



Disability Services

Transition from DLA Child to PIP

- Please stay on mute during the presentation
- We do not allow the session to be recorded or the use of AI supported technology
- Please use the chat facility for questions
- We cannot discuss specific or individual cases
- The slides will be shared following the session.
- Turn on live captions

Correct as of 01/01/2025

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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 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:

- 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 components Care and Mobility

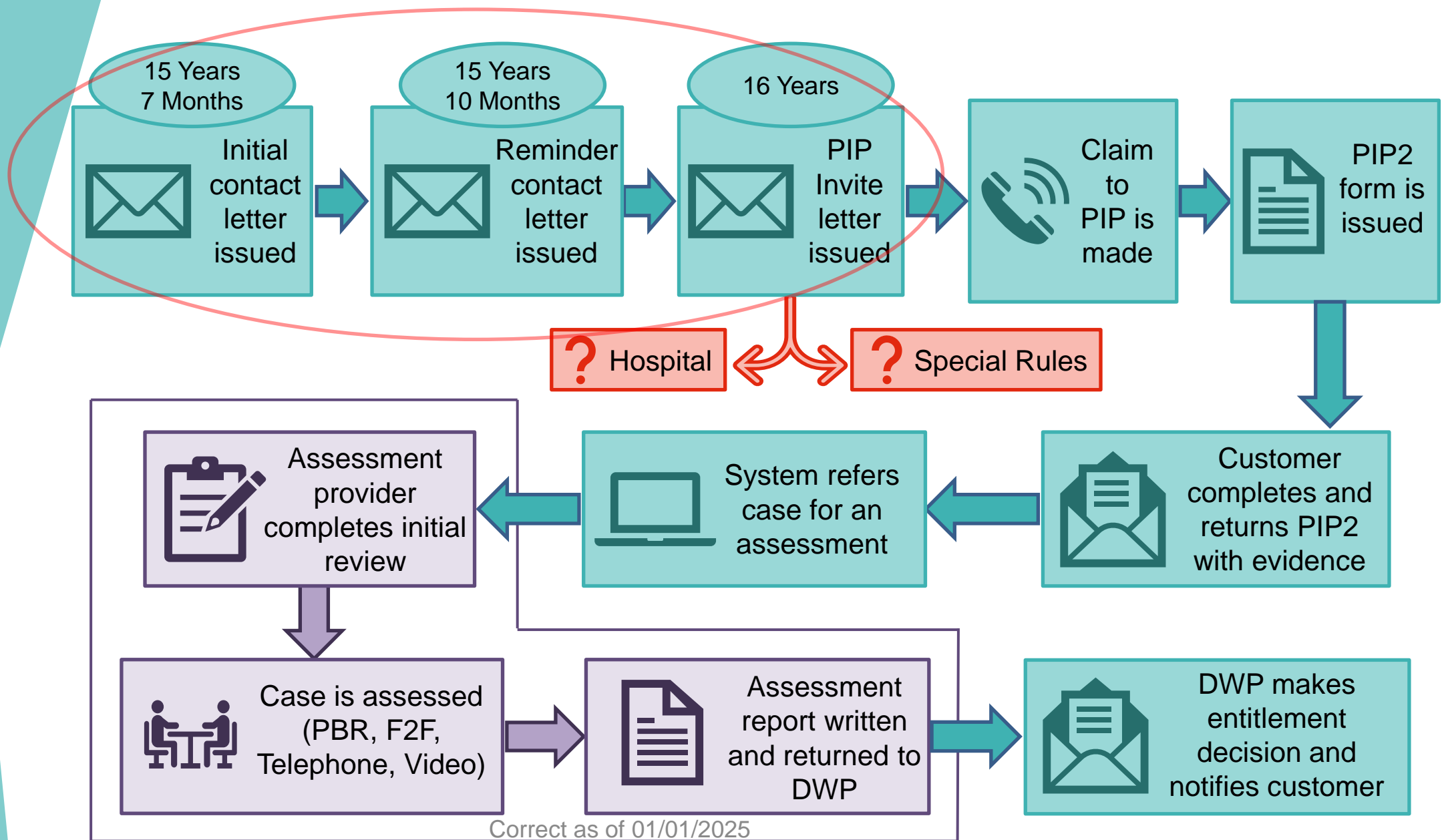
Care has three rates , Lower, Middle and Higher

Mobility has two rates Lower or Higher

The rate the child gets depends on the level of looking after they need

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

Child DLA to PIP Customer Journey





When your child turns 16

We will write to parents or guardians of young people, who are currently in receipt of DLAc as they approach age 16.

At age 15 years and 7 months a letter will be sent to the parent or guardian to explain that:

- PIP replaces DLAc as the correct benefit for anybody over 16 years old
- The young person will need to claim PIP at 16 years of age
- We will write to the young person about this to explain how to claim PIP, when they are 16
- If the young person makes a claim for PIP when they reach 16, we will make sure their DLAc continues to be paid until we make a decision about their PIP claim
- They need to let us know who to pay DLAc to once the young person turns 16 and PIP if awarded
- They should discuss the letter with the young person
- The letter will also ask whether the young person will need an appointee when they turn 16.



At age 15 years and 10 months

- A letter PIP1082 will be sent to the parent or guardian to explain that the young person will shortly be invited to claim PIP at 16.
- A reminder letter will be sent if the PIP1082 has not been responded to

At age 16

A letter – PIP0185 will be sent to the young person, or their appointee, to invite them to claim PIP. This occurs;

- Shortly after their 16th birthday
- Or when they leave hospital, if they were in hospital on their 16th birthday
- Or about 20 weeks before their DLAc award ends, if they were awarded DLAc under our special rules end of life criteria (life expectancy of 12 months or less)

The child's DLA payments will stop unless they apply for PIP by the date given in the letter.

Top Tips

- Download a copy of the PIP2 form and help booklet as soon as you get your first DLAc to PIP letter
- Start to look at each of the 12 PIP activities
- Start to gather medical evidence related to the 12 PIP activities
- Start to gather supportive evidence around the 12 PIP activities
- Start a 14-day carers diary and journal of the young person's needs in relation to the 12 PIP activities
- Make sure if it's appropriate for the parent / guardian to become the appointee
- Don't delay making an application when you receive the invite



Introduction To Personal Independence Payment (PIP)

is benefit which can help with some of the extra costs if you have long term ill health or a disability.

