

If the Independent Advocacy Appeals Service is helping you, the advocate will write their contact details in the box below so that you can get in touch if you need them.

Advocate's name

Telephone number

Age Cymru Gwent is an independent charity providing a wide range of services to older people living in the Gwent area.

To find out how we could help you, or for information on how you can support us, contact our Head Office.

Our Head Office is at:

12 Baneswell Road
Newport

Gwent

NP20 4BP

Tel: 01633 763330

Email ho@agecymrugwent.org

www.agecymrugwent.org



Age Cymru Gwent

Caerphilly County Borough Independent Advocacy Appeals Service



www.agecymrugwent.org
Charitable incorporated organisation 1155903

What is the Independent Advocacy Appeals Service?

The Age Cymru Gwent Independent Advocacy Appeals Service provides support for people aged 50+ who are residents of Caerphilly County Borough and require advocacy support with a reconsideration or appeal relating to entitlement of their welfare benefits.

The service operates an open referral system, is free of charge and is confidential.

What does the service provide:

- Information about obtaining a reconsideration of a decision made, or how to appeal; including what to expect if you attend an appeal tribunal
- Someone to listen
- A one to one partnership with a trained advocate
- The support of an advocate to encourage an individual to speak up for themselves where possible
- Support to complete appropriate forms and letters relating to your reconsideration or appeal against a decision made about your welfare benefits
- Support to discuss your appeal case and attend the appeal tribunal with you if required

Types of reconsideration and appeal we help with?

- **Attendance allowance**
- **Disability Living Allowance**
- **Personal Independence Payment**
- **Employment Support Allowance**
- **Housing Benefit**
- **Overpayments**
- **Any other welfare benefits.**

Quality and standards:

We aim to ensure that everybody using our service is given the best care possible. If you feel that our standards are not adequate, please make use of our comments and complaints procedure by contacting us at the address on this leaflet.

How to get in touch:

By telephone Monday to Friday (answer phone service available) on

01495 231052

Email: safeguarding@agecymrugwent.org

Or write to us at
Age Cymru Gwent

Beaumont House

Bloomfield Road

Blackwood. NP12 1QB

