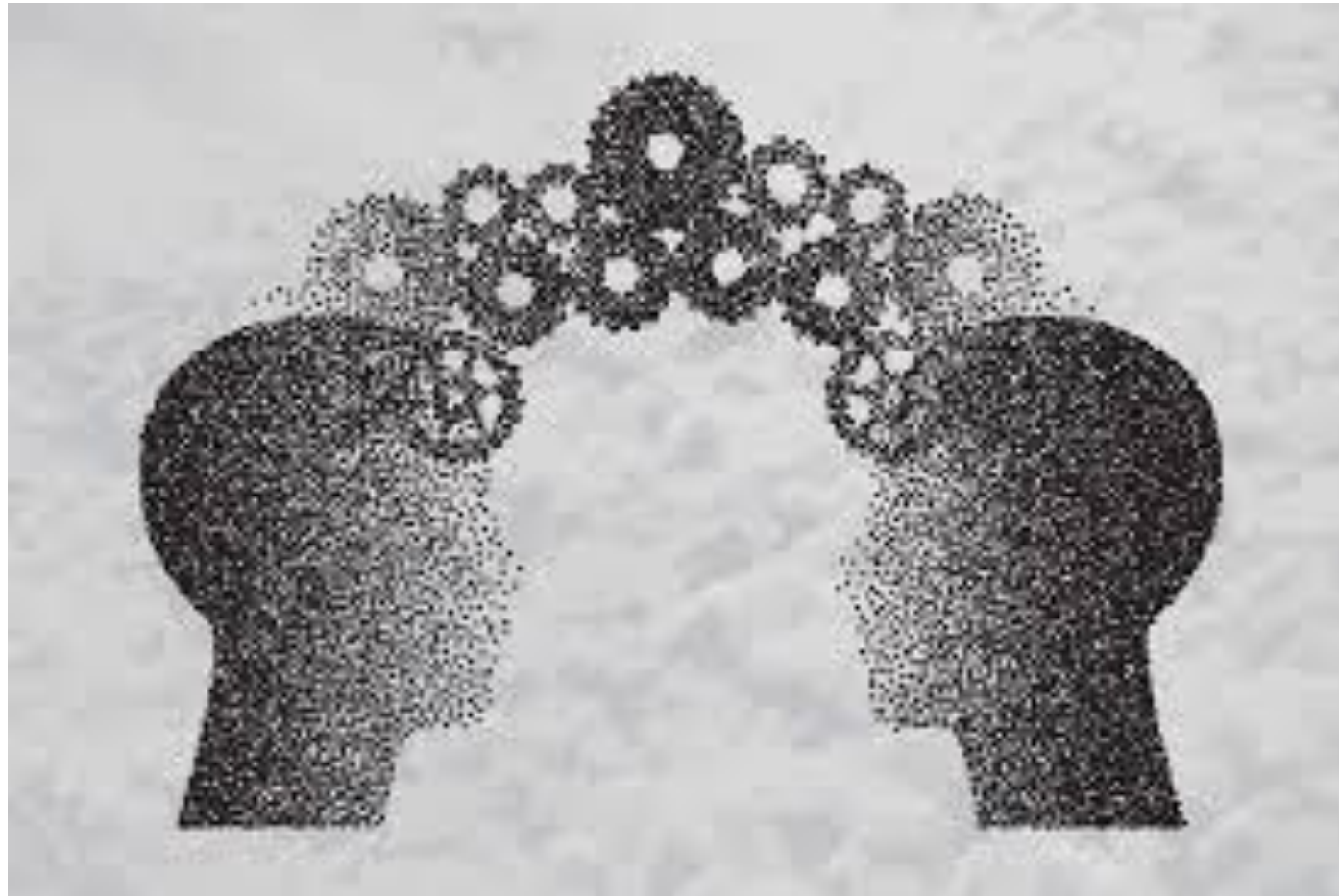




Citizens Advice Ipswich

Helping clients know their RIGHTS and fight discrimination

How can it work as part of everyday advice and casework by welfare benefits advisers?