PIP is made up of two components:

Daily Living Component

You may get the daily living part of PIP if you need help with things like:

Preparing or eating food, washing and bathing, using the toilet, dressing and undressing, reading and communicating, managing your medicines or treatments, making decisions about money or engaging with other people.

Mobility Component

You may get the mobility part of PIP if you need help with things like:

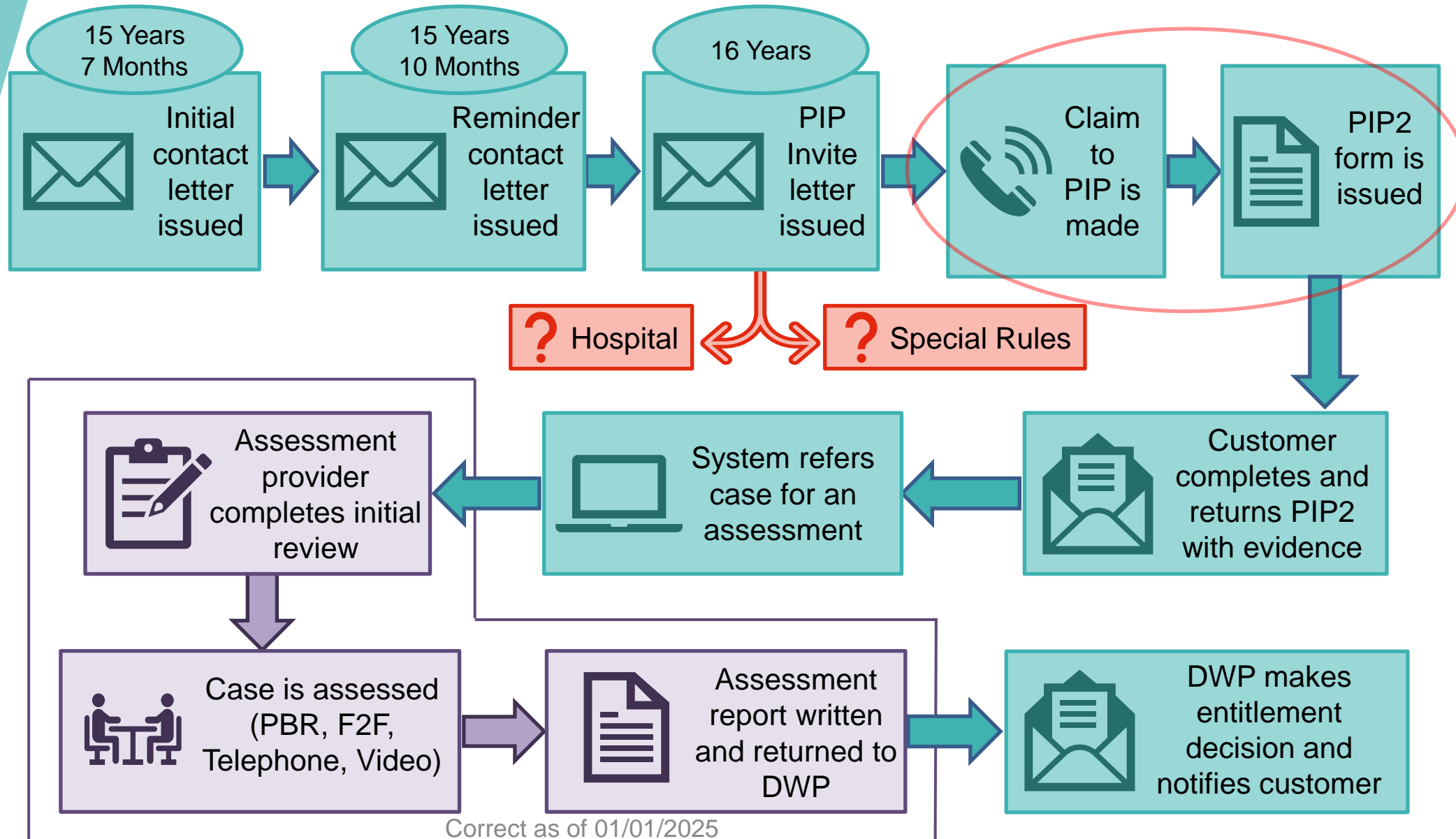
Planning and following a journey or moving around.

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

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Child DLA to PIP Customer Journey



How To Claim

Before making the claim make sure the customer has some key information

Claim by telephone or text phone:

Telephone: 0800 917 2222

Textphone: 0800 917 7777

Calling from abroad: +44 191 218 7766

Monday to Friday 8am to 5pm

Video Relay Service: for British Sign Language Users (BSL)

