



Briefing paper –	12
Disability Living Allowance – DLA - claims	
Summary	<p>There is an article in Nov/Dec issue (160) of openmind – the mental health magazine published by Mind – which address issues relating to DLA that members may find it useful to be aware of.</p> <p>The following is a summary of the full article:</p> <p>Filtering DLA claims: DLA can make a significant difference to a person’s finances. It is however a long and difficult form to negotiate.</p> <ul style="list-style-type: none"> ▪ Early in 2009 the Department for Works and Pensions (DWP) introduced a filtering checklist to reduce the claims being processed. ▪ The checklist includes subjective questions about claimants support and abilities – something which anyone with mental health issues needs an opportunity to expand upon and explain ▪ Explaining over the phone is not ideal for anyone with a disability ▪ The filtering is often implemented before a claimant gets a claim form. This means that it is not open to appeal if a claimant just accepts someone telling them over the phone that they would be unlikely to get an award. ▪ A claimant being told they are unlikely to get DLA is not a decision; it is an opinion. The claimant is not obliged to accept it. <p>Actions</p> <ul style="list-style-type: none"> ▪ Claimants should not be put off from receiving and completing a valid claim form ▪ If a claimant is refused over the phone they should not be put off but – note down the date and time and complain, requesting a form to be backdated to the date of the first request. ▪ A claimant is under no obligation to explain their needs over the phone when requesting an application form.

Sources of information	<p>The Disability Living Allowance checklist can be viewed at :</p> <p>http://www.direct.gov.uk/prod_consum_dg/groups/dg_digitalassets/@dg/@en/@disabled/documents/digitalasset/dg_181620.pdf</p> <p>As you will see some of the questions are subjective in nature. Experience shows that people tend to underestimate their needs – we all want to think of ourselves as independent and capable – it would be easy for someone to go through the checklist and believe that they should not make a claim when this is not necessarily the case.</p>
Circulation	<ul style="list-style-type: none"> ▪ Managers and Trustees ▪ Support staff ▪ People who use your services ▪ Carers
Author	<p>Our thanks to Mind for giving us permission to publish this article:</p> <p>Filtering Disability Living Allowance claims – Sharon McCarthy</p>