

DISABILITY RIGHTS BULLETIN

KEEPING OUR MEMBERS UP TO DATE

FEBRUARY 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



IN THIS MONTH'S ISSUE

NEWS

- 44% income gap for disabled people, finds Resolution Foundation 2
- Call for DWP to compensate up to 50,000 claimants unlawfully short-changed on moving to Universal Credit 4
- Claimant deaths still linked to systemic flaws in benefits system 5
- Getting It Right for Disabled Apprentices – 2023 report launched 6
- Access to work waiting times leading to lost jobs 8

DR UK PROJECTS

- Get Yourself Active 9
- Leadership Academy Programme 10

HELPLINES

- Member Organisations' Welfare Rights Helpline 12
- Personal Budgets Helpline 14
- Disabled Students' Helpline 15
- Get Ahead 16

TRAINING

- Benefit Essentials with Disability Rights UK and CPAG 17

CONTACT DISABILITY RIGHTS UK (DR UK)

- Helplines for individuals 22
- Helplines for advisers 22
- Enquiries 22

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

44% income gap for disabled people, finds Resolution Foundation

A briefing report by the Resolution Foundation has found a massive income gap between disabled people and non-disabled people, resulting in many more disabled people not being able to afford basic necessities such as food and heating.

The research finds that two-in-five disabled people were unable to heat their homes this winter, and almost a third needed to cut back on food expenditure, meaning disabled people are worryingly and critically exposed to the rising costs of day-to-day essentials.

The briefing, titled *Costly Differences*, combines statistical analysis along with a new YouGov survey with just under 8,000 working-age adults involved (over 2,000 of whom reported a long-term illness or disability) to compare how the UK's disabled and non-disabled working-age populations have fared in terms of household income growth over the past decade and how they are currently coping amid the cost-of-living crisis.

Disabled people now account for almost a quarter of the working-age population and face a cost-of-living crisis with lower-than-average incomes. The underlying disposable income gap between the disabled and non-disabled population was 44% in 2020-21, down from 54% a decade ago.

However, the gap remains significantly wide, so disabled people are less able to weather the impact of the cost-of-living crisis.

The huge income gap is partly explained by the low employment rate of disabled people, with only a little over half of the working-age disabled population in work. However, even after accounting for employment status, over half of the income gap remains – showing that in-work disabled people are more likely to be on lower incomes.

Other key findings include:

- The underlying disposable income gap between the disabled (£19,319) and non-disabled population (£27,766) was 44% in 2020-21: down from 54% a decade ago, but still hugely significant. This raw income gap excludes income from the extra-cost disability benefits, on the grounds that these are designed purely to offset additional costs associated with being disabled.
- Disabled people are far more likely to be poor than the rest of the population. One-in-three (33%) adults in the lowest household income decile are disabled, compared to fewer than one-in-ten (9%) of adults in the highest household income decile.
- Even after accounting for employment status, over half of the original income gap remains – showing that in-work disabled people face an increased risk of being on lower incomes too.
- Disabled people are almost three times as likely to live in material deprivation than the rest of the population (34% vs 13%).
- Disabled people have been stung by fast rising energy and food prices. Almost half (48%) of disabled adults say they have had to cut back on energy use this winter, compared to almost one-third (32%) of non-disabled people.
- Around two-fifths of disabled people (41%) said they couldn't afford to keep their homes warm, compared to under one-fifth (23%) of non-disabled people.
- Almost one-in-three (31%) disabled people say they have had to reduce their expenditures on food, compared to 18% of the non-disabled people.



Charlie McCurdy, Economist at the Resolution Foundation, said:

“While fast-rising prices for essentials is impacting people across the UK, people with disabilities are more exposed to the most severe effects, with two-in-five now unable to heat their homes, and almost one-in-three cutting back on food expenditure.”

“This means people with a disability – who account for a third of the poorest households in Britain – will require additional protection during the cost-of-living crisis, which the Government has acknowledged through their Cost-of-Living Payments.

