



Department
for Work &
Pensions



Disability Services Advocacy Team

Correct as of 20.6.2023

CUSTOMER
SERVICE
EXCELLENCE



CSE



Disability Services



Welcome

Disability Services Advocacy Team

- Established in 2019 to raise awareness of Disability Services with stakeholders
- To build relationships with Employer & Partnership colleagues and external organisations
- To gather feedback to help shape and improve our services
- To underpin the governments aspiration to support additional disabled customers into work

Disability Services

We are responsible for delivering services to over 4.6 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



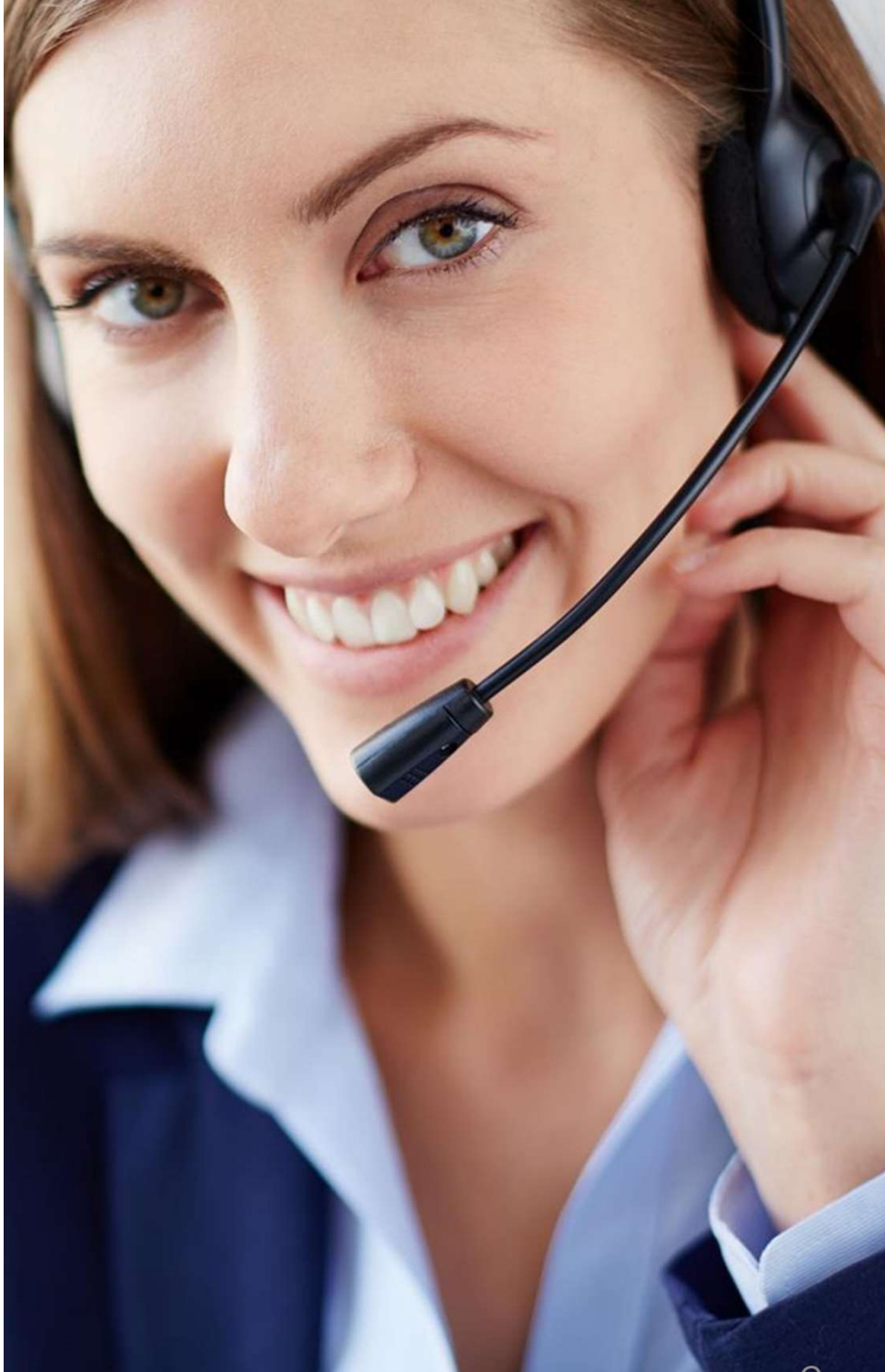
Disability Living Allowance for Children

Disability Living Allowance (DLA) for children may help with the extra costs of looking after a child who:

- Is under 16
- Has difficulties walking or needs much more looking after than a child of the same age who does not have a disability

There are two parts to DLA Child - the Mobility Component and the Care Component.

