

DISABILITY RIGHTS BULLETIN

KEEPING OUR MEMBERS UP TO DATE

AUGUST 2023

Exclusive to members, our Disability Rights Bulletin covers issues relating to independent living, learning and career opportunities, welfare rights, disability equality and more.

We also keep members up to date on our activities aimed at mobilising Disabled people's leadership and control.

DISABILITY RIGHTS UK

We are the leading charity of its kind in the UK. We are run by and for people with lived experience of disability or health conditions.

Our key decisions are made through our members who elect the Board of Trustees: and by our Senior Management Team.

We work with our members to influence national policy on independent living, benefits, education, employment, transport, human rights and other issues – shaping policy through direct experience and expertise.

We also work with our local individual and organisation members to empower and to influence local policy and services.

To contact Disability Rights UK (DR UK) see www.disabilityrightsuk.org/contact-us



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DISABILITY RIGHTS UK – WHAT WE STAND FOR

Our vision

To create a society where Disabled people have equal power, rights and equality of opportunity.

Our mission

We campaign for the rights of all Disabled people to be included in every aspect of life. We bring the lived experiences of Disabled people to everything we do. We challenge policy makers, institutions and individuals to remove the barriers that exist for us.

Our priorities

- Building a movement to strengthen our collective voice
- Independent living – choice control and equality in everyday life
- Inclusive economic opportunities – a fairer benefits system and opportunities to work and flourish
- Influencing public attitudes and behaviours

Disabled people leading change

News

Half a million Disabled people set to lose out when DWP scraps ‘work capability assessment test

More than half a million Disabled people are set to lose out financially through reforms to the disability benefit assessment system, new Government figures suggest.

The Department for Work and Pensions (DWP) has released statistics that suggest that 516,000 claimants across England and Wales would have seen their benefits gradually eroded if its proposals to scrap the work capability assessment had been introduced last November.



The plans, that were outlined in the March 2023 [Health and Disability White Paper](#), will not be introduced until after the next general election.

They will see eligibility for the extra payment for those currently assessed as having limited capability for work and work-related activity (LCWRA) awarded instead to anyone who receives both universal credit and personal independence payment (PIP).

This would mean eligibility for the new “health element” of universal credit being decided through the PIP assessment. Those found not eligible for PIP would not receive the health element.

The DWP says that those who see their benefits cut will receive “transitional protection”, but this is likely to be eaten away by inflation, and will not apply to new claimants, who will lose out on nearly £400 a month at current benefit rates.

The new figures show that, as of November 2022, there were 516,000 people who were receiving about £390 extra a month because of their LCWRA – either through universal credit or income-related employment and support allowance (ESA) – but were not receiving PIP.

Ken Butler Welfare Rights and Policy Adviser for [DR UK](#) said: “A scrapping of the work capability assessment that leads to Disabled people losing nearly £5,000 per year is totally unacceptable. Nearly half of poverty in the UK is already directly associated with disability.

While the DWP maintain that existing claimants will receive transitional protection, this is by its nature temporary and will inevitably reduce. If the reforms are introduced, new claimants will feel their effects immediately.”

He added: “Using PIP as a passport to the health component of UC is extremely problematic. All the issues relating to the lack of accuracy of WCA assessments apply equally to PIP.

Many Disabled people have shorter-term debilitating health conditions and may not be eligible to receive PIP. Others will have claimed PIP but been wrongly refused it.

In addition, the PIP assessment isn’t intended to assess a disabled claimant’s capability to work, it’s meant to capture the extra costs Disabled people face in life (although it doesn’t do this very well).”

Ken also pointed to the “major concern” that scrapping the WCA would mean no disabled person would be exempt from work-related conditionality on the grounds of disability: “It would be left to individual jobcentre work coaches to decide what should be required of the claimant and the extent to which sanctions would be imposed.”

.....
“It’s a move from a system based on rights, to one based on discretion.”

For more information see [Half a million set to lose out when DWP scraps ‘fit for work’ test, figures show](#) available from [disabilitynewsservice.com](#)

Millions of Pounds Held Up Every Month Due to Delays in PIP Reviews

Disabled people are missing out on an estimated £24 million every month because of delays to Personal Independent Payment (PIP) reviews.

New research from Citizens Advice has found more than 430,000 people are currently waiting for a PIP review – with some waiting over two years – leaving them to cover extra costs.

The record number of people experiencing delays comes at a time when Disabled people are some of the worst affected by the cost-of-living crisis.

They are twice as likely to say they can rarely or never cover their essentials each month.

Additionally, just under two thirds (61%) of the people Citizens Advice helped with food bank referrals in the past six months were disabled or had a long-term health condition.

Citizens Advice's latest report found that, in the last six months, the number of people seeking support from the charity with issues related to PIP reviews increased by 19% compared to the same period last year.

This is far higher than the overall increase in PIP applications.

The delivery of PIP is constrained by the number of health assessments that can be carried out. Between January and April 2023, 210,000 people made a new claim for PIP, but the Department for Work and Pensions (DWP) has failed to recruit and train up enough staff to keep up with demand.

Disabled people are twice as likely as non-disabled people to say they can rarely or never cover their essentials each month.

Citizens Advice is warning that people are often left months, sometimes years, waiting for a PIP review. An uncertain situation which can cause significant stress and anxiety on top of significant financial implications.

Delays can also disrupt their access to other related benefits like the warm home discount.

While the DWP has taken steps to halve wait times for new PIP applications from six to three months, hundreds of thousands are still being left to wait far too long for a review of their payments.

Citizens Advice is calling on the Government to:

- Build on existing efforts to make greater use of paper-based decisions and so bypass the need for time-consuming health assessments;
- Make sure all increased PIP payments are backdated, and take steps to prevent disruptions to other benefits linked to PIP entitlement.



Matthew Upton, Acting Executive Director of Policy & Advocacy at Citizens Advice, said: *“PIP can act as a lifeline for so many people with extra living costs linked to their health condition. But right now, hundreds of thousands are being left in limbo while they wait for a health assessment with little clarity as to when their claim will be reviewed.”*

Hundreds of thousands are in limbo while they wait for a health assessment or a review of their payments.

He added:

“At a time when rising prices are putting immense pressure on Disabled people’s budgets, we need a system that efficiently and effectively helps people with extra living costs – not one that causes more harm.”

For more information see:

- [Millions of pounds held up every month due to delays in PIP reviews](#) and
- [Playing Catch-Up: The impact of delayed health assessments for Personal Independence Payment](#) from citizensadvice.org.uk.



Safeguarding vulnerable claimants: Work and Pensions Committee launches new inquiry

The Work and Pensions Committee of MPs is to examine how the DWP supports vulnerable benefit claimants and whether its approach to safeguarding needs to change.

The Committee will investigate if the DWP has a duty to safeguard “vulnerable people”, and if it does not, whether it should.

It is set to take evidence from coroners who have heard inquests into the deaths of claimants, lawyers who have taken legal cases against DWP, and the families of claimants who have died.