“But more policy work will be needed, not just through this crisis, but to make more progress on closing the huge income gaps that already existed between disabled people and the rest of the population.”



Dan White, Policy and Campaigns officer at DR UK and one of the leads for the Disability Poverty Campaign group, said: *“When you read in black and white that almost one-in-three disabled people say they have had to reduce their expenditures on food, compared to 18% of the non-disabled population, you really wonder when the Government is going to wake up and do something to stop this appalling situation.*

The current financial support provided is totally inadequate when considering that millions of Disabled citizens are struggling even to eat one meal a day or to charge essential health and mobility equipment.

There must be a long-term focus on ending lower living standards for disabled people coupled with immediate higher financial payments for disabled people experiencing the devastating impact of the financial crisis.”



[Costly differences: Living standards for working-age people with disabilities](https://www.resolutionfoundation.org) is available from [resolutionfoundation.org](https://www.resolutionfoundation.org)



London Marathon Sunday 23 April 2023

We're Recruiting Runners – Join Team DR UK



Are you eager to make a difference? Ready to make a change for disabled people across the UK? We are devoted to campaigning to strengthen and protect disabled people’s rights. Help us to raise money to support the work we do.

DR UK is recruiting runners for the London Marathon in 2023. The money that you raise goes straight back into the work we do to support disabled people. We receive no government funding for our core work, so the money raised really does make a difference.

Join us and you’ll get:

- DR UK running vest
- Six months subscription to Runner’s World magazine
- Regular check-ins for general encouragement and fundraising tips
- E-news and other DR UK updates
- Support with fundraising activities, e.g. flyers about our work, donation collection boxes
- Linked via email to other DR UK runners

Questions? Thinking about applying?

Contact rebecca.clarkson@disabilityrightsuk.org



Call for DWP to compensate up to 50,000 claimants unlawfully short-changed on moving to Universal Credit

Following a conclusive ruling from the Court of Appeal two severely disabled men known as TP and AR have called on the Department of Work and Pensions (DWP) to compensate up to 50,000 benefits claimants who have been unlawfully stripped of benefits worth thousands of pounds.

The pair made the call after the DWP's bid to appeal against a High Court ruling of January 2022 was refused.

Last year, the court found that the DWP discriminated against the men when it didn't compensate them the full £180 a month difference in the amount of money they received on [legacy benefits](#) and the amount they were paid in universal credit (UC) after they moved into an area where the new benefit had already been rolled out.

The latest High Court judgment is the fourth in favour of the pair, who began their legal campaign after they suffered the severe drop in income when they were moved on to UC in 2016 and 2017 as a result of house moves to areas where UC was in operation.

Before they moved house, the men had each received the [severe disability premium \(SDP\) and enhanced disability premium \(EDP\)](#).

After TP and AR waged a long campaign in the courts, the DWP decided to make up for the loss of SDP but not EDP.

It meant that severely disabled people affected by the policy would receive just £120 a month rather than the full monthly loss of up to £180. The court ruled in 2022 that this was discriminatory.

The DWP tried to appeal the 2022 judgment but on 12 January 2023 the Court of Appeal refused permission, making plain that there was no merit in the Government's arguments and bringing this long running litigation to an end.

TP and AR have now written to Government lawyers to ask the DWP to address the unlawful discrimination without delay.

They argue that the DWP must act to compensate up to 50,000 people affected. It is understood this will involve sums of up to £150 million to put right, as many affected were short-changed around £60 per month for several years.

Many affected were short-changed by around £60 per month for several years.

That Court of Appeal ruling also means that the High Court's judgment in favour of claimants AB and F, a disabled mother and child, represented by Southwark Law Centre, stands.

The failure to provide transitional protection against around £150 a month difference in the amount of money they received in lower disabled child element on legacy benefits and the amount they were paid in UC per disabled child was also found by the High Court to constitute unlawful discrimination.