It is a non-means tested benefit and can be a passport to other benefits like carers allowance.



Supporting our Customers

- 3 Way Calls
- Verbal and written translation service
- Visiting Officers – Referrals can be made for urgent advanced customer support concerns
- Vulnerable Customer Champions
- Split/ Staggered Payments/ Alternative Payment method
- Job Centre colleagues



Eligibility

Usually, to qualify for Disability Living Allowance (DLA) for children the child must:

- be under 16 - anyone over 16 must apply for [Personal Independence Payment \(PIP\)](#)
- need extra looking after or have walking difficulties
- The child must have had these difficulties for at least 3 months and expect them to last for at least 6 months.
- be in England, Wales, a [European Economic Area \(EEA\) country](#) or Switzerland when you claim - there are some exceptions, such as family members of the Armed Forces
- be [habitually resident](#) in the UK, Ireland, Isle of Man or the Channel Islands
- not be subject to [immigration control](#)
- have lived in Great Britain for at least 6 of the last 12 months, if over 3 years old.

There are special rules for end of life if the child is not expected to live more than 12 months.



How to Claim

To claim DLA for a child you need to be their parent or look after them as if you're their parent.

To apply you can either:

- Print off and fill in the DLA claim form on www.gov.uk
- Phone the Disability Living Allowance helpline and ask for a printed form

Telephone: **0800 121 4600**

Textphone: **0800 121 4523**

Monday to Friday, 9am to 5pm

Alternative formats are available:

[Relay UK](#) (if you cannot hear or speak on the phone):
18001 then 0800 121 4600

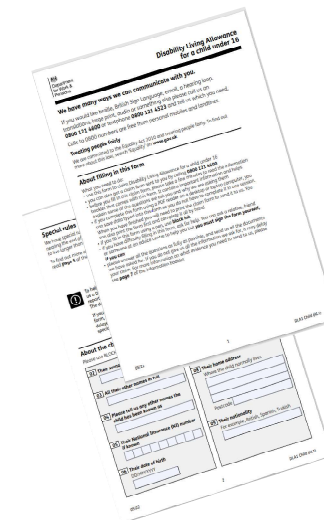
[Video Relay Service](#) for British Sign Language (BSL) users



DLA Claim Pack

- Information about the child
- Statement from someone who knows the child
- About the child's illness or disabilities
- Aids and Adaptation
- Additional Information

[DLA1A Child Notes \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)





Useful Evidence

- Carers Diaries
- Diagnostic Tools e.g. Autism
- Educational Health Care Plans
- Current Occupational Therapist Reports
- Speech and Language Assessments
- Current care plans
- GP Patient Records
- Support letters
- Current Carers Assessments
- Prescription
- Current Psychological reports
- Evidence from support workers
- Healthcare reports



Care Component

The rate the child gets depends on the level of looking after they need, for example:

- Lowest rate - help for some of the day
- Middle rate - frequent help or constant supervision during the day, supervision at night or someone to help while they're on dialysis
- Highest rate - help or supervision throughout both day and night, or deemed as Special Rules End of Life

Consider all the circumstances when the child requires care, i.e. at home, at school, undertaking hobbies/ interests etc.



Mobility Component

The rate the child gets depends on the level of help they need getting about, for example:

- **Lower rate** - they can walk but need help and or supervision (guidance or supervision on unfamiliar routes) when outdoors
- **Higher rate** - they cannot walk, can only walk a short distance without severe discomfort, could become very ill if they try to walk or they're blind, severely sight impaired

There are also age limits to receiving the mobility component:

- lowest rate - the child must be 5 years or over
- highest rate - the child must be 3 years or over

Rates - <https://www.gov.uk/disability-living-allowance-children/rates>



If the claim is awarded

DLA can be paid from the start of your claim. It cannot be backdated.

- The claim will start on the date the form is received or the date a call was made to the enquiry line (if claim pack is returned within 6 weeks)
- DLA is usually paid every 4 weeks
- Payments will be made into a bank or building society
- DLA Child can be a passport benefit to extra support



Change of circumstances

You must contact the Disability Living Allowance (DLA) helpline if:

- your child's personal details change, for example their name, address or doctor
- the help they need or their condition changes
- their condition has worsened and they're not expected to live more than 12 months
- they go into hospital or a care home
- they go abroad
- they're imprisoned or held in detention
- their immigration status has changed, if they're not a British citizen
- Parent/ guardians personal details change for example their name, address



Special Rules End of Life

- A child is considered to be Special Rules End of Life if they are living with a terminal illness and their Doctor, or a medical professional has said they have 12 months or less to live.
- Ask a Doctor or other medical professional to complete the form SR1. They will give the form to their Parent/Guardian or send it directly to DWP via email/ or NHS Portal.