Relay UK: (If you cannot hear or speak on the phone)
18001 – 0800 917 222

We can provide alternative formats such as brail, large print and coloured paper

Claim by Post

Personal Independence Payment New Claims

Post Handling Site B

Wolverhampton

WV99 1AH

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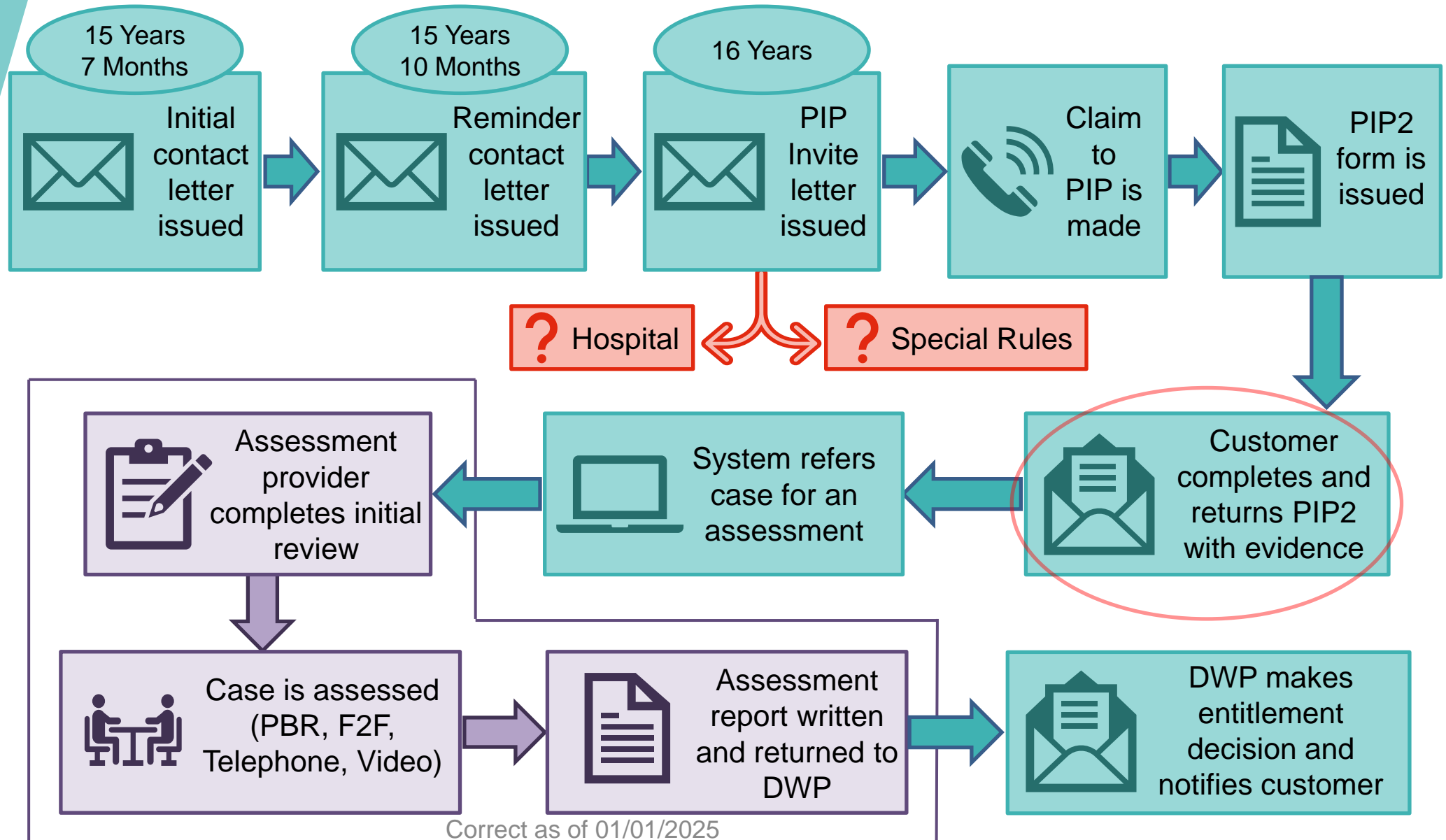


Supporting Our Customers

- 3 Way Calls
- District Provision Tool
- Translation Service
- Alternative formats
- PIP1 Questionnaires
- E-PIP2 / Clerical PIP2
- Extension to PIP Forms if required
- Additional Support Markers
- Appointees/ Organisational Representatives
- Visiting Officers – Referrals can be made for urgent advanced customer support concerns
- Internal Vulnerable Customer Champions
- Split and Staggered Payments
- Payment Exception Service (PES) Temporary Payments
- Job Centre Plus

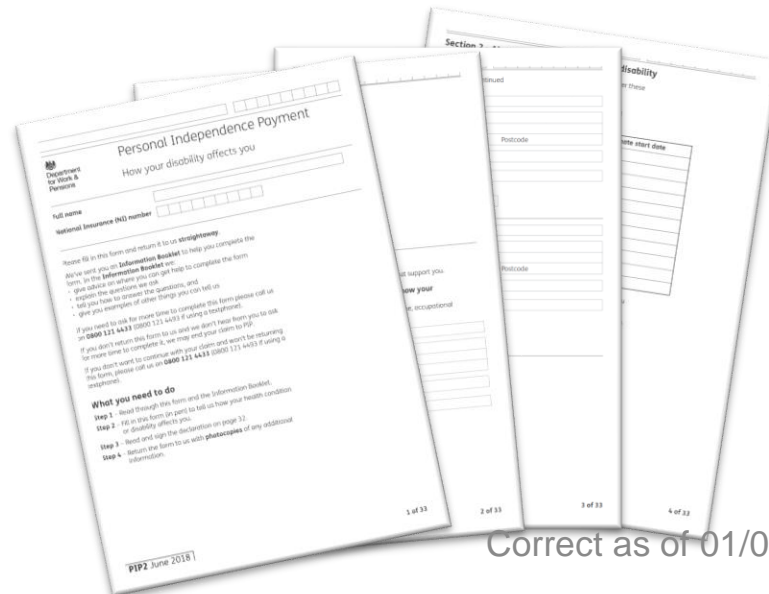


Child DLA to PIP Customer Journey



Completing the form

- Section 1: Information around health condition/disability
- Section 2: Listing health professionals
- Section 3: The daily living and mobility activities
 - Q15: Additional information
- Section 4: What happens next



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Further Evidence

It's important to provide medical evidence from a health care professional and supportive evidence from a social worker, carer, family member, a personal journal, or carers diary, that relate to their restrictions in the 12 PIP activities, showing and supporting they have difficulties completing the activities either **S**afely, **T**imely, to an **A**ceptable level or **R**epeatedly.