Claimant AR said: *"TP and I have had to fight for justice for five years and go to court four times. It is high time the DWP finally gets this right. The policy has caused me and others serious hardship and now that the DWP has been refused permission to appeal last year's court ruling, we expect them to pay us back the money we have lost and fix what they have been told repeatedly is discriminatory."*

Ken Butler DR UK's Welfare Rights and Policy Officer said: *"It should never have been the case that disabled people entitled to the severe and enhanced disability premiums lost the equivalent sum on moving to UC. Especially when benefit rules mean that due to a change in circumstances, like moving house, meant they had no option but to claim UC."*

The DWP should now prioritise compensating the many thousands of disabled people caused serious hardship."

See also the [disabilityrightsuk.org](https://www.disabilityrightsuk.org) related news story [High Court rules loss of around £180 a month disability premiums on claiming UC is unlawful discrimination](#).

Claimant deaths still linked to systemic flaws in benefits system

Scores of deaths of claimants in the last three years have been linked to persistent, systemic flaws in the way benefits are managed by the Department for Work and Pensions (DWP), an official document has shown.

The DWP document, released to Disability News Service (DNS) following a freedom of information request, shows numerous deaths have been linked by the Department's own civil servants to flaws in the universal credit, complaints, personal independence payment (PIP) and work capability assessment systems.

The document lists some of the recommendations for improvements made by secret DWP "Internal Process Reviews" (IPRs) that were completed between 1 September 2020 and 14 November 2022 following the deaths of 46 claimants of PIP, universal credit and other benefits.

The recommendations released suggest close links between numerous deaths and key parts of the benefits system, despite more than a decade of such tragedies.

A reference in one recommendation to "the correct gathering of information prior to claim closure" suggests serious continuing problems with the work capability assessment system, which has been linked to [countless deaths over the last 13 years](#), while another recommendation suggests a failure to accurately record changes to a claimant's account on the employment and support allowance system.

There are about 20 recommendations relating to universal credit (UC), all of them linked to the deaths of UC claimants.

The document also shows numerous recommendations made in IPRs relating to the PIP system.

One of the most concerning recommendations – made in an IPR examined in January 2022 – is a call for DWP's PIP department to assure the team overseeing IPRs that "they will explore opportunities for improving compassionate call

handling techniques for telephony agents".

The inquest into the death of [Philippa Day](#) heard a DWP "telephony agent" had listened to Philippa sobbing as she described how she was "literally starving and cold", "genuinely can't survive like this for much longer", was "in so much debt", "literally cannot leave the house", and needed "a reason to live".

But the [agent offered no reassurance or acknowledgement of Philippa's distress](#), and made no attempt – during the call in the summer of 2019 – to "escalate" any concerns to senior colleagues.

This reference to a lack of compassion again suggests systemic problems.



Ken Butler DR UK's Welfare Rights and Policy Adviser said: *"Disability News Service continues to investigate and highlight the tragic deaths of disabled people who have lost their lives due to DWP negligent processes."*

The case for an independent review into benefit related deaths both overwhelming and urgent."

Note: The Deaths by Welfare project has released [a new podcast](#) that features Imogen Day, Philippa Day's sister, and John Pring, editor of DNS, discussing the IPR system and the fight for an independent inquiry into benefit-related deaths

Source and for further information see [Claimant deaths still linked to systemic flaws in benefits system, DWP document shows](#) available from [disabilitynewsservice.com](#).

See also the [disabilityrightsuk.org](#) related news story [Cross Party MPs call for public inquiry into benefit related deaths](#).

Getting It Right for Disabled Apprentices – 2023 report launched



The Disabled Apprentices Network (DAN) has launched its 2023 report: *Speaking from Experience: Getting It Right for Disabled Apprentices.*

DAN is a forum for disabled apprentices, where they can share their experiences and offer ideas and proposals on how to improve apprenticeships for disabled people.

Its new report considers what works well through:

- collecting and analysing young disabled people's experiences of how they receive information about apprenticeships;
- their engagement with training providers and employers, and
- the support they have received.

It also collects the views from various stakeholders who work with disabled young people.

