

Key facts about Citizens Advice in England and Wales



6.2 million advice issues dealt with



2.5 million clients advised



20 million visits to our self-help website citizensadvice.org.uk



2,500 locations where we provide free and independent advice across England and Wales



We help to solve the problems for two in every three of our clients



Four in five say that our help improved their life in ways such as reducing stress, improving physical health or increasing their finances



Citizens Advice is worth at least £750 million to society

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.

PIP Workshops

Workshops are delivered on a fortnightly basis from our office in Llys Glas, Pleasant Street, Swansea and throughout different community venues in Swansea and Neath Port Talbot.

How to Book:

Contact: 01792 474882 and select our Appointment Line option

citizensadvicesnpt.org.uk and citizensadvice.org.uk/wales



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Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux. Registered charity number 279057.

I want to claim Personal Independence Payment

**citizens
advice**

We're here to help. Whoever you are. Whatever the problem.

Citizens Advice Swansea Neath Port Talbot

What you will get out of the session

- A better understanding of the process of claiming Personal Independence Payment
- Improved knowledge of how claims are assessed
- A better understanding of the criteria for being awarded the daily living points
- A better understanding of the criteria for being awarded the mobility points
- A greater awareness of the differences in assessment and criteria between PIP and Disability Living Allowance (DLA) the benefit it is replacing
- Improved awareness of the online resources available that can help you understand the process and descriptors in more detail
- Improved confidence in completing the form to fit your circumstances
- Greater awareness of the appeal process if the application is unsuccessful



Personal Independence Payment (PIP) Workshops

What we expect from you

You will need to complete the first four pages of the form, these include details of medication, your doctor's surgery and other health professionals that are in contact with you

Citizens Advice will send a copy of the PIP descriptors out by post or email beforehand and you will be expected to consider each of the questions, perhaps making notes to bring along including any questions you want to be addressed

Ask questions if you are unsure about anything

Format of the Workshop

- Up to eight clients/twelve frontline workers
- The session can take up to 2 hours
- The workshops are designed to support you to complete their own PIP2. You can bring another person to support you, who can help you complete the form or support you in any other way
- **Confidentiality.** It is a group environment. You can ask questions but you need to be aware unless you specifically request a 1 to 1 session. There will be other people there who may over hear what you say.
- You need to feel comfortable about being in a group setting although you will not be expected to disclose any personal information
- Up to two advisers support the sessions. If you want any 1 to 1 advice in private this can generally be accommodated away from the group in a private room but you will need to allow time and prepare for this.