The Committee’s inquiry has been launched after the number of Internal Process Reviews (IPRs) carried out by DWP to investigate allegations of inadequate case handling that may have resulted in serious harm more than doubled in the three years from July 2019.

The DWP is supposed to conduct an IPR whenever its actions may have played a part in someone dying (such as by suicide) or experiencing “serious harm”.

However, concerns have long been raised by relatives who have called for action after the deaths of their family members.

Some of them have spent years campaigning for justice.

Among them are the families of [Philippa Day](#), [Jodey Whiting](#), [David Clapson](#), [James Oliver](#), [Errol Graham](#) and [Mark Wood](#).



Stephen Timms MP, Chair of the Work and Pensions Committee said: *“Our inquiry will examine what DWP is doing to ensure benefits are accessible and claimants are protected from harm. It will also look at whether the Department should have a statutory duty when it comes to safeguarding and how it learns lessons to ensure mistakes that affect some of the most vulnerable people in society are not repeated.”*



Committee member Debbie Abrahams MP added: *“After years of pushing the government for an independent inquiry into the deaths of social security claimants, the Work and Pensions Select Committee have agreed to an inquiry investigating safeguarding arrangements at the DWP.*

The Committee will be inviting coroners and lawyers who have been involved in the inquests and court cases concerning the deaths of people who died while they were in receipt of benefits or shortly afterwards.

But we will also be inviting families of loved ones who have died to provide us with evidence in writing and in person. So I would urge everyone who has a story which may not have been heard to get in touch.”

Call for submissions

The Committee is looking to hear from people with lived experiences of these issues and will also hold an event with claimants with additional needs and their families to discuss the issues raised in the inquiry.

It is accepting submissions to its inquiry by Friday 13 October.

For full details of the inquiry see the [Committee’s Call for Evidence](#) available from parliament.uk.

For more information see [MPs launch inquiry into DWP safeguarding, after decade of deaths](#) available from disabilitynewsservice.com.

See also our website’s related news stories:

- [Claimant deaths still linked to systemic flaws in benefits system, DWP document shows](#)
- [DWP: Deaths, cover-up, and a toxic 30-year legacy](#)

Research Exposes How the DWP ‘Weaponised’ Time to Avoid Accountability for Deaths

New research has exposed how the Department for Work and Pensions (DWP) has “weaponised” time as a strategy to avoid being held accountable for deaths related to the benefits system.

It shows how the Department’s use of delaying tactics has helped deny justice to the relatives of those who have lost their lives.

The research highlights a decade-long battle by Disability News Service (DNS) and others to uncover the records that the DWP keeps on the deaths of Disabled people claiming benefits.

It draws on the online [Deaths by Welfare timeline](#), co-produced by Disabled people and published in draft format last summer, to show how the Department has spent years attempting to “invisibilise” its role in the deaths of claimants.

The timeline tracks the slow, accumulated violence caused by the social security system over the last three decades by highlighting documents that are mostly publicly available.

The article, *Weaponising Time in the War on Welfare*, was researched and written by Dr China Mills – who leads the Deaths by Welfare project at Healing Justice Ldn, and is a senior lecturer in public health – and DNS editor John Pring.

It details the strategies that were used by the DWP “to distance their policies from being linked to people’s deaths”.

The article, published in the journal *Critical Social Policy*, focuses on the secret reviews carried out by the DWP into the deaths of claimants, now known as internal process reviews (IPRs).

It shows how, “despite being one of the main governmental tools to investigate deaths linked to the social security system”, the design of the reviews has made it almost impossible to hold the Department to account for deaths linked to its policies, procedures and failures.

But redacted versions of the reviews – revealing their recommendations – did eventually show how the actions of DWP Ministers, civil servants and private sector contractors have continued to be linked to the deaths of claimants, “making the disability benefits system deeply harmful and unsafe”.

.....
Design of the reviews made it almost impossible to hold the Department to account.

The article argues that the DWP has “weaponised” delays in releasing information from the reviews and other documents.

But it shows how the timeline provided a way to “piece together seemingly unconnected singular events, along with key evidence that only came to light years after it occurred”.

This has allowed patterns of harm caused by the DWP to be tracked across time.

The article says that the IPR findings and recommendations “come from within the system that kills people, and therefore may never be enough for full accountability or justice”.

It concludes that the evidence of countless deaths suggests that the social security system needs “dismantling” and creating afresh, with Disabled people and their lived experience “at the core” of that work.



Source and for more information see [Research exposes how DWP ‘weaponised’ time to avoid accountability for deaths](#) available from disabilitynewsservice.com.

The research article [Weaponising Time in the War on Welfare](#) is available from journals.sagepub.com.

Shaping our Future after 13 Years of Austerity: English DPOs National Conference

Friday 22 September 2023, 11am-4pm

The DDPO Forum & ROFA invite Disabled People’s Organisations to a day-long conference of debate, plotting and networking. The conference will be a fully accessible hybrid event held online and at the People’s History Museum in Manchester.

The conference will be:

- launching the DPO General Election manifesto
- exploring the policy asks we want to see from a new government in its first 100 days
- refreshing our campaign and influencing skills, tactics and planning, as we enter the crucial pre-General Election lead up
- exploring what is next for our vision of a national independent living service
- a chance to network, re-connect our organisations and movement, and get inspired by our proud history of organising, resilience and change

Exhibition: Nothing about us without us

In-person attendees get free access to the museum’s “Nothing About Us Without Us” landmark [exhibition](#), exploring the history of Disabled people’s activism and ongoing fight for rights and inclusion.

Tickets to the conference are free of charge. Sign up to reserve your ticket [here](#).



Our Stories: Disabled People’s Experiences of COVID

A report written in collaboration between DR UK and People’s Voice Media has been launched, spotlighting the experiences of Deaf and Disabled people who were left ignored, marginalised and at risk by the government during the pandemic.

The aim of this report is to bring our experiences to the COVID-19 inquiry, so the people’s voices can be humanised and heard.

Currently, an inquiry into the government’s handling of the COVID-19 Pandemic is ongoing. In collaboration with People’s Voice Media, we spoke with people to collect their stories, so that the lived experiences of Deaf and Disabled people could be input to the COVID Inquiry.

There’s a lot of learning that can be done if you open your eyes and ears up to people with lived experience



As Keymn Whervin, Co-Production Manager at National Voices said in the report’s foreword: *“It is vital for the COVID Inquiry to consider Deaf and Disabled experiences separately from the general population, due to the inequalities Deaf and Disabled people faced before the pandemic.*

We need to evidence how this has worsened for those people who are most in need of help and support.

Additionally, it is essential to understand why this is and, if a pandemic or national crisis should happen again, what has to happen across the UK.

From the start of the COVID pandemic, Deaf and Disabled people, together with their unpaid carers, received less support than others.

