

Voices of Wales on... Welfare

cyngor ar
bopeth

citizens
advice

Last year here in Wales, Citizens Advice helped over 92,000 people to resolve over 459,000 problems. This gives us a unique insight into people's needs and concerns.

The biggest issue we help people with continues to be welfare benefits and tax credits.

Our data shows us that during 2018 to 2019:



Almost 47,000 clients needed help with a benefits issue



There were over 400,000 visits to our benefits and tax credits web pages

During this period, through our multiple channels we helped people with nearly 207,000 benefit and tax credit issues.

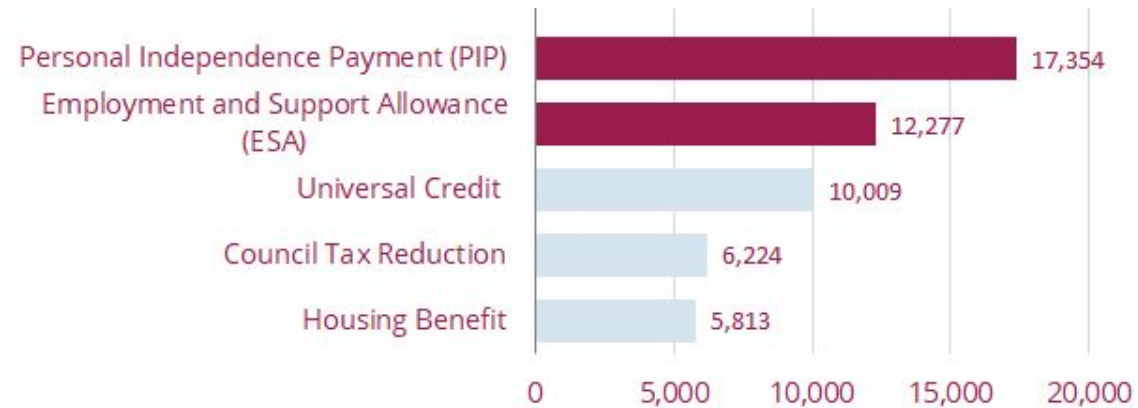


Benefits for disabled people continue to take the top two places overall in terms of number of clients and issues.

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For
everyone,
for 80
years

Number of clients with different benefit problems



18% of ESA clients and 21% of PIP clients came to us for help with appealing decisions on their claim.



June has a number of health problems, including angina, heart disease and she also suffers from depression. Following an unsuccessful PIP claim, June went to her local Citizens Advice for help to appeal the decision. Advisers helped June find supporting medical evidence and the decision was successfully overturned. June's annual income increased by over £6,000. June was thrilled and said her mental and physical health had improved drastically.

Our welfare clients

Over two-thirds of our disabled clients or clients with a long-term health condition needed help with benefits or tax credits.

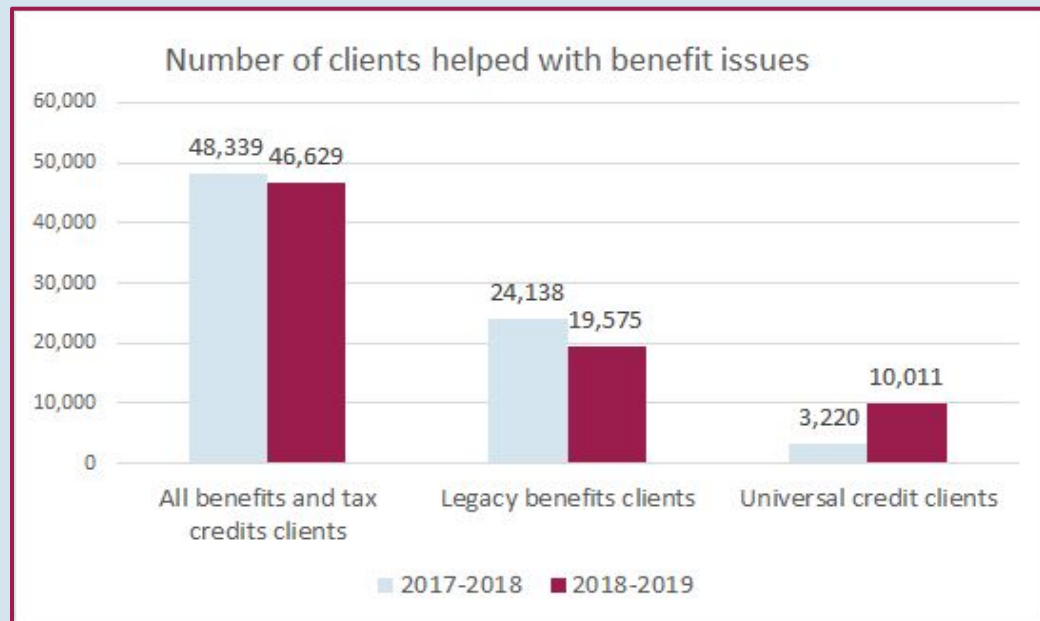


Universal Credit was rolled out in every local authority area in Wales by December 2018. Any new claim for most working age benefits will be a claim for Universal Credit (UC).

Every month since January 2018 has seen a reduction in the overall number of people coming to us with issues relating to legacy benefits (Child and Working Tax Credit, Housing Benefit, Income-related ESA, Income-related Jobseeker's Allowance and Income Support) and a corresponding increase in the number of people coming to us with issues relating to UC.

Last year we saw over 10,000 clients with nearly 28,000 Universal Credit issues. The number of clients with a problem relating to UC continues to grow as a proportion of our overall welfare benefits clients.

Last year clients with a UC problem accounted for 21% of all welfare benefits clients in Wales, compared to 7% the previous year.



58% of our welfare benefit clients are women.

The age groups that most seek our help with benefits and tax credits issues are those between **45-64**.