After making a series of key recommendations on how apprenticeships for disabled people could be improved or provided differently in the future, the report concludes: *"It's clear that there are schools and colleges, training providers and employers offering good support and delivering what young disabled people need.*

But there's more to do. Information and application processes are complex and inaccessible, careers advice can be patchy, and many organisations charged with supporting, developing and delivering apprenticeships aren't getting it right – sometimes even at a basic level.

Schools and colleges need to do more to help young disabled people and their families understand what apprenticeships are. Training providers need to offer clearer training opportunities with a particular focus on accessibility.

Employers need to offer better support so disabled apprentices understand how their apprenticeship is going to work and get better support in navigating the complexities and links

between employers, training providers and relevant Government support.

And, as always, there's a role for Government to better support organisations delivering apprenticeships in all their facets, as well as increasing its efforts to make the Access to Work scheme more responsive to the needs of disabled apprentices."

Importantly, the report adds: *"Young disabled people need consistency and clarity when it comes to employment options. They also have experience of barriers and thoughtful and innovative ideas on how to overcome them.*

Involving them in the development of policies, procedures and projects around apprenticeship information, structures and plans may help, in turn, develop solutions to some of the avoidable problems others have experienced."

If you're a young disabled person looking to develop your career, or an employer or training provider involved with supporting apprentices, this report will have something of interest for you.



For more information about DAN, please contact Rabia Lemahieu, our Young Disabled People Post-16 Engagement Manager on email rabia.lemahieu@disabilityrightsuk.org

[There is also a video](#) which can be watched on YouTube.



[Speaking from Experience: Getting It Right for Disabled Apprentices](#) is available in PDF from disabilityrightsuk.org.

An Easy Read and a Word version will follow.



The guide is available to download in both word and pdf formats, download now from the Guidance & Resources section of our website.

Free to download

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.

To find out more about the work we're doing on education, see our education policy page.

Into Apprenticeships is available from: www.disabilityrightsuk.org

DPO Capacity Building Project

Connecting a community and facilitating tools for enhancing capacity

Following the COVID-19 pandemic, DPOs – like many organisations in human rights advocacy and advice – face heightened challenges, pressure, and long-term insecurity. The standards and competition for funding has increased, creating barriers to income, while service users require growing support and advocacy.

Recognising the challenges faced, Disability Rights UK has set up a three-year DPO lead project to enhance DPOs networking capacity, organisational confidence and service user response.

Our goals

The long-term goal of the project is to uplift and grow an ecosystem of DPOs by:

- Connecting our sector
- Facilitating capacity building tools

We want to co-produce this project with you

We are looking for DPOs across the UK to contribute to the project at co-lead, steering group, advisor, researcher, and participant levels.

Want more information?

Read our [Live Introduction pack](#) or our [Live Text based Introduction](#) document.

If you are interested in hearing more about the project, get in touch via email with rebecca.taylor-edwards@disabilityrightsuk.org



Access to work waiting times leading to lost jobs

Access to Work waiting times have revealed to have “skyrocketed”, after Labour’s Shadow Secretary of State for Work and Pensions Jonathan Ashworth uncovered new DWP figures.

The average “clearance” time for applications almost doubled from [32.5 days in November 2021](#) to [63.1 days in October 2022](#).

By November 25,289 people were waiting for a decision on their claim, up from 8,435 in February 2020.

The longest wait time for a claimant was 254 working days – nearly a year.

An employment advisor at Scope shared how these wait times are causing disabled employees to lose their jobs, or prevent them from getting a start date until their equipment arrives.

The advisor said:
“The delays have caused my customers to lose their jobs, as they have waited almost until their six months’ probation is up to get equipment. By then, they have either been sacked or quit as they’re too stressed to keep up with the workload without the support.”



