



Department  
for Work &  
Pensions

# Disability Services Advocacy Team

**Industrial Injuries  
Disablement Benefit**



**CUSTOMER  
SERVICE  
EXCELLENCE**



Disability Services

- Please stay on mute during the presentation
- Please use the chat facility for questions
- We cannot discuss specific cases
- Slides have been shared we will put the password in the chat.

## Introduction to Industrial Injuries Disablement Benefit (IIDB)

You might get Industrial Injuries Disablement Benefit (IIDB) if you became ill or are disabled because of an accident or disease either:

- at work
- on an approved employment training scheme or course

The amount you may get depends on your individual circumstances.

The benefit is tax free, non-contributory and non means tested.

You can claim this benefit if you are still working and posthumous claims can be made if done so within 12 months.

The benefit can be paid weekly, 4 weekly or every 13 weeks



# Eligibility

## Accidents

You may be able to claim Industrial Injuries Disablement Benefit (IIDB) if:

- You were employed when the accident or event happened
- You were on an approved employment training scheme or course when the accident or event happened
- The work accident/event that caused your illness or disability happened in England, Scotland or Wales

There are some exceptions you can ask your regional Industrial Injuries Disablement Benefit Centre about.

## Diseases

You can claim IIDB if you were employed in a job or were on an approved employment training scheme or course that caused your disease. The scheme covers more than 70 diseases.

You are not eligible if you were self employed, or in the Armed Forces when the accident / disease occurred.



# Other Benefits

**You can still get Industrial Injuries Disablement Benefit if you're claiming:**

- Contribution-based Employment and Support Allowance
- Incapacity Benefit
- Contribution-based Jobseeker's Allowance
- State Pension.

**IIDB will affect the following benefits if you or your partner are claiming them:**

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Pension Credit
- Housing Benefit
- Working Tax Credit
- Universal Credit
- Council Tax Reduction.

Correct as of 25/01/2024



# How To Claim

## Download and print a claim form

You'll need to fill in and post a claim form.

To claim for:

- Accidents caused by work, use [form BI100A](#)
- Prescribed diseases caused by work, use [form BI100PD](#)

## Request a claim form by phone

You can also ask Industrial Injuries Disablement Benefit (IIDB) Centre to send you a claim form.

Telephone: 0800 121 8379

Textphone: 0800 169 0314

[Relay UK](#) (if you cannot hear or speak on the phone): 18001 then 0800 121 8379

[Video relay service](#) for British Sign Language (BSL)

Monday to Friday, 9am to 5pm

## Alternative formats

Call to ask for alternative formats, such as braille, large print or audio CD.

# Completing the form BI100A (Accident)

- Part 1: About you
- Part 2: Filling in the form and signing it for someone else
- Part 3: About your work or your approved employment training
- Part 4 & 5: About the accident & Details of the accident
- Part 6: About earlier claims for IIDB
- Part 7: About medical details
- Part 8: Other Benefits
- Part 9: How we pay you
- Part 10: Other Information
- Part 11: Declaration
- Part 12 & 13: What's next

**Industrial Injuries  
Disablement Benefit**

**jobcentreplus**  
Department for  
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Notes about claiming benefit for an  
accident at work or whilst on an  
approved employment training scheme  
or course

- What is Industrial Injuries Disablement Benefit?
- Reporting the accident to your employer
- Am I entitled to Industrial Injuries Disablement Benefit?
- Effects on other benefits
- When to claim
- About your claim for benefit
- What happens after we get your claim for benefit
- Other money you may be able to get
- What if you live outside the UK, or the accident occurred outside the UK?
- Where to get help and advice about industrial accidents
- Help with filling in the form
- Addresses of the Industrial Injuries Disablement Benefit offices

BI100A Notes 05/18

**Part 1: About you**

Everyone must fill in this part.

Please tell us about yourself

Surname or family name

All other names - in full

Any other surnames you have been known by or are using now.  
Please include maiden name, all former married names and all changes of family name.

Address   
  
 Postcode

Home phone number  Code  Number

Mobile phone number

Daytime phone number, if different  Code  Number

Date of birth  /  /

National Insurance (NI) number  
You can find the number on your National Insurance (NI) numbercard, letters about your benefit or payslips.

Letters  Numbers  Letter

If you do not know your NI number, have you ever had one or used one at any time?  
No   
Yes

Please tell us about any other personal details you think we should know about in Part 10 Other information. For example, other names or any other addresses you have lived at in the last 3 years.

1 Remember, if you need help filling in this form, or any part of it, phone 0800 121 8379. Calls to 0800 numbers are free from landlines and mobiles.

# Completing the form BI100PD (Prescribed Disease)

- Part 1: About you
- Part 2: Filling in the form and signing it for someone else
- Part 3: About your work or your approved employment training
- Part 4: About medical treatment
- Part 5: About earlier claims for IIDB
- Part 6: About other benefits and entitlements
- Part 7 : How we pay you
- Part 8: Other Information
- Part 9 - Declaration
- Part 10 & 11: Next Steps

Industrial Injuries  
Disablement Benefit

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Notes about claiming benefit for  
prescribed industrial diseases

- What is Industrial Injuries Disablement Benefit?
- What is a prescribed industrial disease?
- Am I entitled to Industrial Injuries Disablement Benefit?
- Effects on other benefits
- When to claim
- About your claim for a prescribed industrial disease
- Special provisions
- What happens after we get your claim for benefit
- Other money you may be able to get
- What if the prescribed disease was caused by work outside the UK or you live outside the UK?
- Where to get help and advice about prescribed industrial diseases
- Help with filling in the form
- Addresses of the Industrial Injuries Disablement Benefit offices

BI100PD Notes  
05/18

**Part 1: About you**  
Please tell us about yourself

Surname or family name  
Mr Mrs Miss Ms Dr Rev

All other names – in full  
Any other surnames you have been known by or are using now.  
Please include maiden name, all former married names and all changes of family name.