Useful evidence

- current repeat prescription list
- carer's diary or letter
- recent report or care/treatment plan:
 - GP or consultant
 - Community Psychiatric Nurse/ District Nurse
 - occupational therapist
 - physiotherapist
 - social worker
 - learning disability support team

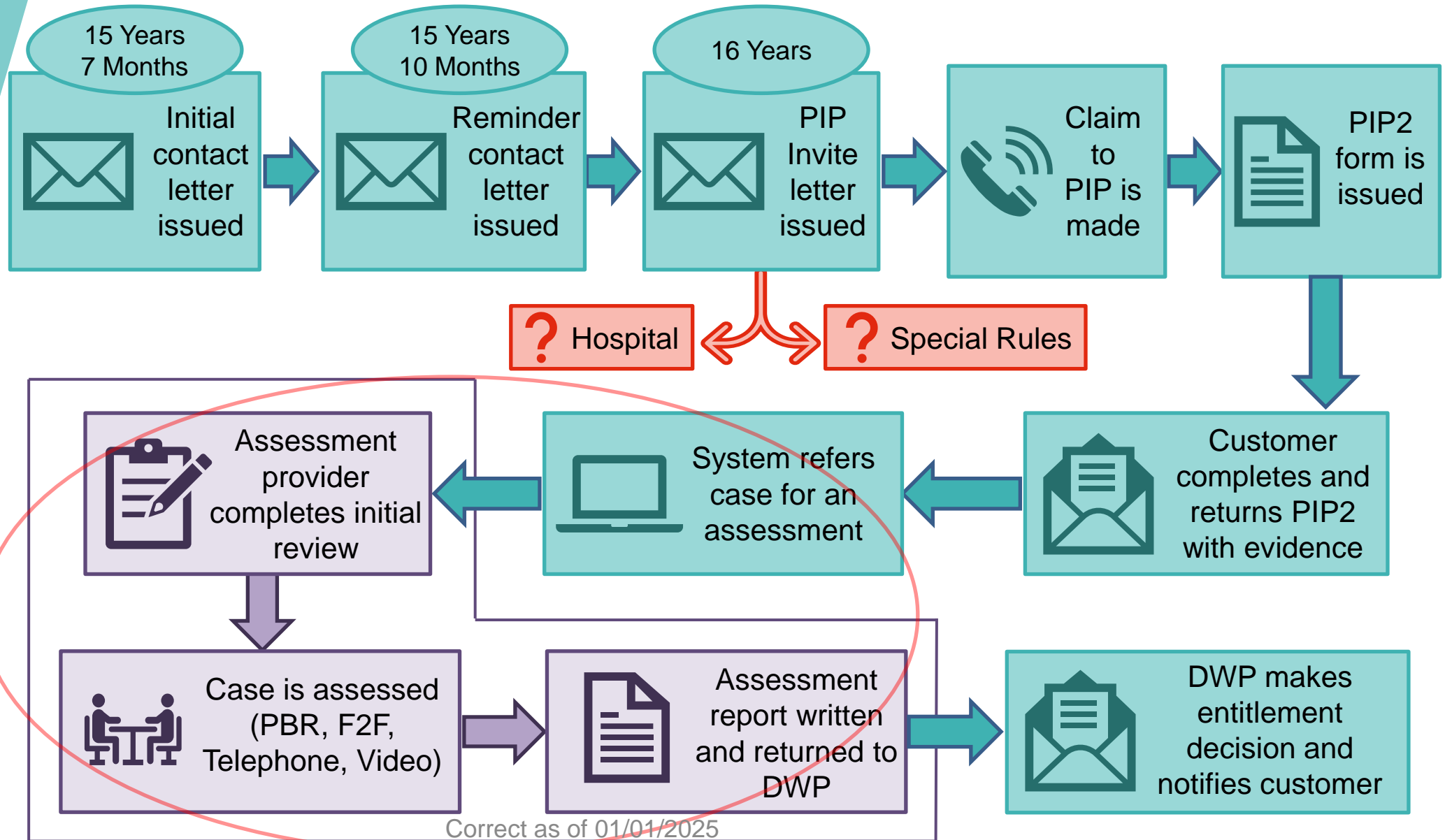


Not useful evidence

- appointment letters or cards
- letters arranging hospital admissions
- general information or condition fact sheets
- fact sheets about medication
- information about upcoming tests
- bus or train tickets to appointments attended
- information previously to DWP for PIP

Top Tip: Don't pay and don't delay

Child DLA to PIP Customer Journey



An Overview of the Activities

A health condition or impairment may be physical, sensory, mental, intellectual or cognitive or any combination of these.

Daily Living

- **Preparing Food**
- Taking Nutrition
- Managing medication/ Treatments
- Washing & Bathing
- Managing toileting needs
- Dressing & Undressing
- Communicating Verbally
- Reading
- **Engaging with Other People**
- Making Budgeting Decisions