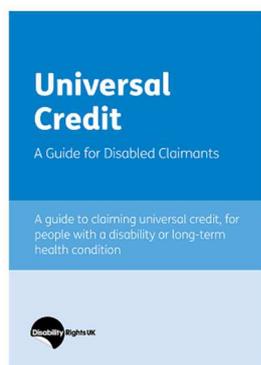
Bethany Bale

Bethany Bale, DR UK Policy and Campaigns Officer, said: *“The wait times for Access to Work have been unacceptable for a long time now, but these new figures show how the delays are getting out of hand.”*

Not only do these delays introduce more barriers to accessing employment as a disabled person, but they also cause so much unnecessary distress.

The DWP must invest in the staff and resources needed to catch up with this backlog before more people lose their jobs and become discouraged from entering employment.”

For more information see our [Access to Work resource](#).



Universal Credit

A guide for disabled claimants

This guide will help you find your way through the Universal Credit maze. Written by our in-house benefits experts, it will help you maximise income for yourself or your clients.

The guide covers:

- 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 universal credit decision;
- A glossary of words and phrases used in the guide

Free to download

Available to [download now](#)

DR UK projects

Get Yourself Active

What to read from the Get Yourself Active team

Every month, we look to highlight the most interesting, informative or powerful stories and news from across the Disability Activity movement.

We are creating an online support hub for Disabled People's Organisations (DPOs) to become more resilient and more easily sustain themselves in the wake of covid and the current cost of living crisis.

The DPO support hub will provide online resources on governance, finance, strategy, monitoring and evaluation, bid writing and recruiting/retaining volunteers.

Please complete our survey

We would appreciate it if you could take two minutes [to answer our short survey](#) to help us determine whether such resource topics would be beneficial to your organisation.

We'd love it if you read some of our other highlights from the month:

- Stephen Cunnah from Sustrans Cymru explains how the organisation has worked with disabled people on a Disabled Citizens' Inquiry into active travel. [Their story about Active Travel](#) is available on the Get Yourself Active website.

- We heard from Javier from Moving Social Work who considered the impact that the cost of living crisis has had and will have on disabled people's chances to stay active. You can get [Javier's view on our website](#).
- Sport England spoke to us about their work with Get Yourself Active to support local communities to provide accessible physical activity with and for disabled people. You [can learn more](#) on our website.

You can read all our stories [on our website](#).

Are you following us on Twitter? We regularly post news, updates and links to other information on our Twitter page. We'd love to keep you informed of what we're up to. Please do follow us [@GetYrselfActive!](#)



Anthony Pease/Sustrans

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 (DPULO) 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:

[@GetYrselfActive](#)



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.

We have seen LAP run successfully now for seven years and to date we have a vast array of testimonials from both delegates and mentors, indicating the impact that participating in LAP has had on them, both 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 D&I Strategy.

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.

LAP is now delivered online. The benefits of moving the programme online 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.



Programme Delivery

The 2024 course comprises 14 sessions (of 2-4 hours) running from February 2024 to September 2024. We've updated the programme to include content which is reflective of the changing environment we are now faced with and includes a mix of core leadership modules and is recognised by The Institute of Leadership & Management (ILM).

“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. Giving people the opportunity to learn and grow should always carry great importance and LAP does exactly that. It is well organised, well supported, and clear in its direction and purpose.” Andy Horne – mentor

The Programme options:

Option 1: 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.

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

Option 2: 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.

The Programme includes:

- Career aspirations, setting objectives and goals
- Communication/leadership/management skills
- Self-development and confidence-building
- 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

- Being a member 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 realise that I'm not unique in my outlook and behaviours and provided me with tools to improve and think about leadership differently, appreciating the behaviours of others and how to utilise this in a team.

Delegate of 2021 cohort.

For more information

If you would like further information about LAP, please visit our [website](#), or contact Katrina Morris our Project Manager: katrina.morris@disabilityrightsuk.org



Support our work by giving a regular monthly amount

We receive no Government funding. 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](#)



Make a donation to Disability Rights UK while you shop

Sign up for Easy Fundraising and Amazon Smile

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. If you use the Amazon app on your phone, AmazonSmile has to be turned on: find out how [here](#)

It costs you absolutely nothing – [shop online and raise money for Disability Rights UK](#)



Helplines

Member Organisations' Welfare Rights Helpline



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

Warm Home Discount Scheme

Q: Our client has been told that although he receives Employment and Support Allowance (ESA) he is not eligible for a Warm Home Discount Scheme payment, is this correct?