It is essential to have Deaf and Disabled people involved in reports such as this, because they are the experts in respect of their circumstances, and reports need to be relevant to communities, not just policy experts.

The Inquiry must ensure that people affected by COVID have their voices heard, particularly in respect of how we co-produce health and social care. We can’t get our loved ones back, but lessons need to be learnt at a strategic level and apologies need to be made.”



DR UK’s CEO, Kamran Mallick, added: *“This joint work between People’s Voice Media and Disability Rights UK captures the voices behind the figures.*

The individuals and families that were impacted on during the pandemic and continue to be now.

Their voices must be heard.

People have shared their pain, trauma and sense of injustice with us. This must be a turning point where governments listen and take action. I am grateful to all those who took part in the interviews, for being open and for sharing their experiences.”

This must be a turning point where governments listen and take action.

We hope this report will give people’s voices meaning to ensure the COVID Inquiry makes recommendations that will support and prioritise Disabled people, together with their carers.

The report [Lived Experience of Deaf and Disabled People During the COVID-19 Pandemic](https://www.peoplesvoicemedia.co.uk/lived-experience-of-deaf-and-disabled-people-during-the-covid-19-pandemic) is available from [peoplesvoicemedia.co.uk](https://www.peoplesvoicemedia.co.uk).



Impact of rail ticket office closures would be disastrous

Detailed evidence prepared by disabled campaigners shows the “disastrous” impact that proposals to close hundreds of ticket offices across England would have on disabled rail passengers.

In a 13,000-word letter, they describe how the details within proposals published by 16 train operating companies “completely contradict” pledges they have made around access to support for disabled passengers, staffing levels, ticket sales, and the treatment of rail staff.

The letter, drawn up by the disabled-led campaigning organisation [Transport for All \(TfA\)](#), says its analysis of the consultation documents shows the government’s claim that no currently staffed station will become unstaffed as a result of the closures is untrue.

This is because many stations will lose their own staff and will be served instead by “mobile teams” covering groups of stations.

Its letter, signed by more than 50 Disabled People’s Organisations (DPOs) and allies, including DR UK, was sent to the two passenger watchdogs that are running the consultation process, [Transport Focus](#) and [London TravelWatch](#).

The letter says the proposed closures across England “will make it impossible for Disabled people to access the support we need to travel by rail”.

Proposals from 16 train operating companies contradict pledges they have made to support disabled passengers.

TfA also says that plans to move ticket office staff into “multifunctional roles”, where they will be “roaming around the station”, will make them “harder to find for the people who need them most”, including people with mobility or energy-limiting impairments and visually-impaired people.

Transport for All
Access, Rights, Advice

DR UK has made its voice loud and clear from the start of the consultation process and will continue to press for a total rethink of this appalling cost cutting plan put forward by the DfT and Rail Delivery Group.



Our Rail Policy Adviser Stephen Brookes MBE said of the threatened office closures: “Disabled and older people, who experience the greatest digital exclusion, are going to be the hardest hit.

For people unable to buy tickets online, the ticket office is where they get journey information and the best deals. Station staff in public areas will not have access to the computers that enable detailed journey planning.

It is impossible for Disabled people particularly those with sensory and mobility disabilities to find staff all over a station when seeking help particularly at times of disruption.

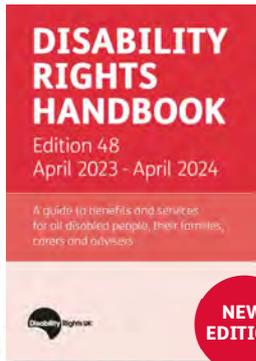
How will people who rely on assistance be able to use the station safely, and on time. Without clear and prompt assistance from people there to help us at stations Disabled people will be disadvantaged and even deterred from travelling by rail.”

At the end of the consultation period on 1 September, Transport Focus and London TravelWatch will have 35 days to examine the consultation responses before deciding whether to object to any of the proposals.

If a train company decides to ignore those objections, the dispute will be referred to Transport Secretary Mark Harper.

The TfA letter is available [here](#).

For more information see [Analysis of ticket office documents shows impact of closures would be ‘disastrous’](#) available from [disabilitynewsservice.com](#).



NEW EDITION

Published April 2023
£43 including P&P
£20 if you're on benefits



Disability Rights Handbook

Throughout 2022, many changes affected the way that the benefit system operates in the shadow of the coronavirus pandemic. The ways that benefits can be claimed are changing, as are the responsibilities that you must meet to keep getting paid.

The support and protections put in place during the pandemic have been stripped away. As a consequence, the Universal Credit sanction rate is now more than double the pre-pandemic level.

The cost of living crisis has put even more pressure on a social security system already battered by over a decade of cuts. Keeping up with the changing rules is more crucial than ever.

Benefits, Tax Credits and Social Care

The handbook provides in-depth information and invaluable guidance on the benefits system and social services. It covers Universal Credit and the six working-age means-tested benefits it is replacing. It explains the three key disability benefits (PIP, DLA and AA) and the new devolved Scottish benefits including Adult Disability Payment and Child Disability Payment, devolved. It also sets out how social care operates around the UK, how support needs should be met and how to complain if they are not.

Fully updated for 2023/24 and easy to find your way around, it has the answers you need, to claim what you're entitled to, or to challenge an unsuccessful application for benefits or social care.

Full of tools and tactics to help you make a successful claim.

Handbook Updater

Get page-by-page updates to your handbook as legislation changes through the year. Published bi-monthly from June 2023-February 2024, it will arrive in your email inbox in a convenient, easy to print A4 PDF format.

Add our [Handbook Updater](#) to your order for **£7.00**.

Order your Disability Rights Handbook now from our [online shop](#)



Disability Rights Handbook ONLINE

Created to support remote working, this enhanced digital version of our flagship publication is an essential resource for all professional advisers.

Written and published by Disability Rights UK, our digital service sits on the well-established AskCPAG platform.

- Fully searchable
- Create your own bookmarks, make notes, and cite in different formats
- Clickable weblinks
- Accessible (works with screen readers)
- Regular bi-monthly updates throughout the year
- Mobile-ready (you can even read it on your phone)
- Access to articles on the AskCPAG website

12-month subscription: £41

Buy your subscription from our [online shop](#).



Individuals on benefits should contact us for a concession coupon code to use at checkout. Email tony.stevens@disabilityrightsuk.org

DR UK projects

Leadership Academy Programme



A career development programme for disabled employees

The Leadership Academy Programme (LAP) was developed after a group of disabled senior leaders found that, whilst disabled employees were managing to gain employment, their ability to excel up the corporate ladder appeared limited. LAP Project Manager Katrina Morris invites applications for the 2024 course.



We have seen LAP run successfully now for nine years and a vast array of testimonials from both delegates and mentors, indicates the impact that participating in LAP has had on them, personally and professionally. We are always interested in forging new partnerships, with organisations who are keen to include a robust leadership programme, for disabled employees, within their Diversity & Inclusion Strategy.