Mobility

- **Planning and Following a journey**
- **Moving around**

S

Safely

T

Timely
Manner

A

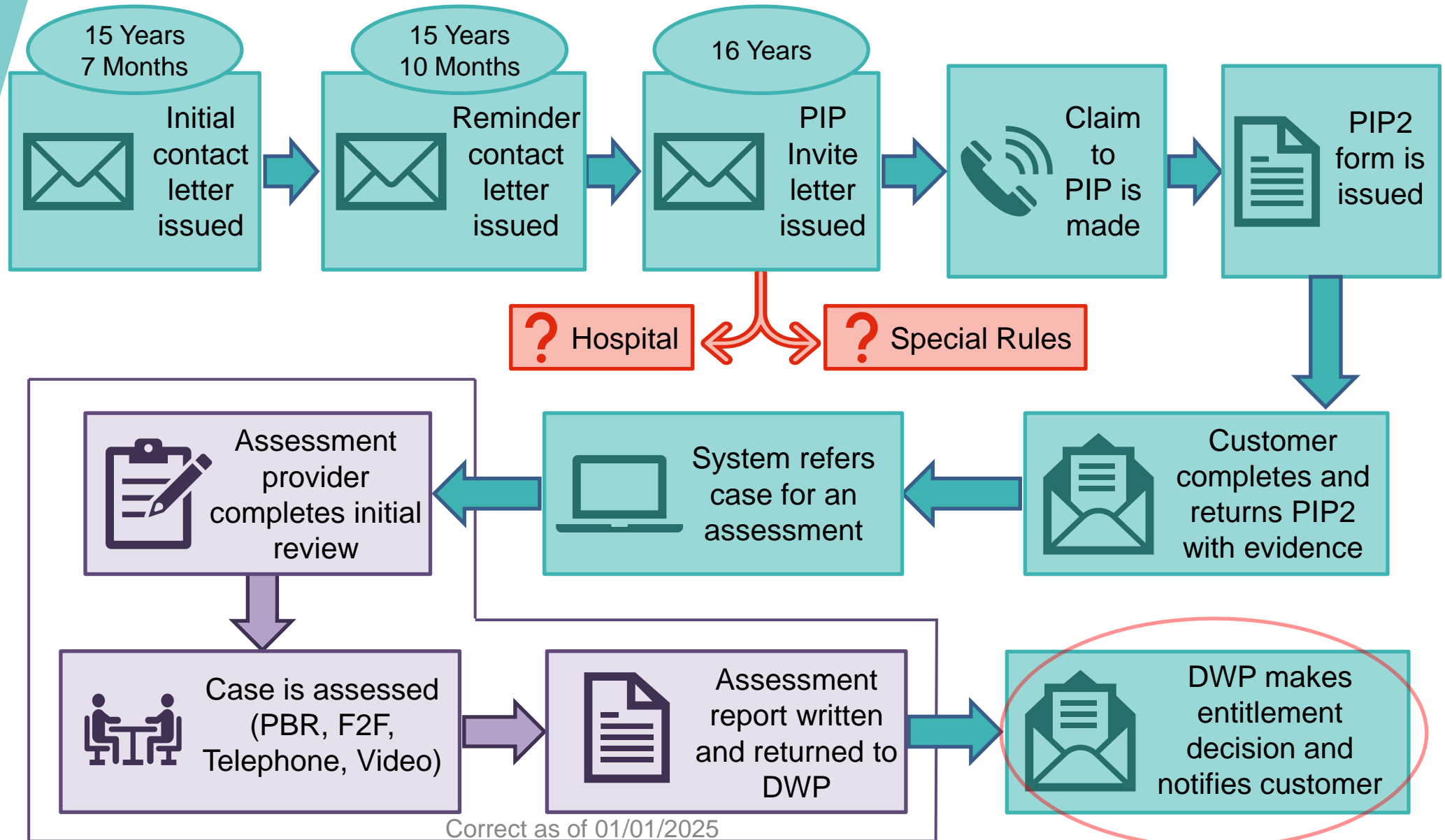
Acceptable
Standard

R

Repeatedly

Reliability criteria

Child DLA to PIP Customer Journey



Decision Making Process

Upon receipt of the Assessment Provider's report, a Case Manager will carefully consider all the available evidence and facts, particularly how the evidence and facts relate to the activities.

In making the 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.

A Case Manager will issue a decision letter explaining the decision. The letter also includes the points the claimant has scored, if favourable, the amount of PIP benefit awarded and how long it is awarded for.

Correct as of 01/01/2025



Daily living component (activities 1-10)		Mobility component (activities 11-12)	
Standard rate = 8 points Enhanced rate = 12 points		Standard rate = 8 points Enhanced rate = 12 points	
Activity	Possible points	Activity	Possible points
1. Preparing food	0-8	11. Planning and following journeys	0-12
2. Taking nutrition	0-10	12. Moving around	0-12
3. Managing therapy or monitoring a health condition	0-8		
4. Washing and bathing	0-8		
5. Managing toilet needs or incontinence	0-8		
6. Dressing and undressing	0-8		
7. Communicating verbally	0-12		
8. Reading and understanding signs, symbols and words	0-8		
9. Engaging with other people face-to-face	0-8		
10. Making budgeting decisions	0-6		

1. Preparing food		
Descriptor		Points
a	Can prepare and cook a simple meal unaided	0
b	Needs to use an aid or appliance to be able to either prepare or cook a simple meal.	2
c	Cannot cook a simple meal using a conventional cooker but is able to do so using a microwave.	2
d	Needs prompting to be able to either prepare or cook a simple meal.	2
e	Needs supervision or assistance to either prepare or cook a simple meal.	4
f	Cannot prepare and cook food.	8

Correct as of 01/01/2025



Top Tips

- Ask for support such as a 3 way call if needed
- When calling PIP, request DLAc evidence is used
- Get specialist advice from a welfare benefits adviser or someone else who is familiar with completing the form. The help booklet signposts to organisations.
- 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.
- Don't play down the young person's condition and Include evidence with the form both medical and supportive
- Include all information about the location of the young person 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 the young person's needs.
- Make sure the customer signs the form , if they have an appointee, it must be signed by them not the customer
- Ask yourself – have you included enough detail to demonstrate to someone who hasn't met this young person that they have additional needs regarding the 12 PIP activities
- If you need more time to send in the form, ask for an extension.



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Questions

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Break

During the last 12 months, some of the attendees at our sessions have included:



Turning a past into a future





Department
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Disability Services

Access to Work

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Disability Services®

Introduction to Access to Work

Access to Work – Making Work Possible

What is Access to Work (ATW)?

- Access to Work is a grant that supports people with a health condition or disability
- It provides individual practical support and advice to help to overcome barriers at work
- It helps people with all types of disabilities, including Mental Health conditions
- Access to Work grants may help with additional costs beyond “Reasonable Adjustments”
- Employers may be asked to contribute towards the cost of one off support



What could Access to Work pay for?

- Special equipment or adaptations
- A support worker or job coach to help in the workplace
- Disability awareness training for colleagues
- Communication support at a job interview or in the workplace
- The cost of moving equipment following a change in location/job
- Travel to work support for those who cannot use public transport or drive which may include taxis
- An Access to Work Mental Health Support Service for people who are absent from work or experiencing difficulties with their wellbeing

Access to Work



Eligibility

Who can get help?