The differences with SREL:

- 3rd party can make a claim
- Dealt with by a specialist team
- Applications go through an expedited routeway
- If awarded the child will receive the Higher rate of the Care Component
- Medical services can be consulted on the Mobility component if needed
- Payments will be made weekly



Mandatory Reconsideration

You can request a Mandatory Reconsideration (MR) if you dispute a decision made. This should be done within one calendar month from the date of the decision.

You can do this by phone, in writing or by downloading and printing off a CRMR1 form from the internet. Additional evidence can also be provided.

You can phone and ask for an explanation of the decision and a statement of reasons.

A new Case Manager will look at all the available evidence and make a decision.

A Case Manager can decide to leave the level of award the same, increase an award and in some cases decrease the award.

CRMR1 - [Challenge a decision made by the Department for Work and Pensions \(DWP\) - GOV.UK](https://www.gov.uk/guidance/challenge-a-decision-made-by-the-department-for-work-and-pensions-dwp)



Renewals

The majority of DLA Child awards will be subject to review at set intervals, decided by the case manager when the original decision was made.

We will contact the customer and send out a renewal pack 20 weeks before the award ends and invite them to re-apply.

The onus is on the Parent/ Guardian to make the renewal claim.

Once the claim is made it will be classed as a new claim.



When your child turns 16

Your child will need to apply for Personal Independence Payment (PIP).

Your child will get a letter inviting them to apply for PIP:

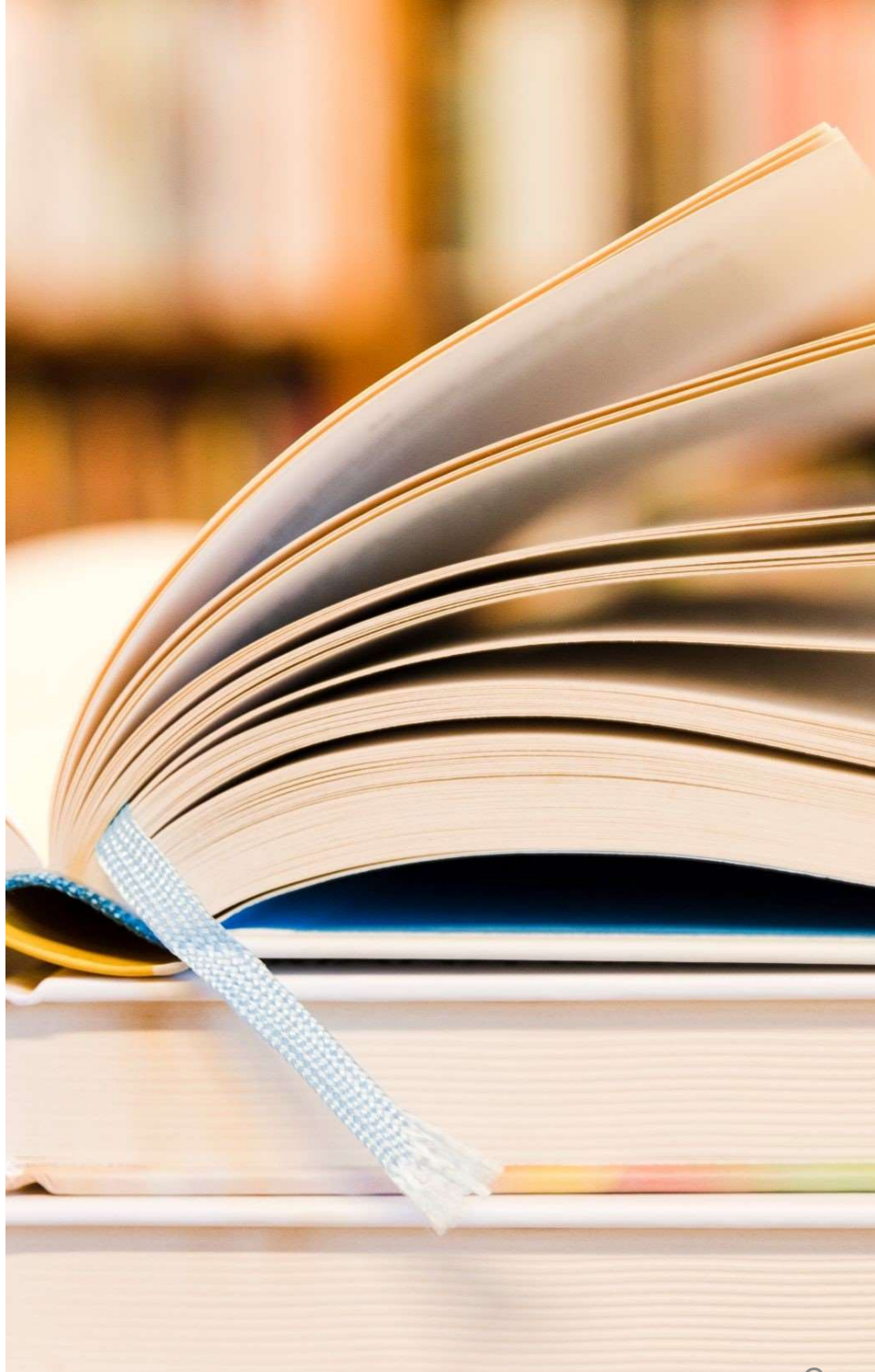
- Shortly after their 16th birthday
- When they leave hospital, if they were in hospital on their 16th birthday or
- About 20 weeks before their DLA award ends, if they were awarded DLA under Special Rules End of Life
- Preparation for PIP application:
<https://www.gov.uk/guidance/the-personal-independence-payment-pip-toolkit>

