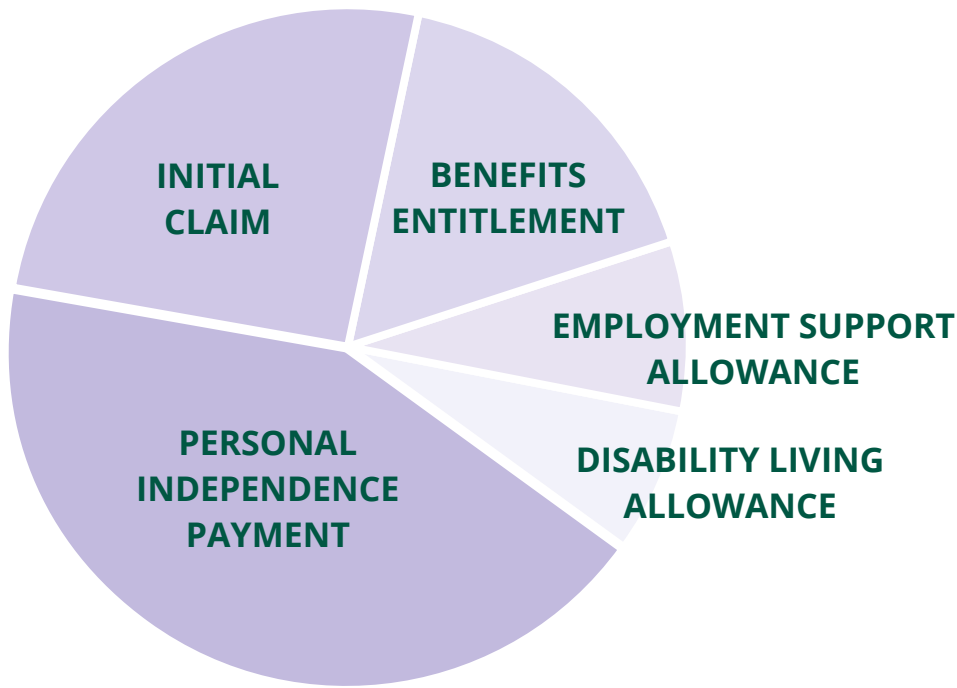
306

ENERGY

291

RELATIONSHIPS

210



WE HELPED
893

PEOPLE
WITH A
BENEFITS
PROBLEM

WE HELPED
422

PEOPLE
WITH
A DEBT
PROBLEM



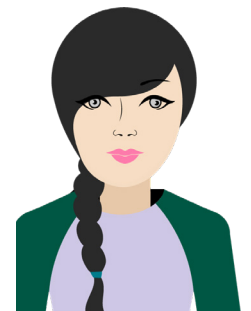
39%

WERE MALE



61%

WERE FEMALE



**7% OF CLIENTS HAD A DISABILITY AND
53% HAD A LONG TERM HEALTH CONDITION**

UPPER RHYMNEY VALLEY

201 PEOPLE HELPED

831 PROBLEMS SOLVED

£64,840 INCREASED INCOME

MID VALLEYS WEST

356 PEOPLE HELPED

1,633 PROBLEMS SOLVED

£98,581 INCREASED INCOME

CAERPHILLY BASIN

456 PEOPLE HELPED

2,014 PROBLEMS SOLVED

£133,085 INCREASED INCOME

OUR LOCAL IMPACT

MID VALLEYS EAST

397 PEOPLE HELPED

1,884 PROBLEMS SOLVED

£133,085 INCREASED INCOME

LOWER ISLWYN

196 PEOPLE HELPED

878 PROBLEMS SOLVED

£71,955 INCREASED INCOME

Real stories, real impacts

A woman who challenged a Personal Independence Payment award decision with our support has said we made her Christmas, after she received a backdated payment of over £1,600.

Melanie (not her real name) was referred to our LiPSS project for help to appeal against the DWP decision to only award her the standard rate of daily living. Melanie had previously also qualified for the standard rate for mobility.

At first she was reluctant to challenge the decision, but our Tribunal

Representative Lucy Williams explained the pros and cons of lodging an appeal. This gave Melanie the confidence to make an informed decision. With Lucy's support, Melanie decided to go ahead with the appeal.

After reviewing the evidence, the DWP changed their decision and awarded Melanie the enhanced rate of both the daily living and the mobility elements until May 2025.

This means her weekly income has increased by £68.45.

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