Programme Delivery

The 2024 course comprises 13 sessions (of 2-4 hours) plus a graduation ceremony and runs from February to September 2024. It has been updated to include content which is reflective of the changing environment we are now faced with and includes a mix of core leadership modules.

LAP aims to:

- Address the need for greater equality in the workplace;
- Improve the employment position of Disabled people, enabling them to fulfil their potential;
- Provide employers with access to the widest possible pool of talent at management and senior level;
- Increase the visibility of capable, confident disabled leaders, to contribute to a more balanced view of Disabled people across UK society;
- Build recognition of the qualities Disabled people contribute in terms of resilience, problem-solving, empathy and creativity;
- Impact workplace culture and help to bring about genuine inclusivity for disabled employees.

The programme is now delivered online. The benefits include providing a modular format to encourage sustainable growth for LAP and being able to provide tailored options for employers. Participants can access the programme flexibly, without travel barriers.

“What DR UK have created is an incredible platform which allows people to develop new skills and grow, personally and professionally. Taking part in LAP has an incredible impact both for delegates and those who volunteer as mentors. It is well organised, well supported, and clear in its direction and purpose.” Andy Horne – mentor

Our programme equips participants with the tools to make the transition to leadership positions.

Our training content is co-produced with and by disabled leaders and other key stakeholders and is unique in its design. The years of expertise and experience included in the design and delivery of LAP, is unparalleled in the current marketplace.

The Programme options:

Option 1 – Main cohort: Employers can sponsor an individual employee(s) onto the main cohort. This is a mixed cohort, where our partnering organisations such as The Ministry of Justice, The Foreign and Commonwealth Office, Care Quality Commission, Devon & Cornwall Police, and many others annually send employees onto the programme. These delegates return to their place of work, with increased confidence and leadership skills and this ultimately impacts their working practices and culture of the business/ organisation, ensuring greater inclusivity for disabled employees.

Option 2 – Bespoke programme: We can design a bespoke programme, tailor-made to meet the needs and aims of the organisation. Employers can place 10 or more staff, into a private cohort and we’ll help to manage all the administration, mentoring relationships, and programme schedules, affording the delegates the best possible opportunity to succeed and for the greatest impact on the business/organisation.

I decided to attend the LAP because I always felt that I had not quite realised my potential and that being disabled had impacted on my self-belief and behaviours at work for progression. I found the content of the course and the trainer interesting and engaging. Delegate

The Programme includes:

- Career aspirations, setting objectives and goals
- Communication, leadership and management skills
- Self-development and confidence-building
- Accessibility, reasonable adjustments and your rights as a disabled employee
- Applying new techniques to live projects and presentations related to a current workplace challenge (providing a great resource for their place of work)
- One-to-one mentoring from an experienced senior leader
- Sharing experiences with other aspiring managers and learning from their success strategies
- Conflict resolution and managing relationships
- Creation of an ‘Inclusive Leadership Charter’
- Membership of our Disability Alumni Network, offering exceptional networking events with inspirational keynote speakers

Whilst being on the course, a combination of the learning itself and discussions with other participants have really helped me and provided me with tools to improve and think about leadership differently. Delegate 2021 cohort

Working as a mentor on the LAP programme matters a great deal to me as it gives me the opportunity to share my experience as a disabled professional with others on a similar path and work together to create a more empowering and inclusive working world. Mentor – Breandan Ward

We’re starting our recruitment drive again

This year we were oversubscribed, and we are likely to be in the same position for our 2024 cohort. Places are offered on a first come first served basis, so please apply early, by requesting an application form.

You will need to share the information with your line manager, L&D Team, or Disability Network, to explore ways to get sponsored onto the programme by your employer. You can self-fund (please enquire about discounts available if you are thinking of taking this route).

For more information

You can find out more about LAP on our [website](#). To request an application form, email our LAP Project Manager Katrina Morris on: katrina.morris@disabilityrightsuk.org



Katrina was shortlisted for the ‘Rising Star Award’ for our equality, diversity and inclusion (EDI) Programme at the inaugural Board Awards of Diversifying Group. The award celebrates the people on a journey to make the biggest impact through their work in inclusion and belonging, which Katrina has been doing with Disability Rights UK for almost 10 years.



Bespoke solutions from the experts

Does your organisation have specific needs in relation to disability equality?

We offer a wide range of support to businesses of all sizes as well as organisations in the public and voluntary sectors. We can provide innovative solutions and guidance to your organisation on all elements of disability equality and best practice, tailored to your needs and objectives.

For more information or to book an initial conversation, email training@disabilityrightsuk.org



Join the Intersectional DPO Forum: Building Inclusive Spaces Together!

Virtual event: 19 September 2023: 10:30-11:30am



Are you part of an Intersectional Disabled People’s Organisation (DPO) or a group led by disabled individuals with multiple intersecting identities? Disability Rights UK is excited to invite you to the introductory meeting of the Intersectional DPO Forum, a ground-breaking initiative aimed at creating a vibrant space for sharing, support, and collaboration.

About the Intersectional DPO Forum

The Intersectional DPO Forum is a platform that recognises the unique experiences and challenges faced by groups run by disabled individuals with intersecting identities. Through this forum, we aim to connect diverse voices, share valuable insights, and collectively address issues that often go overlooked.

Agenda:

- Introduction to the Intersectional DPO Forum
- Sharing of goals and expectations of the network
- Sharing of goals and expectations of Disability Rights UK
- Settings terms of reference and planning for the network
- Setting date and time for next meeting
- Open discussion on key challenges faced by intersectional DPOs
- Exploring opportunities for collaboration and mutual support

How to Register

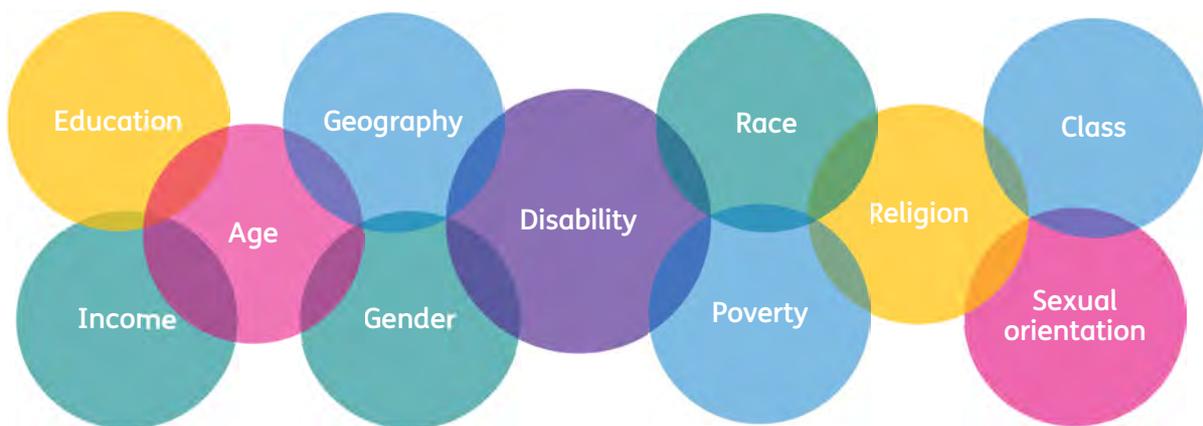
Join us in shaping an inclusive and empowered space for intersectional disabled led groups. Let’s work together to break down barriers, amplify voices, and drive meaningful change.