Top Tips

- Don't delay making an application.
- Take your time and don't try to finish the form in one go. Read through it first so you have an idea of what's needed and use the help booklet for guidance and support.
- Keep a diary for a week. Include details of the amounts and types of care your child needs during the day and night. Show how your child's needs are different to those of other children of the same age. This will be useful when you fill in the form and can be used as evidence.
- Get specialist advice from a welfare benefits adviser or someone else who is familiar with completing the form. The help booklet signposts to organisations.
- Don't play down your child's condition. Include a description of their needs on the bad days as well as on better days.
- Include evidence with the form if possible and use examples and anecdotes to describe your child's needs. Include hobbies, activities and interests that your child has and what extra help and support they need to allow them to do these.

Top Tips continued

- Include all information about the location of the child such as being in hospital or a residential school or care home
- You may wish to consider attaching extra sheets of paper with additional information in order to capture the complexity of your child's needs.
- Complete the nationality information for both child and parent / guardian and make sure you **sign the form**.
- Read through the form before you send it. Have you included enough information? Have you answered all the relevant questions? Are your contact details correct? Have you missed anything? Is the professionals' evidence complete? Then ask yourself – have you included enough detail to demonstrate to someone who hasn't met your child they have additional needs?
- If you know you're sending the form in late, include the reasons why within the form.
- Keep a copy of the claim pack and any documents you send in.
- If awarded DLA be aware of the award end date and when you will need to start to prepare for the renewal process or move to PIP and remember you must report any change of circumstances during the life of the claim.



Useful Links

- [Disability Living Allowance \(DLA\) for children - gov.uk](#)
- [Disability Living Allowance \(DLA\) for children – YouTube](#)
- [Benefits and pensions for UK nationals in the EU, EEA or Switzerland - GOV.UK \(www.gov.uk\)](#)
- [Challenge a benefit decision \(mandatory reconsideration\): How to ask for mandatory reconsideration - gov.uk](#)
- [Help if you have a disabled child - gov.uk](#)
- [Help if you have a disabled child: Motability scheme - gov.uk](#)
- [Medical guidance for DLA decision makers \(child cases\): staff guide \(publishing.service.gov.uk\)](#)



Any
Questions?



Thank you

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Disability Confident

The Disability Confident Scheme is about encouraging long-term behavioural change, making the business case for employing disabled people and ensuring that they have the opportunities to fulfil their potential.

The aim of Disability Confident is to:

- Make a substantial contribution towards the government's commitment to getting 1 million more disabled people into work by 2027;
- Challenge attitudes towards disability;
- Increase understanding of disability;
- Remove barriers to disabled people and those with long-term health conditions;
- Ensure that disabled people have the opportunity to fulfil their potential and realise their aspirations.

Useful Links

[Disability Confident scheme - YouTube](#)

[Disability Confident employer scheme - GOV.UK
\(www.gov.uk\)](http://www.gov.uk)





Customer Service Excellence 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”

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