A: Those who receive income based ESA can be paid the Warm Home Discount but not those who receive non means-tested contribution based ESA.

It can be paid to someone who receives the following means-tested benefits:

- Income-related Employment and Support Allowance
- Income-based Jobseeker's Allowance
- Income Support
- Housing Benefit
- Universal Credit
- Child Tax Credits (as long as your household income is below a set amount)
- Working Tax Credits (as long as your household income is below a set amount)
- Pension Credit Savings Credit

In England and Wales, you should not need to apply as you should automatically receive a rebate from your energy supplier before 31 March 2023. If you've not received a confirmation letter by mid-January 2023 you can contact the Warm Home Discount team on 0800 107 9002 (Monday to Friday, 8am to 6pm) but you need to call before 28 February 2023.

A [tool on the Gov.uk website](#) can help you check if you're eligible. It will ask questions about your energy supply, the benefits you receive and your home in order to let you know if the property meets the criteria on high energy costs.

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.

Your [energy supplier](#) must also be part of the Warm Homes Discount scheme.

The full details of the scheme are set out here – www.entitledto.co.uk/help/warm-homes-discount.

Getting a Warm Home Discount doesn't affect your entitlement to a [Winter Fuel Payment](#) or the [Cold Weather Payment](#).

We have a new [Cost Of Living help](#) resource briefing on the website that gives examples of different help that might be available.

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.

You can find them in the Guidance & Resources section of our website.

Topics covered 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

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.

Tell us how we can help

Complete our [short survey](#) to tell us what you want from EHRC Adviser Support. We want to find out whether you expect you will use the helpline service, what you want from it, and whether the [online resources](#) are helpful.



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



THE EASS PARTNERS



Personal Budgets Helpline

Personal Budgets Advice Line Service

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

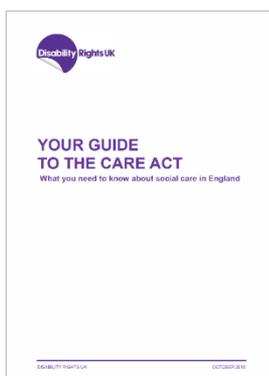


Banane Nafeh deals with enquiries for Disability Rights UK's Personal Budgets advice service. The advice line is open Tuesday and Thursday from 9.30am-1.30pm.

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

Independent living factsheets include:

- being in control: getting personal assistants
- non-residential charges: paying towards the cost of your care and support at home
- 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



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.

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

Free to download
Printed copies £5

Download a PDF [here](#). Printed copies are available from our [online shop](#)

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 disabled people 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](#).

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.

Universal Credit for students?

Q: Can I claim Universal Credit as a full-time disabled student?

A: Universal Credit is a new benefit which has been rolled out across the UK to replace the following "legacy" working age means-tested benefits: income support; income-based jobseeker's allowance; income-related employment and support allowance; child tax credit and working tax credit; and housing benefit.

Most full-time students are not eligible for Universal Credit. However, there are some exceptions to this rule.

You can claim Universal Credit if you are receiving education and:

- are in non-advanced education, are under the age of 21 (or are 21 and reached that age while undertaking the course) and have no parental support;
- are responsible for a child or 'qualifying young person';
- are over pension age and have a partner who has not reached that age;
- are waiting to return to your course after taking time out because of illness or caring responsibilities;
- you live with your partner and they're eligible for Universal Credit;
- are entitled to attendance allowance, disability living allowance or personal independence payment and you have been assessed as having a 'limited capability for work' **before** starting your course.

If you have not been assessed as having a 'limited capability for work' before starting full-time study, the DWP will refuse your Universal Credit claim.

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

If you're a student who is able to claim Universal Credit you will be placed in the 'no work-related requirements' group while you're:

- studying if you're in receipt of student income such as a maintenance loan
- under 21 (or are 21 and reached that age while undertaking the course), in full-time non-advanced education and have no parental support.