To be eligible for Access to Work, people can apply who:

- Have a disability or health condition that affects their ability to work
- Have to pay work-related costs e.g. specialist equipment/travel costs
- Are aged 16 or over
- Are in or about to start paid work in England, Scotland or Wales

Work

One of the following must apply:

- Have a paid job
- Be self-employed
- Have a job interview
- About to start a job or work trial
- Starting work experience



How to apply

Apply for Access to Work online or by phone

[Check if you are eligible – Access to Work – GOV.UK](#)

Access to Work helpline

Telephone: 0800 121 7479

Textphone: 0800 121 7579

[Relay UK](#) (for customers who cannot hear or speak on the phone):

18001 then 0800 121 7479

Monday to Friday, 9am to 5pm

British Sign Language (BSL) video relay service

To use this, first [check you can use the service](#)
[go to the video relay service](#)



What to expect

During the application, the Customer will need to provide:

- Their workplace address and postcode
- The name of a workplace contact who can authorise Access to Work payments
- Their workplace contacts email address or telephone number
- Their unique tax reference number (if self-employed)
- There may be an element of cost share depending on the size of the company

The Customer will also need to explain:

- How their condition affects them at work/getting to work
- What help they are already receiving
- What else could help them



After the application is made

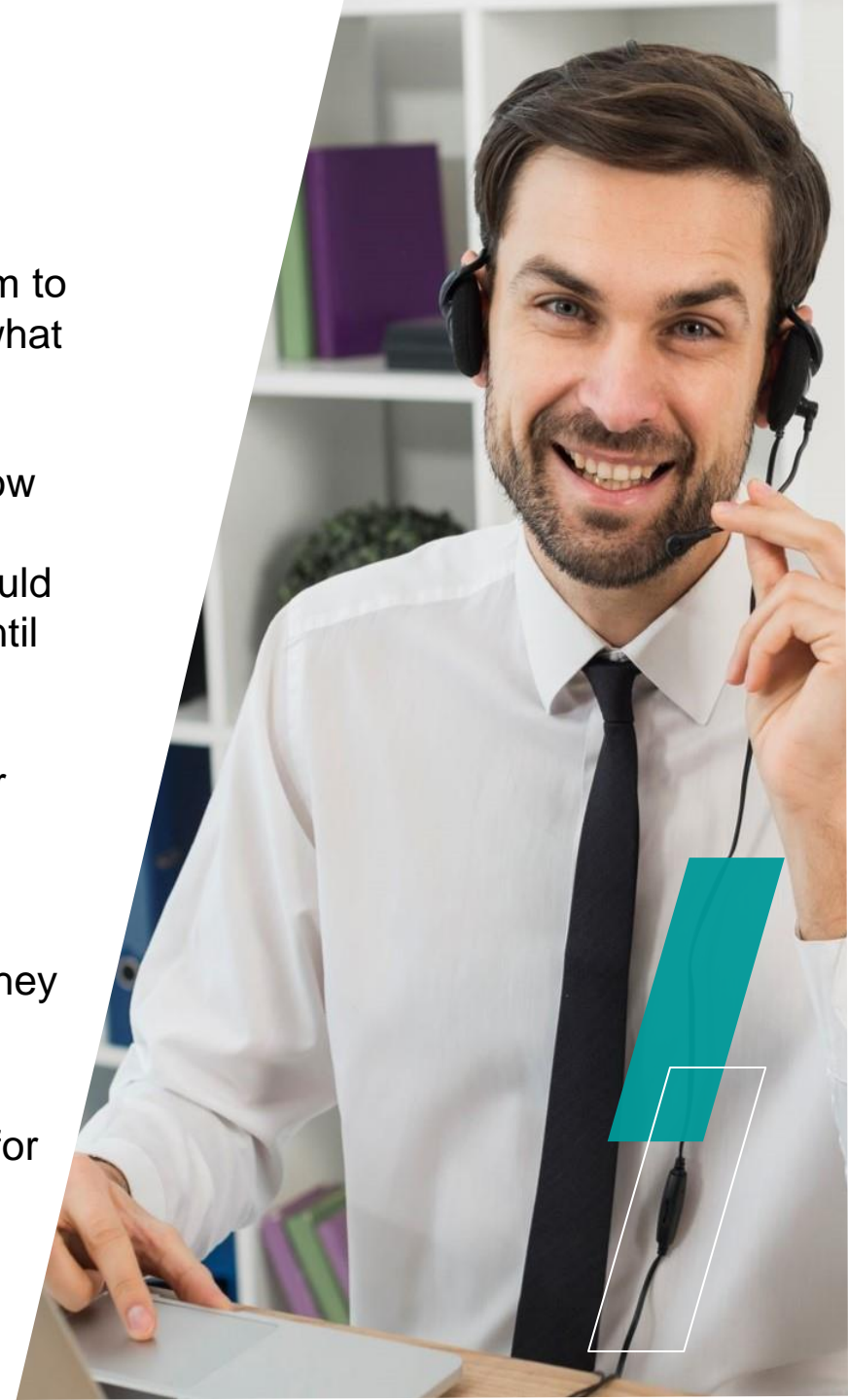
Once the customer's applied, a case manager will contact them to discuss what reasonable adjustments they already have and what further support they may need to help them in their role.

A case manager may also contact their employer to discuss how Access to Work can help support them, and what reasonable adjustments have already been put in place/ considered/ or could be put in place however, they will not contact their employer until they've agreed this with the customer.

A specialist assessor may contact the customer to assess their needs and discuss appropriate support before providing a detailed report.

A customer may get an offer of support. If an award is made, they will be told how much they will get and for how long for.

Grants are awarded depending on the needs of the individual for a maximum of three years and are reviewed annually.



Supported Internships

Access to work provides funding for the in-work support needs of a young disabled person participating in Supported Internship programme.

The programme can support young disabled people aged 16-24, who start a work placement with an employer as part of the Department for Education Supported Internship or Traineeship programme, or the equivalent study programme in Scotland and Wales

The maximum period of Access to Work support depends on the type of eligible study programme

Access to Work can fund job coaches, specialist equipment for days that a young person is at the employer's premises, as well as the extra fares to work if the person is unable to use public transport due to a disability or health condition.



Supported Internships

Who can get help?

