

£1.2million

Gained for people with disabilities



75%
better
finances



100% recommend DAP



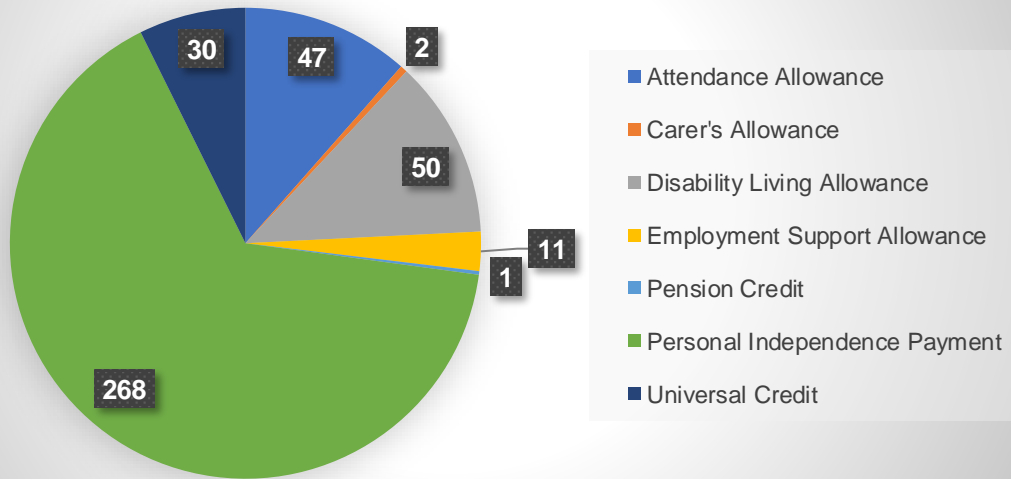
56% better
mental health
and wellbeing



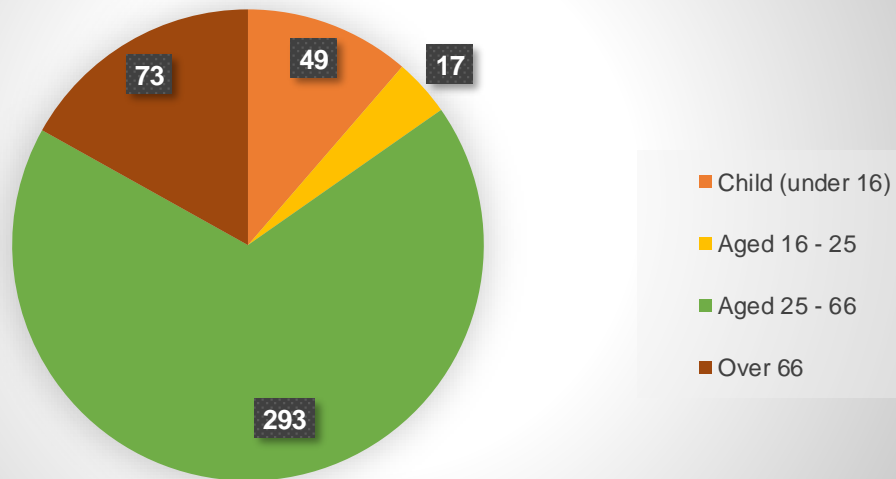
75% improved
ability to seek
advice

Disability Advice Project (DAP) helped more than 400 people and gained over £1.2million in benefits for people with disabilities, their families and carers in the year ending 31 March 2023.

Benefit Claimed



Client Age Groups



In addition to benefit claims, we assisted people with social care needs and carers assessments. We set up Power of Attorney documents. We arranged occupational therapist appointments, advised on housing, education and employment issues. We shared cost of living advice and helped with budgeting.

A Challenging Year

In the year ending 31 March 2023, we saw an increase in the number of people living in poverty, struggling to pay their bills, heat their homes and buy essentials.

Prior to coming to DAP, many of our clients had delayed applying for benefits because they had heard it is very difficult to get an award. They often believed they were *'not disabled enough'* or their long-term health condition *'didn't count as a disability'*.

Some had given up due to the length and complexity of application forms and difficulties compiling the evidence needed.

Some of our clients had difficulty communicating and engaging with the benefits process.

“My benefits stopped as they said I had not returned a form. I had no money or food for weeks. I was desperate. DAP called the DWP and eventually got through to someone who could help me.” DAP client.