To confirm your attendance at this introductory meeting and to receive the meeting link, please register your interest to rebecca.tayler-edwards@disabilityrightsuk.org with the subject line ‘Intersectional DPO Forum – registration’.

We look forward to seeing you there

For any enquiries or assistance with registration, please contact Rebecca (email above).

Accessibility: We are committed to making this meeting accessible to all participants. A BSL interpreter will be available, and we welcome any requests for additional accommodations to ensure your full participation.



Intersectionality (a term introduced by [Kimberlé Crenshaw](#), a professor of law at Columbia University) describes how a person’s various identities, and multiple forms of inequality can operate together and exacerbate each other. When several characteristics intersect, and if they are associated with negative perceptions, the risk of being discriminated against increases.

Get Yourself Active

Disabled people and people with long-term health conditions are one of the most inactive groups in society. We know that more needs to be done to understand their barriers to physical activity and how best to overcome them.

The Get Yourself Active team works alongside Disabled people and Disabled People’s User Led Organisations (DPULOs) to lead change in the social care, health and sport sectors, in order to improve health and wellbeing outcomes for Disabled people and to help them to get active in a way that is right for them.



Get Yourself Active is funded by Sport England and led by Disability Rights UK

You can read our stories on our website:

www.getyourselfactive.org

We regularly post news, updates and links to other information on our Twitter page. Follow us:

[@GetYrselActive](https://twitter.com/GetYrselActive)



Get Ahead

Get Ahead is a toolkit and resource co-produced with and for disabled young people.

The newsletter and magazine will help you navigate the wide range of information and resources that are available in post-16 education, training, and work.

It is a platform where young people can have their voice heard and share the many talents they have.

Get Ahead resources are available [here](#) where you can download current and previous editions of the Get Ahead newsletter.



The Disability Rights UK newsletter co-edited with and for young people

Genuine Radar NKS Key

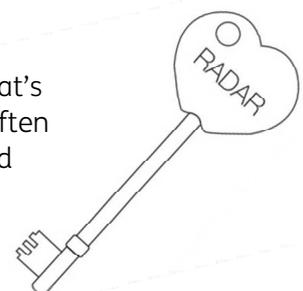
Get priority access to accessible public toilets

If you have a health condition or disability, finding an accessible toilet that’s clean, tidy and available for you to use can be a challenge. And they’re often kept locked. The Radar key gives you access to over 9,000 locked disabled public toilets around the UK.

Don’t risk buying a cheap copy that may not work.

Our keys are tested and guaranteed by our master locksmith.

Genuine NKS Radar Key: £5.00 inc P&P and VAT (if applicable). Available from our [online shop](#)



Helplines

Member Organisations' Welfare Rights Helpline



Ken Butler highlights recent queries answered by our [Member Organisations benefits helpline](#).

Statutory sick pay, new style ESA and universal credit

Q: Our client works for two employers. He has been off work ill since April and was in hospital for a month. He has been unable to return to work due to his worsening health and now has visiting home carers.

One of his employers has paid him full sick pay from April to June, but the other one has not. He has recently been awarded PIP.

The queries we have are:

- which benefits should he apply for – universal credit or ESA?
- should he ask his other employer if they should be paying statutory sick pay?

A: By law, employers must pay statutory sick pay (SSP) to workers when they meet the eligibility criteria. A worker is eligible for SSP to be paid for up to 28 weeks if they:

- have been off sick for at least 4 'qualifying days' in a row – these are days when they're usually required to work
- earn on average at least £123 a week, before tax
- have told their employer they're sick within any deadline the employer has set or within 7 days

Acas has produced [useful information on SSP](#) including how to dispute its non-payment.

It may be that the other employer is not paying SSP as the client does not meet the above conditions.

It is now only possible to claim New Style ESA (NSESAs) which is national insurance contributory based and not mean tested.

Members Organisations' Welfare Rights Helpline

Our member organisations' benefits and tax credits advice service is hosted by Ken Butler.

Ken is able to take calls on 0203 687 0779 Tuesday and Thursday, 10.30am – 12.30pm.

Or email Ken anytime at:

ken.butler@disabilityrightsuk.org

Unfortunately, we are not resourced to answer benefit queries from individuals.

We have a [NSESAs factsheet](#) that outlines its eligibility criteria and how to claim it.

You qualify for contributory NSESAs if you have paid sufficient national insurance contributions. There are two contribution conditions you must meet:

- First contribution condition - in one of the last two complete tax years, you must have paid Class 1 or 2 contributions on relevant earnings at the lower earnings limit for at least 26 weeks. This means you must have worked for at least 26 weeks of the last two complete tax years; and
- Second contribution condition - in both of the last two complete tax years, you must have paid or been credited with, Class 1 or 2 contributions to the value of 50 times the lower earnings limit.

The two tax years that are relevant are the ones that were completed before the benefit year in which your period of limited capability for work began:

- The tax year runs 6 April to 5 April;
- The benefit year runs from the first Sunday in January;
- The lower earnings limit for the 2022/23 tax year was £123 per week and will remain the same for 2023/24.

It is possible to [check your national insurance record online](#).

There are a few limited exceptions to this that are outlined [here](#).

NSESA can be backdated up to 3 months if its eligibility conditions are met throughout that time.

However, it cannot be paid at the same time as SSP and is payable until SSP has ended.

It is possible to claim universal credit (UC) at the same time as SSP or NSESA.

It is means tested and if eligible, may be paid as a top up to NSESA, which is paid at a fixed rate, or paid in full if NSESA is not payable.

We have published a UC Guide that is also [downloadable](#)

Another benefit that may be payable is [Council Tax Reduction](#).

Disability Rights UK Factsheets

Our series of over [70 factsheets](#) provides free, basic information about benefits, tax credits, social care and other disability related issues.

Our factsheets can be located in the [Guidance & Resources](#) section of our website.

You will find more detailed information in our Disability Rights Handbook, available to order in print or as a digital service which sits on the well-established AskCPAG platform. A 12-month online subscription can be purchased via our [online shop](#).

Topics covered in our factsheets include:

- appealing against your benefits decision
- bedroom tax
- benefit cap
- carer's allowance
- council tax help
- jobseeker's allowance
- legacy benefits and universal credit
- permitted work
- personal independence payment
- universal credit and disability
- work capability assessment

Make a donation to Disability Rights UK while you shop

Easyfundraising: You spend, brands donate

Sign up to easyfundraising and see your favourite brands donate to the cause you care about whenever you shop with them. Every time you shop with a variety of retailers, (such as Amazon, M&S, Vodafone, eBay, Tesco, Viking) a donation will be made to Disability Rights UK.