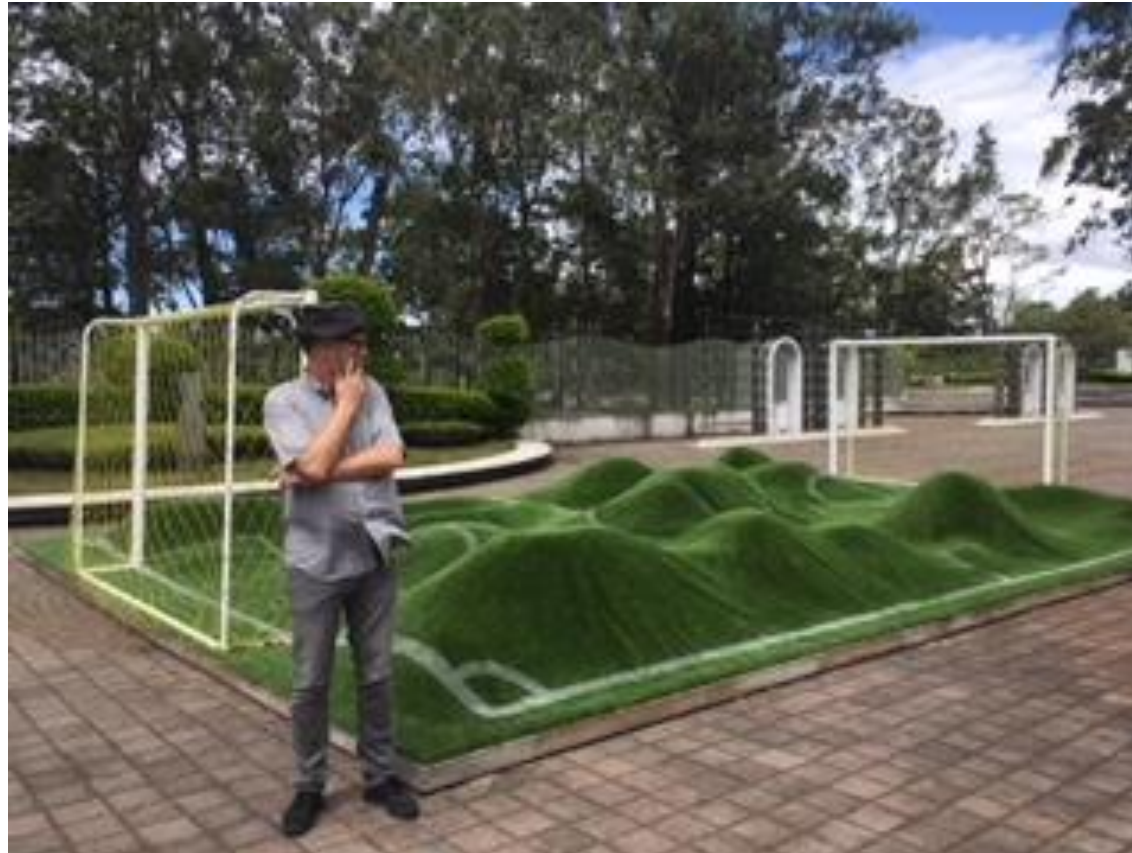




Is this really a problem?

- I can't find any examples of the problem
- If I can't record it, I can't count it and therefore can't build a meaningful and impactful campaign on the problem
- Taking part in the pilot project with Jo at Rossendale and Hyndburn Citizens Advice

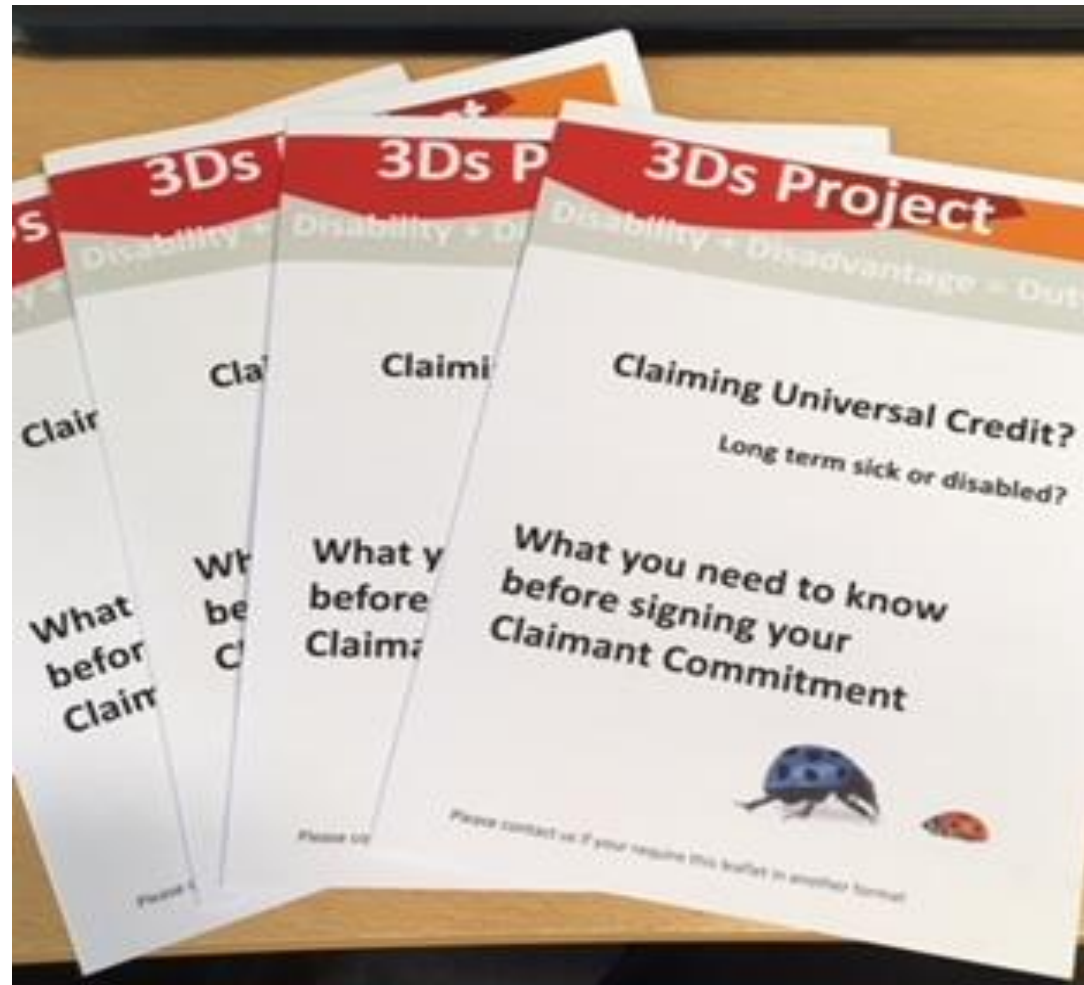
Challenges on advising on Discrimination





Advising on rights rather than discrimination

**KNOW
YOUR
RIGHTS**





Practical tool

- 3Ds leaflet

To educate and inform

- ❖ Clients and families
- ❖ Advisers
- ❖ Service user groups
- ❖ Work coaches and others at the DWP



- Mandatory Reconsideration for ESA and claiming JSA as instructed
- While claiming UC and awaiting work capability assessment