To be eligible to apply for Access to Work funding the customer must:

- be aged between 16 and 24, (or 25, if the internship is completed before the end of the academic year during which the customer turned 25)

Have:

- An Education, Health and Care Plan in England
- A Personalised Learning Support Plan in Scotland
- A Statement of Special Educational Need in Wales or a Pathway 4 form
- Be undertaking, or about to start, a Department Of Education Supported Internship (England).
- And spend the majority of the Supported Internship programme in the workplace.



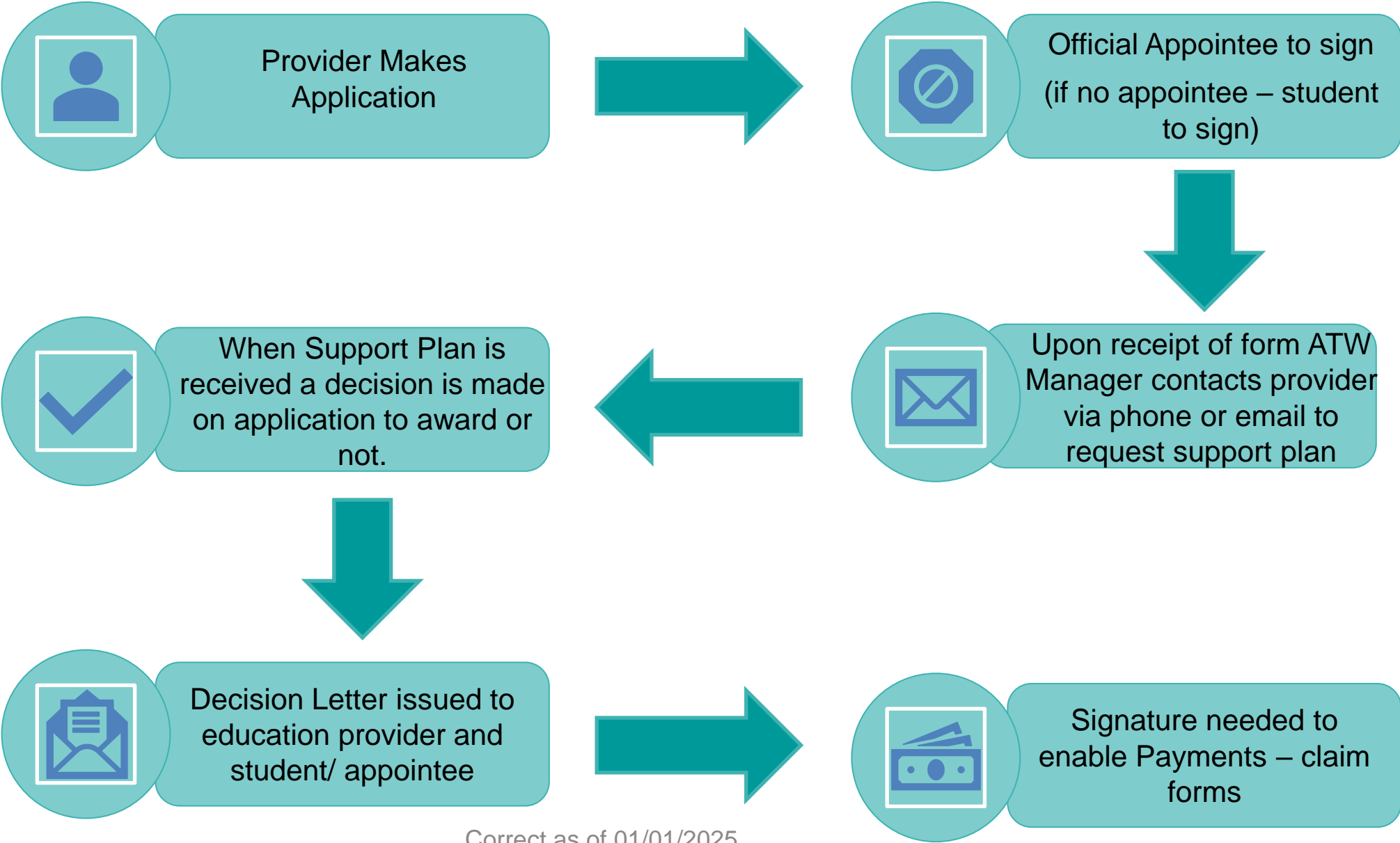
Supported Internships Application Process

- This is a paper application form.
- The form should be provided by Department for education
- Once the application is completed it is important that the application form is signed by the person or appointee
- Once the form is received at Access to Work the case manager will contact the provider via phone or email to request the young person's support plan.
- Once the support plan has been received the Access to Work case manager will make a decision on whether an award of access to work support can be made or not.
- Once the decision is made, a decision letter will then be issued to the education provider and also the young person or Appointee if applicable.
- In order to claim the costs of the support, a completed signed claim form must be submitted to Access to Work. These will be included alongside the decision letter.

If a young person's support needs change and they are given a new support plan, they should send a copy of it to Access to Work so we can assess that they still require the same support. Likewise, if they start a new placement they should notify access to work, which can be done via the helpline.



Supported Internships Application Process



Correct as of 01/01/2025

Health Adjustment Passport (HAP)

The Health Adjustment Passport is a document that can help a customer to identify support or reasonable adjustments that they may require in the workplace due to a health condition or disability. It covers several aspects of support including travel to work, accessing work premises, the need for specialist equipment or IT and various types of support worker. The HAP provides information on how to apply for an Access to Work grant, if a customer identifies they may need support in the workplace. We have been rolling it out across all Job Centres since April 2022 and it was published on gov.uk in July 2022.

How can it help?

The HAP can support an employee/ potential employee to have an informed conversation with their employer about the support they may require in the workplace. It can also encourage employers to think about the job roles they advertise, and if they can be adapted to meet the needs of a potential employee.

Where can I find it?