It costs you absolutely nothing.

[Sign up](#) for Easy Fundraising
Donate while you shop



Support our work by giving a regular monthly amount

Help us build a fighting fund to underpin our core work supporting disadvantaged Disabled people. Monthly direct debits, whatever the amount, are the single most helpful and efficient way you can support the work of our charity.

- **£3** a month can provide a disabled person with life-changing advice and guidance
- **£10** a month will fund updating a DR UK factsheet to help thousands of Disabled people get the support they need
- **£20** a month can fund our policy team to influence the protection or extension of a key right in the daily lives of millions

Please sign up to give a regular monthly amount [here](#)



EHRC HELPLINE FOR ADVISERS

The Equality and Human Rights Commission (EHRC) provides a telephone-based service for the advice sector, solicitors, other organisations that support individuals with their problems, trade unions, and ombudsman schemes.

- Do you work with people who may have been discriminated against?
- Are you unsure whether someone might be able to make a complaint about a human rights issue?
- Have you been asked to help with a discrimination or human rights issue?
- Do you want to talk through a case?

Accessibility: If you require reasonable adjustments to access EHRC Adviser Support, you can email us:

England:

Englandadvisersupport@equalityhumanrights.com

Scotland:

Scotlandadvisersupport@equalityhumanrights.com

Wales:

Walesadvisersupport@equalityhumanrights.com

BSL users can access [SignVideo](#).

Resources for advisers

For links to our current materials and other selected sources for advisers visit [EHRC Adviser Support: resources](#).

Contact EHRC Adviser Support

England: 0161 829 8190

Scotland: 0141 228 5990

Wales: 029 2044 7790

The service is available within core office hours.

Please note that we cannot accept bundles of documents, or the personal details of the individual you are advising.



THE EASS ADVICE LINE FOR INDIVIDUALS

The Equality Advisory Support Service (EASS) provides information advice and support on disability discrimination and human rights issues to individuals in England, Scotland and Wales.

You can contact the EASS by phone, textphone, webchat, letter or email. If you are a BSL user then skype. Welsh speakers available. If you are contacting the EASS by post, please do not send any documents with your letter.

Resources for individuals

For [information about how the equality act works](#), and how it may be relevant to your situation visit www.equalityadvisoryservice.com/app/help.

To contact the EASS by email go to www.equalityadvisoryservice.com

By telephone or textphone

Telephone: 0808 800 0082

Textphone: 0808 800 0084

Opening hours:

Monday to Friday 9am-8pm,

Saturday 10am-2pm

By post: Freepost, Equality Advisory Support Service FPN443



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Personal Budgets Helpline



Banane Nafeh deals with enquiries for Disability Rights UK's Personal Budgets advice service.

Care Act assessment/moving to another local authority

Q: I am fully fit and able and work a full-time job. My wife however has several mobility issues, and she relies on me to care for her. Due to my working full time, I am finding it difficult to care for my wife during the day though I can support her in the evenings and weekends.

We also raised issues with our accommodation a few months ago as my wife is not able to exit the property by herself due to a very heavy front door to our block of flats. This has left her isolated and has affected her mental health as she struggles to get outside.

My wife has contacted Occupational Therapy (OT) and we have been told we cannot get funding for even a change of bathroom as I work and the council will not provide assistance. We have also been told that we are not eligible for any support. Is this right?

Also, the other question is, if we decide to move to another local authority (LA), who would be in charge to support my wife if she is eligible?

A: I am sorry about your experience with the OT and social services. Usually, social services would assess the individual even if they or their spouse work, so I am unable to understand why your wife was refused at least an assessment to determine her needs.

It may be to do with your wife's savings. If she has savings above £23,250 then she would be expected to self-fund her care and support unless there are certain services available free from your LA.

Having said that, she is still entitled to be assessed and given information on what services are available and how to access them. You could get in touch with Age UK who provide advocacy services.

Personal Budgets Advice Line Service

This service provides advice for individuals and organisations on self-directed support, personal budgets and direct payments.

Banane Nafeh deals with enquiries for Disability Rights UK's Personal Budgets advice service. The advice line is open Tuesday and Thursday from 9.30am-1.30pm.

Telephone: 0330 995 0404 during our opening hours or contact Banane anytime on email: selfdirectedsupport@disabilityrightsuk.org

If your wife has savings below the threshold, then you should request the LA to support your wife to get the relevant care support she needs to manage her life. The OT can also discuss with you the [disabled facilities grant](#) that your wife can access, for example to install a wet room in the bathroom.

For further information, kindly read our free factsheets in the [resources section](#) of our website.

Moving to another local authority

As for your other question, this comes under the category of 'continuity of care' (portability) whereby the individual's needs continue to be met if they move to another LA area.

Usually, the authority where she is moving to must carry out an assessment and takes into account her current care and support plan. It is the responsibility of the new LA to fund her support. If it assesses her as having different needs to those identified in her current plan then the new LA needs to provide a written explanation.

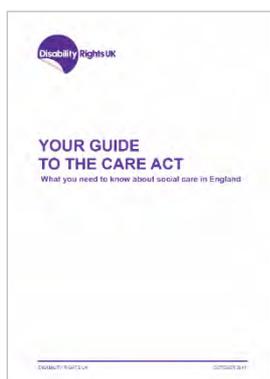
If the assessment by a new LA has not been conducted, then it must continue to meet the care and support needs that were being met by the original LA until it has carried out its own assessment.

This is in line with the Sections 37 to 38 of the Care Act 2014.

Health & Social Care factsheets include:

- Being in control: getting personal assistants
- Charging for residential accommodation
- Complaining about local authority decisions
- Assessment process for carers
- Personal health budgets and NHS continuing health care
- Assessment, eligibility and support planning
- Employment contracts
- The role of brokers in relation to social care
- Personal budgets: the right social care support

You can find other relevant factsheets in the Resources & Guidance section of our [website](#). Search by keyword, title, or select the category “Health & Social” category.

**Your Guide to the Care Act****What you need to know about social care in England**

The Care Act became law in 2014. It puts together all the previous pieces of law about social care as well as setting out some new duties and rights. The major part of the Act, part one, is about how local authorities should provide social care. This part of the Act has been in force since April 2015.

About the Guide

This guide is for Disabled people and people with long-term health conditions who have support needs. It concentrates on those parts of the legislation that are most relevant to people of working age.

The guide includes:

- General principles that should apply to social care
- Who can get social care support from their local authority?
- What should happen when you have an assessment
- How to plan meeting your care needs
- Personal budgets and direct payments
- How much you might have to pay
- What to do if you move to another area
- A glossary of social care terms and links to further information

[Download a PDF](#) from www.disabilityrightsuk.org

Free to download

Download a PDF

[here.](#)

Share your experience – tell us about your care

The Care Quality Commission (CQC) is the independent regulator of health and adult social care in England. They would like people with a health condition or disability to share their experience of care to help them decide where and what to inspect.

