

Making a Difference



We reported on – Housing Benefit Administration; Council Tax Recovery; Well Being Impact for Neath Port Talbot; GPs and medical evidence

We contributed to – Revision of local Poverty, Homelessness and Prevention strategies; The national Universal Credit Campaign; Red Dragon campaign – involving Mystery Shopping at a range of Post Offices throughout the area.

We met with— Council Leaders, Deputy Leader in Neath Port Talbot and Future Generations Cabinet member in Swansea. We also briefed Labour Party members in Swansea East and West in respect to Universal Credit.

The Future



In December 2017 we started the moving to new premises process

Our new address: 50a City Gates, Wind Street, SWANSEA, SA1 1EE

Our new number : 0300 3309 082

cyngor ar
bopeth

citizens
advice

abertawe castell-nedd
port talbot
swansea neath
port talbot

**Helping you
find a way
forward
2017 - 2018**

When I first went to the appointment I was in the depths of despair. I was treated as a human being instead of a nuisance and the adviser put all my problems into perspective and whilst I was there he started sorting them out and making people realise what awful circumstances they had put me in. I will always be grateful for your help and I thank you from the bottom of my heart"

It was another busy year at the local Citizens Advice Swansea Neath Port Talbot. We improved our telephone service using VOIP so that 40% of our clients accessed us compared to 25% the year before. On average, we handled 200 calls per week via the local Adviser Line.

In December 2017, we launched our Information Centre assisting an average of 116 clients each week. We also offered 89 fixed slot appointments in Swansea and 47 in Neath Port Talbot.

We delivered PIP workshops through out the year

"They have taken pressure off me less stress and not feeling so anxious"

"It takes away a lot of stress and without the help of you I wouldn't know what to do, thank you very much"

"We have received excellent service and help which has always resulted in a positive result and helped us in our claim. We would highly recommend the Citizens Advice."

"...invaluable to people like me and others, you have shown me there is help out there and my fight with the DWP. Thank you so much"

At a glance



Our Clients

We saw
6,506 clients

We them helped with
12,617 problems

We answered over
9,800 calls (believe it not!)



Outcomes

Income gained
£4,972,537

Debts written off
£712,073

Rescheduled payments
£5,894



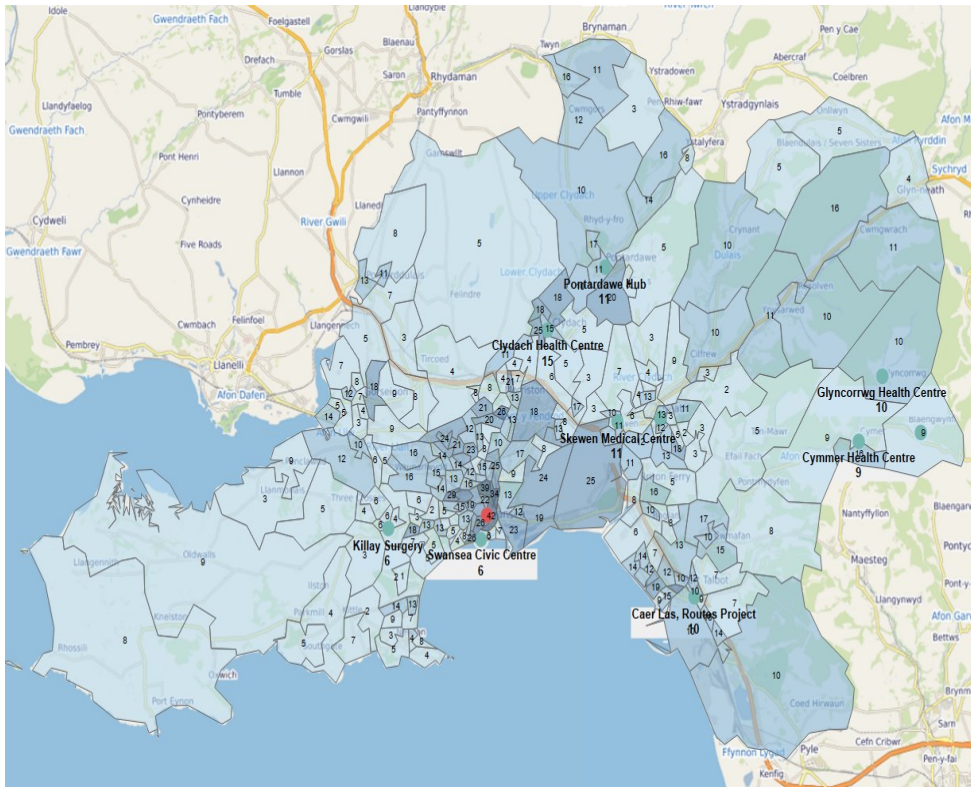
Client profiles

59:41
Female : Male

55% of our clients had
a disability

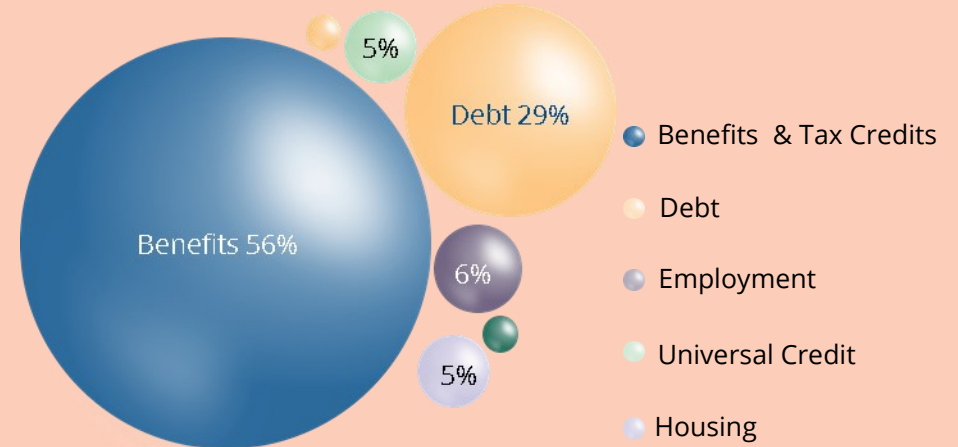
10% of clients are
Asian, Black or Mixed

The Area we cover



What we helped with

Top 5 Issues



Working with others

EYST—We assisted 65 refugee households with Travel Document application with the assistance of an EYST worker coming to the drop in service once a month



Partner Referrals



SBREC, REMPLOY—regular referrals from these partners have come through our Partner Line which was launched this year

Local JOBCENTRES— we have worked with local Job Centres following the roll out of Universal Credit from October in Neath Port Talbot and from December in Swansea

Neath Port Talbot local authority—we worked in partnership to provide 64 people with personal budgeting support as a result of the UC roll out

Outreach Hosts

Neath: Pontardawe Hub, Age Connect, Christina Rees' office and Skewen Medical Centre, Melin Centre, Resolven HC,

Port Talbot: NSA Bevin Avenue, St Pauls Centre, Caer Las Routes Project, Afan Valley surgeries at Cymmer, Blaengwnfi and Glyncorrwg

Swansea: Caer Las Access Point, Phoenix Centre, Mayhill Family Centre, Communities First Bonymaen, Morryston Jobcentre, Seion Newydd, Clydach Health Centre, Ty Einon Day Centre, Penderi, Llchwyr and Bay Community Health Networks