[Health Adjustment Passport - gov.uk](https://www.gov.uk/health-adjustment-passport)

Correct as of 01/01/2025

The image shows a preview of the 'Your Health Adjustment Passport' form. The form is titled 'Your Health Adjustment Passport' and is issued by the Department for Work & Pensions. It includes the following sections and questions:

- We have many ways we can communicate with you**: Information on how to contact the DWP, including phone numbers (0800 169 0310) and text options.
- Treating people fairly**: A commitment to the Equality Act 2010 and a statement that the passport is for use by people with a disability or health condition.
- About you**: A section for personal details, including:
 - Q1 Your surname or family name
 - Q2 All other names in full
 - Q3 How many hours do you feel you could work?
 - Q4 What location do you want to work in?
 - Q5 What type of work would you like to do?
- Does your condition vary depending on the day, time of day or the environment or situation you are in?**: A question with 'Yes' and 'No' options, and a 'Go to question 8' link.
- How often does this happen and what extra help would you need when things are most difficult?**: A question with a 'Yes' option and a 'Go to question 11' link.
- Would you need any support to access work premises?**: A question with 'Yes' and 'No' options, and a 'Go to question 11' link.
- Do you need support communicating and interacting with other people?**: A question with 'Yes' and 'No' options, and a 'Go to question 12' link.

Top Tips

- Complete a Health Adjustment Passport
- Research Reasonable Adjustments
- Speak to your employer about what part of your role is causing barriers
- Apply early – before starting a new role will mean no waiting
- Put all methods of communication on application (email, telephone number etc.)

If you know what you need:

- If you know what you need, tell us what this is on the application
- If your application is relating to specialist computer software speak to your IT department
- Complete a support worker record of tasks
- For taxis, ask firms if they are willing to set up an account
- Start gathering quotes from different suppliers



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Questions

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Case Studies

Correct as of 01/01/2025

Case study of support provided through reasonable adjustments



Access to Work
Making work possible

- Kim completed a Health Adjustment Passport (HAP) as she is autistic and was attending an interview with a potential employer.
- The employer was disability confident level 2 and made reasonable adjustments for her interview by allowing pre questions and letting her mum attend the interview with her.
- Kim was offered a data inputting role, and the HAP was used to see what other support was needed.
- The employer made sure Kim was happy with her seating arrangements, the lighting and noise levels in the office. Kim was able to work from home if she felt overwhelmed and had a workplace buddy who was also neurodivergent. Kim was given noise cancelling headphones and fidget gadgets on her desk.
- The employer completed a communication preferences document with Kim which showed that she preferred written instructions, email feedback and clear rules for her to be able to perform well. Kim found smart clothing uncomfortable and so was encouraged to wear whatever she felt comfortable in.
- Kim did not need to apply to ATW as she did not feel like her work environment was disabling for her.

Correct as of 01/01/2025





Access to Work
Making work possible

Case study of support provided by ATW

- James made an application as he is starting a new job in 3 weeks. James is Deaf and BSL is his first language. James was previously in full time education, and this is his first job.
- The adviser that was allocated the case emailed James to gather further information, James advised he required a BSL interpreter.
- The adviser sent James a Support Worker Record of Tasks document to complete. This document allows a standard working week to be broken down showing the tasks he can undertake independently, and those he feels support are required with.
- James was also advised to source 3 quotes for interpreters
- James initially requested 15 hours support per week, following discussions with his employer this was reduced to 12 hours due to additional support from the employer. The hourly rate agreed was £45 per hour and the support was input for 3 years which meant an award for support for James of over £28,000.

Correct as of 01/01/2025





Access to Work
Making work possible

Case study of support declined by ATW

- Alliah applied to ATW as she had started her own business as a graphic designer where she will be working from home.
- Her case was allocated to a case manager who requested a business plan and 3 year expected forecast. Her business was expected to turnover £10,000 per year which showed she was eligible for ATW.
- Alliah had a slipped disc in her spine meaning sitting in a standard chair was causing her discomfort.
- Alliah requested a sit stand desk, an ergonomic chair, a laptop, filing draws, mobile phone and printer.
- After asking questions, the case manager deemed the sit stand desk and chair were disability related and agreed to fund. All other items were declined for funding, as these items were standard business equipment and not disability related.





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Useful Links

Correct as of 01/01/2025

Useful DLA Child Links

- [Disability Living Allowance \(DLA\) for children - gov.uk](https://www.gov.uk/disability-living-allowance-for-children)
- [Disability Living Allowance \(DLA\) for children – YouTube](https://www.youtube.com/watch?v=...)
- [Benefits and pensions for UK nationals in the EU, EEA or Switzerland - GOV.UK \(www.gov.uk\)](https://www.gov.uk/benefits-pensions-uk-nationals-eu-eea-switzerland)
- [Challenge a benefit decision \(mandatory reconsideration\): How to ask for mandatory reconsideration - gov.uk](https://www.gov.uk/how-to-ask-for-mandatory-reconsideration)
- [Help if you have a disabled child - gov.uk](https://www.gov.uk/help-if-you-have-a-disabled-child)
- [Help if you have a disabled child: Motability scheme - gov.uk](https://www.gov.uk/help-if-you-have-a-disabled-child-motability-scheme)
- [Medical guidance for DLA decision makers \(child cases\): staff guide \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/guidance/medical-guidance-for-dla-decision-makers-child-cases)



Useful PIP Links

Link to GOV.UK PIP Information

- [Personal Independence Payment \(GOV.UK\)](#)

Link to 4 DWP PIP Information Videos

- [Understanding PIP - YouTube](#)

BSL Version:

- [An Overview of Personal Independence Payment - BSL – YouTube](#)

Link to the PIP Assessment Guide (PIPAG) - Guidance for HPs

- [Personal Independence Payment Assessment Guide \(GOV.UK\)](#)

Link to publicly available statistics on DWP benefits

- [Stat-Xplore - Log in \(dwp.gov.uk\)](#)

District Provision Tool

- [District Provision Tool \(GOV.UK\)](#)



Useful Access to Work Links

- What are Reasonable Adjustments? - [reasonable adjustments](#)
- Access to Work - [Access to Work: get support if you have a disability or health condition - GOV.UK](#)
- Easy Read - [Easy read: Access to Work – get support if you have a disability or health condition - GOV.UK](#)
- Communication support for job interviews - [communication support at a job interview - GOV.UK](#).
- To speak to a DEA - [jobcentre contact](#)
- Supported Internships - [Supported internships - GOV.UK](#)