Examples of [services](#) regulated by CQC include GP surgeries, dentists, care homes and services in your home. Let's make care better together. Give telephone feedback by calling 0330 995 0400 (choose option 1) or complete the form on the [CQC website](#).

You can get help on the phone if it's hard for you to do things online. Telephone: 03000 616161 Monday to Friday, 8.30am to 5.30pm.

We're working together to make sure health and social care services in England provide people with high-quality care.



Disabled Students' Helpline



Rundip Thind, DR UK's Student Helpline Adviser, responds to enquiries to our disabled students' helpline.

Student finance and universal credit entitlement

Q: I receive universal credit and PIP. I have been assessed as having a limited capability for work. I will be starting a full-time undergraduate degree course and will be entitled to a tuition fee loan, maintenance loan and Disabled Students' Allowance (DSA). How will my entitlement affect my universal credit?

A: Your student income can affect how much universal credit you get. Universal credit is paid monthly and is based on your circumstances during that month.

This is called your 'assessment period'.

For each assessment period that you attend the course, an amount for student income you receive or are entitled to receive is taken off your universal credit.

The tuition fee loan and DSA are ignored as income for universal credit.

If you're eligible for a maintenance loan, part of it counts as income even if you choose not to take it.

As an undergraduate student, if you qualify for certain benefits such as DLA or PIP you will be entitled to receive more support with living costs.

The loan has a maintenance element and a special support element (up to £4,221). The special support element will be ignored as income for means-tested benefits.

It can be complicated to calculate how much universal credit you might finally receive, but here is an example.

If you're a first-year student, the maximum loan for the 2023/24 year outside of London is £11,374.

Disabled Students' Helpline

Our advice service can provide advice on education, training and employment.

Rundip Thind, DR UK's Student Helpline Adviser, responds to enquiries to our disabled students' helpline. The helpline is open Tuesday and Thursday 11am-1pm.

Telephone 0330 995 0414 (freephone) during our opening hours or contact her anytime on email: students@disabilityrightsuk.org

This includes a special support element of £4,221.

After ignoring the special support element, the remainder £7,153 will be the maximum maintenance loan.

For this example, I have counted the loan as income over eight assessment periods in the first year of the course. If the remaining £7,153 is divided over 8 assessment periods, your monthly loan will be £894.13.

£110 is disregarded for expenses in each assessment period. After £110 has been disregarded, the remaining £784.13 will be treated as income and your universal credit will be reduced by this amount each month over the eight assessment periods.

Our education factsheets include:

- Adjustments for disabled students and apprentices
- Applying for disabled students' allowance (DSAs)
- Funding further education for disabled students
- Funding higher education for disabled students
- Funding from charitable trusts
- Postgraduate education for disabled students
- Telling people you're disabled – clear and easy guide for students
- Understanding the equality act: information for disabled students
- Making a complaint



Available to download in PDF and Word formats from the Guidance & Resources section of our website.

Into Higher Education

A guide to additional support in higher education

This guide is designed to help disabled students make the right decisions about studying in higher education. It deals with common questions: whether the college or university will be accessible, how to choose a course and what support will be available.

The guide includes:

- The student finance system, tuition fees and repayment methods
- Support that will be in place
- Case studies where disabled students write about their own experiences
- A resources section: helpful websites, publications and organisations

“A great resource focused specifically on the needs of disabled learners. Highly recommended” Undergraduate Recruitment and Widening Participation Co-ordinator, University of Manchester

[Download a PDF](http://www.disabilityrightsuk.org) from www.disabilityrightsuk.org



Available to download in PDF and Word formats from the Guidance & Resources section of our website.

Into Apprenticeships

The Guide for Disabled People

Doing an apprenticeship is a great way to earn a salary, get training and qualifications and develop your career. Into Apprenticeships is a guide for anyone living with a disability, health condition or learning difficulty thinking about applying for an apprenticeship. We hope it will help you make the right choices and get any support you need.

The guide includes:

- How to apply and find vacancies
- What support is available in the workplace
- Details of helpful websites, publications and organisations

There are stories written by disabled apprentices about their own experiences and the challenges they have faced. As well as taking advantage of the support on offer, the apprentices talk about the importance of their own creativity, perseverance and motivation.

[Into Apprenticeships](http://www.disabilityrightsuk.org) is available from www.disabilityrightsuk.org



PDF, Word and Easy Read formats.

Speaking from Experience

Getting it Right for Disabled Apprentices

If you're a young disabled person looking to develop your career, or an employer or training provider involved with supporting apprentices, this report produced by our Disabled Apprentice Network (DAN) is for you.

A follow-up to our 2022 report, it collects and analyses young Disabled people's experiences of how they get information about apprenticeships, looks at their engagement with training providers and employers, and the support they have received. There is also a [video](#) on Youtube.

For information about DAN contact rabia.lemahieu@disabilityrightsuk
The report is available to download from www.disabilityrightsuk.org



Training

Benefit Essentials with Disability Rights UK and CPAG Monday 9 and Tuesday 10 October 2023

Our benefits training courses are ideal for advice workers, support workers, advocates, volunteer advisers and anyone else supporting clients with welfare benefits issues.

Each course is run on Zoom in two parts over consecutive mornings. They are practical and interactive, delivered through a combination of trainer presentation, exercises, case studies and group discussion.

Benefit Essentials: 2 x half-day sessions

Introductory level: Ideal for professionals working in advice or advocacy, who need to know more about the benefits system.

Part 1: Monday 9 October – 10.00am-1.00pm

Part 2: Tuesday 10 October – 10.00am-1.00pm

The course covers:

- The structure of the benefits system and the difference between contributory, non-contributory and means-tested benefits
- Who is eligible to claim each of the benefits
- Disability benefits for Disabled people and those with health conditions that affect their everyday lives
- Getting work-related benefits for people who are unable to work due to a health condition or disability
- The impact of claiming or being migrated onto Universal Credit for people already in receipt of certain benefits
- The best way to ensure people are claiming everything they're entitled to

Through our partnership with CPAG, all courses include access to a host of other fantastic benefits, including:

- A free 1-month trial of AskCPAG with regularly updated online books, time-saving tools and templates, and the latest articles to keep your advice current and accurate
- 10% discount on [Disability Rights Handbook](#) (print and online)
- Access to a range of advice services, such as CPAG's advice line, Upper Tribunal assistance project, Judicial Review project and CPAG's unique service for advisers supporting people on Universal Credit in Greater London.

DR UK [organisational members](#) get 10% off the course price, as well as continuing telephone and email support through our own expert level [welfare benefits advice line](#) – a vital point of reference to help you to deal with complex cases and stay on top of the nuances of any new legislation as it is introduced.