Address

Home phone number

Mobile phone number

Daytime phone number, if different

Date of birth

National Insurance (NI) number  
You can find the number on your National Insurance (NI) numbercard, letters about your benefit or pay slips.

If you do not know your NI number, have you ever had one or used one at any time?

Please tell us about any other personal details you think we should know about in Part 8 Other Information. For example, other interests or any other addresses you have lived at in the last 3 years.

Remember, if you need help filling in this form, or any part of it, phone 0800 121 8379. Calls to 0800 numbers are free from landlines and mobiles.

# What Happens Next

Your claim will be assessed using the information provided in your claim form, or at a face-to-face medical assessment.

The Assessment Provider will contact you if you need a face-to-face medical assessment. They'll send you information about what to expect at the appointment.

The Healthcare Professionals are specialists in disability analysis, focusing on the effects of a condition, not on the condition itself.

## **Exceptions:**

You will not need to attend a face-to-face assessment if you have a type of disease which will make you exempt or deemed as Special Rules End of Life



# Decision Making Process

A Decision Maker (DM) will carefully consider available evidence, including an assessment report and can contact the assessors for clarification if needed.

They will make a Decision Assurance Call to the customer if award is not favourable. This provides the opportunity for the customer to provide further written or verbal evidence.

## **A letter will be issued explaining our decision.**

In making that decision, we focus on treating our Customers compassionately, with respect and dignity; ensuring we do the right thing, the first time and in every interaction.

## **Special Rules End of Life**

These cases are processed by specialist teams

They do not undergo face to face assessments and are treated with priority.

They can send in a SR1 or other medical evidence to support their diagnosis of End of Life

Correct as of 25/01/2024



# What you'll get

Assessed level of disablement	Weekly amount
100%	£207.60
90%	£186.84
80%	£166.08
70%	£145.32
60%	£124.56
50%	£103.80
40%	£83.04
30%	£62.28
20%	£41.52

The level of your disability will affect the amount of benefit you may get. This will be assessed by a 'medical advisor' on a scale of 1 to 100%.

If you are assessed as having a 100% level of disablement, you may be eligible to receive Constant Attendance Allowance (CAA). This is automatically considered as part of the assessment process. The payable rate of CAA is based on an assessment of your needs.

If assessed at one of the top 2 rates of CAA you may also receive Exceptionally Severe Disablement Allowance.

# Renewals

## **Usual Process;**

16 weeks before the end of an entitlement award a review process begins to re-assess and renew your entitlement.

Similarly to the initial claim, customers will need to provide an update on changes to any health condition and attend a medical assessment.

## **Current Process:**

If your IIDB payments were due to be reviewed, they would have been automatically extended for 6 months because of the coronavirus (COVID-19).



# Change of Circumstances

You, or the person who claims on your behalf, must tell the office that deals with your payments about any changes to your circumstances or personal details.

Let them know straight away by phone or in writing if:

- The condition for which you're getting benefit improves or gets worse (BI168 form)
- You change name or gender
- Change your address
- You get married or form a civil partnership
- You leave the country
- You go into prison
- Your immigration status changes, if you're not a British citizen





# Mandatory Reconsideration

Customers can request a Mandatory Reconsideration (MR) if they dispute a decision made. This is one calendar month from the date of the decision.

They can do this by phone, in writing or download and print of a CRMR1 form from the internet.

The customer can call and ask for an explanation of the decision.

A new Decision Maker will look at all the available evidence and make a new decision. Customers are encouraged to send in further evidence to support their reconsideration request.

## Appeal

A claimant can appeal against most decisions made by a Decision Maker but there are some which do not carry appeal rights.

Example – if you are self employed

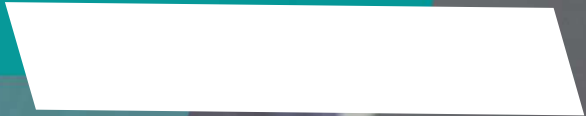
(see Gov.UK)

## Useful links

- [Industrial Injuries Disablement Benefit - GOV.UK](#)
- [Industrial Injuries Disablement Benefit forms and guidance notes | nidirect](#)
- [Industrial Injuries Disablement Benefit: Report a change in circumstances - GOV.UK \(www.gov.uk\)](#)
- [Challenge a decision made by the Department for Work and Pensions \(DWP\) - GOV.UK \(www.gov.uk\)](#)
- [Industrial Injuries Disablement Benefits: technical guidance - GOV.UK \(www.gov.uk\)](#)
- [Get help with benefits and pensions if you have accessibility needs - GOV.UK \(www.gov.uk\)](#)



Any  
Questions?





Department  
for Work &  
Pensions



Thankyou

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## CSE Accreditation

In Disability Services we are extremely proud of that fact we have been CSE accredited since 2014.

We are responsible for delivering services to over 3.9 million disabled customers, often those who are extremely vulnerable. Our services are delivered through:

- Access to Work
- Disability Living Allowance
- Industrial Injuries and Disablement Benefit
- Personal Independence Payment

We never underestimate how important it is to deliver excellent customer service and as part of our continuous improvement, we undertake CSE Accreditation each year.

Attaining CSE accreditation underlines our commitment to delivering a service that research has indicated is a priority for customers. It is a practical tool, helping us to drive forward continuous improvement across our organisation.

### **The standard has three aims:**

1. drive continuous improvement
2. act as a skills development tool
3. independent validation of achievement

“We’re listening to and working with customers, partners and stakeholders to identify and drive forward improvements”