

## What happens next?

After we have completed your benefit check, you have the information to decide which option is best for you.

We will be able to provide you with information:

- To make a new claim yourself
- How you make a claim for each benefit
- What changes you need to report to which benefit office

We don't routinely help to complete all benefit forms but will arm you with the tools or options to do this for yourself.



**Free, confidential advice.  
Whoever you are.**

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

We're here to help you help yourself.

Citizens Advice Swansea Neath Port Talbot is an operating name of Swansea Neath Port Talbot Citizens Advice Bureau  
Charity registration number 518825  
Company limited by guarantee registered number 1702827  
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Authorised and regulated by the financial Conduct authority No 617762

# Can I have a benefit check?

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citizens  
advice

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Port Talbot  
Swansea Neath  
Port Talbot**

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## What is a Benefit Check?

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A benefit check is a tool used by one of our experienced advisers to check eligibility for a range of benefits. We will help you decide:

- What you could claim
- If your circumstances are changing we can help with 'Better off' calculations
- We will calculate how much each benefit will be, and if you can claim more than one how the benefits affect each other

Benefit checks can be done quickly over the phone.



## What information do we need for a Benefit Check?

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- Your date of birth and partner (if applicable)
- Current benefits claimed, if any
- Gross household income, preferably for the last two years, especially if Tax Credits is applicable (This information can be found on a P60 or recent wage slips)
- Weekly/monthly rent amount
- Details about your Council Tax
- Details about any savings you have
- What type of housing you live in (council, housing association or private etc) and how many bedrooms
- How many children you have (if applicable) and if they have a disability and are claiming benefits
- How many non-dependents in the household? How old are they. If they are working, what are their earnings and how many hours do they work?
- If you want us to help reduce your energy costs you will need your bills at hand.

This is not an exhaustive list as individual circumstances vary.

## How can I get Benefit Check?

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### If you attend the face to face drop session:

Monday	9am – 12.00pm
Tuesday	9am – 12.00pm
Wednesday	9am – 12.00pm
Thursday	9am – 12.00pm
Friday	9am – 12.00pm

We will carry out an initial check and if you need a benefit check, we will take your name and contact number and book you time for an adviser to call you back within 24hrs.



### If you contact us by telephone:

Monday	9am – 3.00pm
Tuesday	9am – 3.00pm
Wednesday	9am – 12pm
Thursday	9am – 3.00pm
Friday	9am – 3.00pm

You will need to speak to an experienced adviser by calling 01792 474882, option 2.

Please note if you call us on option 1 to make an appointment, this may delay the check, please try option 2