

# Citizens Advice Wakefield District Newsletter

February 2018

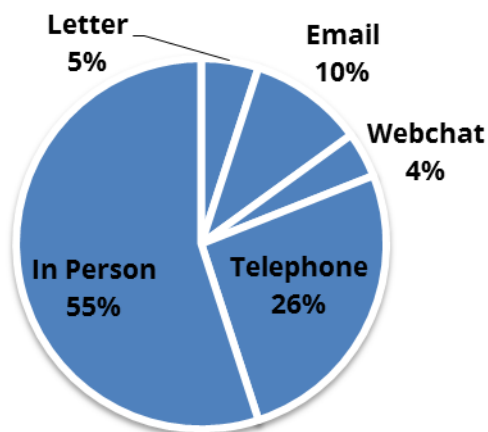
Across the past 6 months our  
TOP 5 enquiry area's

*Benefits*  
*Debt/Financial Capability/Legal*  
*Employment*  
*Relationships & Family*  
*Housing*

## TOP 5 - Benefit Issues

*Personal Independence  
Payments*  
*Employment Support  
Allowance*  
*Housing Benefit*  
*Tax Credits*  
*Attendance Allowance*

## How do our service users make that initial contact?



**45% of our service users do not consider themselves disabled whilst 55% consider themselves disabled or managing a long term health condition**

### *Case study 1*

*Client sought our advice 2 months after the date by which he should have challenged a decision that had been made around his Employment Support Allowance. Poor advice given via another agency resulted in this man being **£30 per week worse off**: his visit to our agency was to try and maximise his financial situation. Client feels he may end up in debt as a result.*

### *Case study 2*

*Client has a long term health condition and struggles with day to day tasks including filling in forms. He struggles to leave his home and has problems using the telephone. He feels he has inadequate support day to day. He contacted us for help, he is facing reassessment for his benefits: Personal Independence Payment & Employment Support Allowance. Client nearly missed the deadline for returning his forms, as his only source of income this could have been detrimental to him.*

**citizens  
advice**

**Wakefield  
District**



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