Click [here](#) to read more about our benefits training or book a course



This course is delivered in partnership with CPAG.

To participate, you will need a Wi-Fi connection and a suitable device to access the internet.

Cost: £138

10% discount for DR UK organisational members

To find out more about our training and consultancy click [here](#).

[Book Now](#)



Disability Confidence Training for Managers

Taking a positive approach to diversity and inclusion is good for business. Common benefits include increased productivity, innovation, wellbeing and organisational reputation.

This course covers disability equality, your obligations as an employer and what this means in terms of managing and recruiting disabled staff. You will become more confident about identifying the needs of, interacting with and supporting disabled employees. The course is delivered in a jargon-free and open environment, is interactive, and involves discussion, group work, case studies and personal reflection.

“There is no one else quite like Disability Rights UK out there providing this sort of business solution from a position close to the disability landscape. Their understanding of disability employment and service provision issues is very good.”

Parliamentary and Health Service Ombudsman

In house course: Delivered on Zoom or Teams. Ideal for around 10-12 delegates. Our standard training course can be adapted to meet your specific needs.

For more information, email tony.stevens@disabilityrightsuk.org



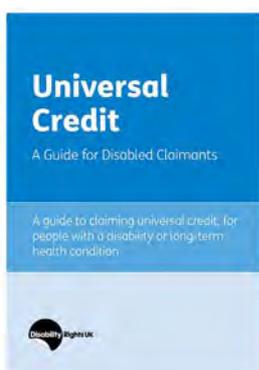
Bespoke solutions from the experts

Does your organisation have specific needs in relation to disability equality?

As well as providing a variety of training courses on disability confidence and welfare benefits, we can help you meet your objectives with a bespoke programme.

We can provide innovative solutions and guidance to your organisation on all elements of disability equality and best practice, tailored to your needs and objectives.

For more information or to book an initial conversation, email training@disabilityrightsuk.org



April 2023 edition
Printed copies £7
including postage



Universal Credit

A Guide for Disabled Claimants

This guide is designed to help claimants find their way through the Universal Credit maze. Written in plain English by our in-house benefits experts, it will help people who are disabled or have a health condition get the rate they are entitled to, and minimise the risk of sanctions.

The guide includes:

- How you qualify, how to claim, how the amount gets worked out and how Universal Credit is paid.
- The assessment that decides whether you can get extra money because of your condition.
- Sanctions and what to do to avoid them.
- What happens when you get moved onto Universal Credit from another benefit.
- What you can do if you are unhappy with a decision.
- A handy glossary of words and phrases used in the guide.

Free to [download](#) in PDF and accessible Word format
Order printed copies from our [online shop](#)

Challenging PIP Decisions

Wednesday 15 and Thursday 16 November 2023

PIP is the main disability benefit for working age claimants. Although nearly 70% of appealed PIP decisions are reversed by tribunal judges in favour of claimants, many claimants elect not to appeal refusal decisions. This course looks at how to ensure that a PIP revision or appeal should work to the best advantage of claimants.

The course is run on Zoom in two parts over consecutive mornings. It's practical and interactive, delivered through a combination of trainer presentation, exercises, case studies and group discussion.

Challenging PIP Decisions: 2 x half-day sessions

Part 1: Day 1 – 10.00am-1.00pm

Part 2: Day 2 – 10.00am-1.00pm

The course covers:

- A summary of how the PIP rules operate, assessment criteria, finding the law
- The primacy of regulations 7 and 4(2A) in relation to PIP
- Where things go wrong in relation to PIP decision making
- The failure of PIP2 and poor Health Professional assessments
- How to ensure good medical evidence to support challenges
- Legal mechanisms to challenge PIP decisions
- How to draft an effective PIP challenge – naming the errors and making the case

Click [here](#) to book a place



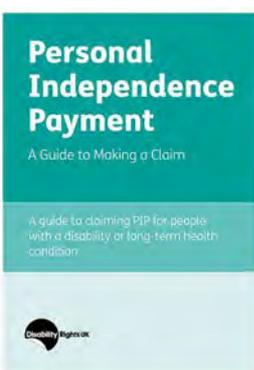
This course is delivered in partnership with CPAG.

To participate, you will need a Wi-Fi connection and a suitable device to access the internet.

Cost: £138

10% discount for DR UK organisational members

[Book Now](#)



April 2023 edition
Printed copies £7
including postage



Personal Independence Payment A Guide to Making a Claim

Personal independence payment (PIP) is a benefit for people aged 16-64 who need help taking part in everyday life or find it difficult to get around. It replaces Disability Living Allowance for people between the ages of 16 and 64 inclusive.

This guide will help you decide whether to claim and take you through the claim process. It explains how the claim is assessed and what to do if it is unsuccessful.

The guide includes:

- Step-by-step guidance on how to complete the claim form.
- The daily living and mobility activities used to assess your claim.
- The scoring system used.
- How your claim is assessed.
- What to do if you're not happy with the decision.
- A handy glossary of words and phrases used in the guide.

Free to [download](#) in PDF and accessible Word format
Order printed copies from our [online shop](#)

Contact Disability Rights UK (DR UK)

DISABILITY RIGHTS UK

[Plexal](#), Here East, 14 East Bay Lane,
Queen Elizabeth Olympic Park, Stratford,
London E20 3BS

HOW TO FIND US

[Our location](#) on a map. Free shuttle buses run from Stratford train and bus stations from 7am to 10.30pm. There are two pickup points:

- Bus stop F outside Stratford International
- Bus stop X opposite Stratford City bus station

ENQUIRIES

General enquiries

Office number: 0330 995 0400
Open Monday to Friday
9am-12.30pm and 1.30-4.00pm
Please note this line is not an advice line.
Email: enquiries@disabilityrightsuk.org

Membership enquiries

Email: members@disabilityrightsuk.org

Sales enquiries

Phone: 0203 687 0790

Media enquiries (for journalists only)

Phone: 0203 687 0782

HELPLINES FOR INDIVIDUALS

Equality Advisory & Support Service (EASS)

Phone: 0808 800 0082
Textphone: 0808 800 0084
Open Monday-Friday 9am-7pm
Saturday 10am-2pm
(closed Sundays and Bank Holidays)
There is a [webcam portal](#) for BSL users via the Royal Association for Deaf people.
Website: www.equalityadvisoryservice.com

Disabled Students Helpline

Phone: 0330 995 0414
Open Tuesday and Thursday 11am-1pm
Email: students@disabilityrightsuk.org

Personal Budgets Advice Service

Phone: 0330 995 0404
Open Tuesday and Thursday 9.30am-1.30pm
Email: personalbudgets@disabilityrightsuk.org

HELPLINE FOR ADVISERS

Member Organisations

Welfare Rights Advice Service

Phone: 0203 687 0779
Open Tuesday and Thursday
10.30am-12.30pm
Email: ken.butler@disabilityrightsuk.org