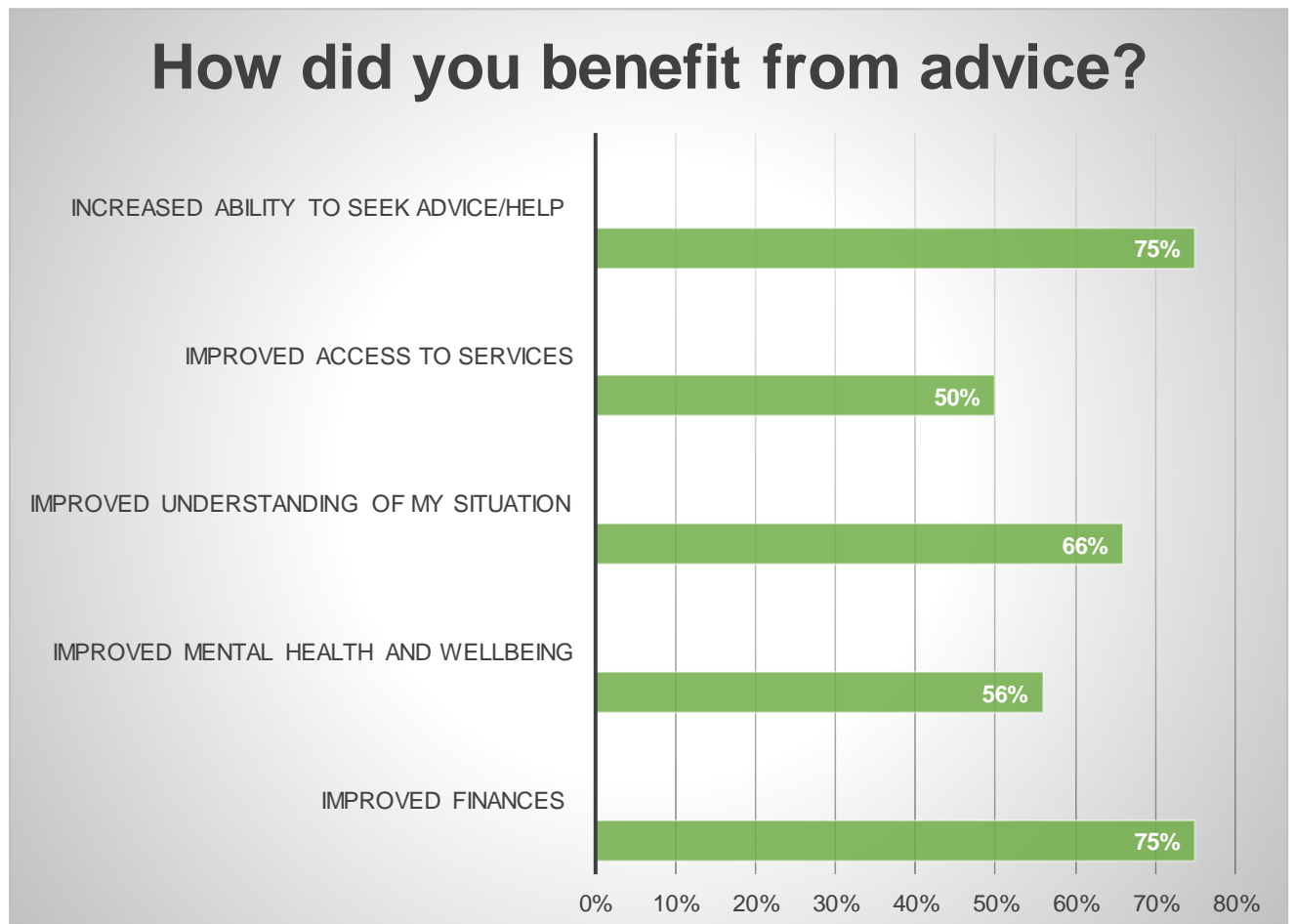
DAP's Supportive Approach

We help our clients to complete application forms and present the evidence needed, helping them to understand the process and prepare for interviews. If necessary, we liaise with the DWP on behalf of clients. This may be essential when a client is vulnerable or has additional support needs.

“I was worried about claiming DLA for my disabled son as the form was so complicated. You really need someone who understands the questions. DAP helped explain the wording, so we got everything across clearly.” DAP client.

Client Survey

In our client satisfaction survey 96% of respondents said the information and advice given by DAP was very easy to understand. More than 100 clients took part with 97% rating our service as excellent or very good. 100% would recommend our service. We asked our clients if their lives had improved following support from DAP – the majority had more money and felt empowered to have a voice and control of their lives.



Collaboration

We work closely with local charities, councils, hospitals, and local groups to help people find the support they need and to advocate for them. The organisations we work with includes:

[Age UK](#)

[Alzheimer's Society](#)

[Bron Afon](#)

[Building Resilient Communities at TCBC](#)

[Care and Repair](#)

[Citizen Advice Bureau](#)

[Cyffanol \(Women's Aid\)](#)

[Jobcentre Plus](#)

[Melin Homes](#)

[Mind](#)

[Monmouthshire Housing Association](#)

[NYAS](#)

[Pobl](#)

[Stroke Association](#)

[The Wallich](#)

“We refer clients to DAP as they are really supportive. DAP advisors are knowledgeable and empathetic towards our clients who have many difficulties and disabilities. They will always go at the person’s pace and not rush them.” Myra Beard, Senior Support Worker, The Wallich.