Normally this applies over the whole academic year but during the summer vacation you may be subject to work-related requirements. If you aren't exempt from work-related requirements under these rules you may still be exempt under the general rules, for example if you have a limited capability for work related activity.

Universal Credit is means-tested. If you are entitled to student income, it is likely to be counted as income for Universal Credit and reduce the award that you get.

For detailed information on how student income affects Universal Credit and an example of how student income is calculated see the Child Poverty Action Group factsheet [Universal Credit and Students](#).

For more information on Universal Credit please see also our [Universal Credit Guide](#).

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
- Into Higher Education – a guide to additional support in higher education



Into HE 2022
A guide to additional support in higher education

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

Free to download

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

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

Training

Benefit Essentials with Disability Rights UK and CPAG Tuesday 2nd and Wednesday 3rd May 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: Tuesday 2 May – 10.00am-1.00pm

Part 2: Wednesday 3 May – 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](#).

Future dates

- Thursday 13 and Friday 14 July 2023
- Monday 9 and Tuesday 10 October 2023

[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 tonystevens@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



DISABILITY RIGHTS HANDBOOK

Edition 48
April 2023 - April 2024

A guide to benefits and services for all disabled people, their families, carers and advisers



NEW EDITION

NEW EDITION

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

Disability Rights Handbook

Benefits, Tax Credits and Social Care

The handbook provides in-depth information and invaluable guidance on the benefits system and social services. It 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](#)

Would you like priority access to over 9000 accessible toilets?



THE NATIONAL KEY SCHEME (NKS)

If you have a health condition or disability, finding an accessible toilet that's clean, tidy and available to use can be a challenge. And they're often kept locked.

Under Radar's NKS scheme, special locks are installed on public disabled toilet doors to give disabled people priority access. Local authorities have adopted the scheme and 'Radar toilets' can now be found in shopping centres, pubs, stores, bus and train stations, and other locations nationwide.

Opening doors to independent living

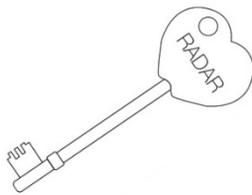
We sell Radar keys to people who need to use accessible toilet facilities due to their disability or health condition. The key gives you independent access to locked public toilets around the country. The provider of the toilet has a key – but with your own key there's no need to wait for a member of staff to unlock the door. You're in control.

Genuine Radar NKS keys

- One size fits all, blue steel key
- Ergonomically designed for grip and leverage
- Reliable keys you can trust with confidence
- Individually tested and guaranteed by our master locksmith

Order your key from our online shop.

It's VAT-free if you meet HMRC's conditions.



£5.00 plus VAT
Includes delivery to anywhere in Europe

Don't risk a cheap copy!
Radar locks have tight tolerances which need accurate keys

RADAR NKS REGIONAL LISTINGS

We keep a directory of the location, address and opening times of Radar toilets around the UK. When you order your key from us, we can send you a list of NKS toilets in your area. We just ask for a donation of £3.50 to cover the print cost.

Regions available:

- Greater London
- South East England
- Southern England
- West Country
- Devon and Cornwall
- Eastern England
- East Midlands
- West Midlands
- North West England
- Yorkshire
- Isle of Man
- North East England
- South East Scotland
- South West Scotland
- East Scotland
- Highlands and Islands
- North Wales
- Mid and West Wales
- South Wales
- Northern Ireland
- Channel Islands



Last full data update 2013

[Order your key and regional listings of toilets from our online shop.](#)

With your own Radar key you can unlock most disabled toilets around the UK

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

Phone: 0330 995 0411
Email: members@disabilityrightsuk.org

Sales enquiries

Phone: 0203 687 0790

Media enquiries (for journalists only)

Phone: 0203 687 0782

Website enquiries

Email: webmaster@disabilityrightsuk.org

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

FOR MORE INFORMATION VISIT

www.disabilityrightsuk.org/contact-us