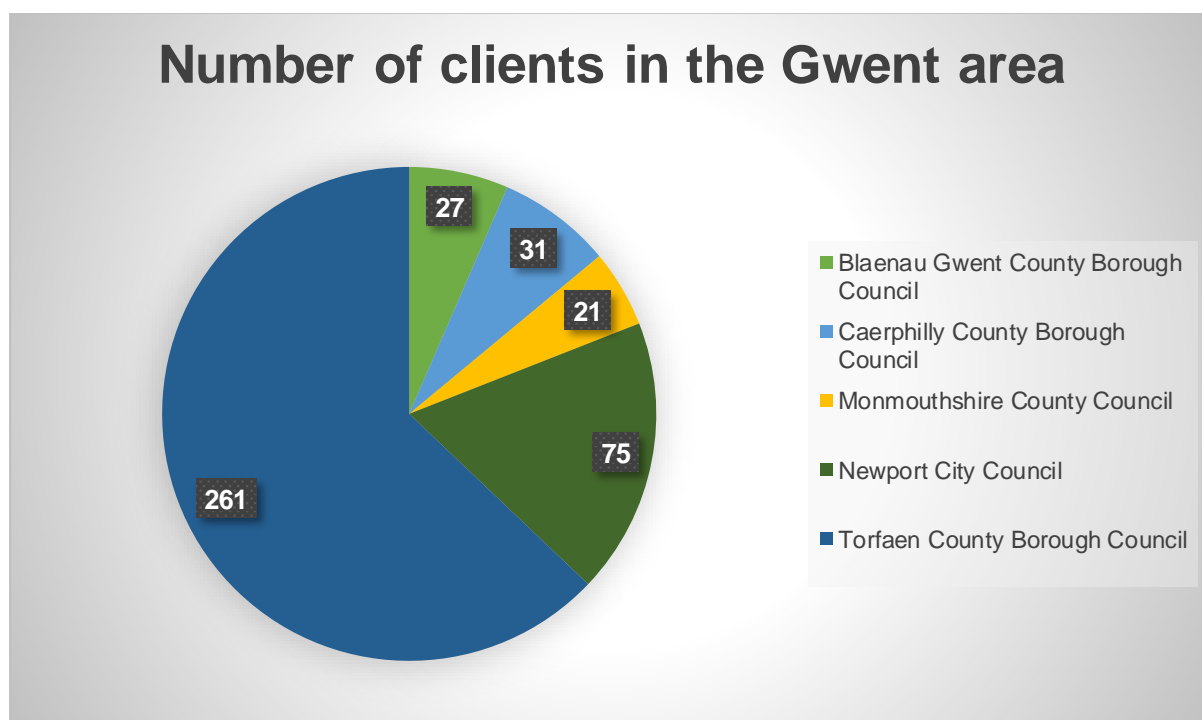
Appeals

Benefit claims can take a long time and often a decision will need to be reconsidered and appealed. We support clients with appeals and are successful in most cases.

Third party organisations refer clients to DAP because we offer a complete service, with expert representation at tribunals if needed.

“As a housing support worker, I come across many clients who need support with PIP, who feel let down by the system and don’t know where to turn. I refer clients to DAP as I know they have the expertise to see a client through from assessment to tribunal. They are always professional, friendly and caring.”
Suzanne Foster, Torfaen Vulnerable Adults Team.

Community Outreach



Most of our clients live in Torfaen, where our office is located. However, our services are available to people living in the Gwent area.

In the year ending March 31, 2023, we attended lots of events to reach more people with information and advice. We took part in community wellbeing days, unpaid carers events and cost of living advice days. We joined the Bringing the Community Together event for World Mental Health Day, Families Love Newport Fun Day, Pontypool's Party in the Park, Cwmbran's Big Event and Hope GB's Family Fun Day.

We visited support groups including Sparrows, in Hengoed, Hope GB, in Cwmbran, Rewild and Wellbeing in Neurodiversity, in Pontywaun, and ADHD+, in Newport.

“A massive thank you for coming to our coffee morning – it was very informative, and we've received positive feedback from parents/carers!”
Isabelle Winter, Charity Project and Engagement Coordinator, Hope GB.

Access training and audits

We supported organisations to become more inclusive and disability friendly, with training designed and delivered by people with lived experience of disability. We worked with a range of clients including staff at Ceredigion Council and Occupational Therapy and Physiotherapy students at the University of South Wales. We led a discussion about homelessness and disability at Tai Pawb's annual conference and contributed to Monmouthshire Housing's Community Voice Committee panel.

Through access audits we raised awareness of a range of access issues faced by disabled people. We carried out dropped kerb analysis of sites within Cwmbran, Pontypool and Blaenavon. We also submitted views on Monmouthshire County Council's and Torfaen County Borough Council's Local Development Plans.

