

Disability and Carers Service

Department for
Work and Pensions

If you get in touch with us tell us this reference number

Our address
9
Disability Benefits Centre
PO Box 36
Cardiff
CF91 5AT

Our phone number **08457 123456**

If you have a
textphone **08457 224433**

Website: www.direct.gov.uk/disability

Date **NOV 2012**

Please keep this safe as you may need it in the future.

This letter is about your claim for Disability Living Allowance.

Disability Living Allowance is made up of two components, mobility for help with getting around and care for help with your personal care.

Mobility

I have not awarded you either rate from and including 09/11/2012.

Care

I have not awarded you any rate from and including 09/11/2012.

How I made my decision

I made my decision using the information about your illnesses and disabilities from:

- your claim form
- the extra information you gave us
- the health care professional who examined you for Employment and Support Allowance on 05/2012

including details about any:

- current treatment
- medication
- test results
- symptoms

Disability and Carers Service

I consider this information to be the most suitable available and enough to decide how much help you need.

Having considered all the information I have decided, although your needs vary, the help you need most of the time is as follows:

Help with getting around outdoors

Physical difficulties walking

You can walk:

- up to 100 metres
- slowly
- in a reasonable manner

Using suitable aids, although your walking is limited, you are not unable or virtually unable to walk.

This means you are not entitled to higher rate mobility.

Guidance or supervision

You don't need help:

- to avoid danger
- with asking or following directions

Although you prefer someone with you, using suitable aids, you don't need them to guide or supervise you when walking outside in places you don't know well.

This means you are not entitled to either rate of mobility.

Help with personal care

Preparing a cooked main meal

You don't need help to prepare a cooked main meal for one person.

During the day

Day Attention

At your own speed, you can safely:

- wash and dry yourself
- use a bath or shower
- get up and down stairs
- get in and out of a chair
- move about indoors
- eat and drink
- manage your treatment and medication

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- take part in social activities
- communicate

Using suitable aids, you don't need help from someone for about an hour a day or several times right through the day.

Day Supervision

You are:

- not at risk of falling

You can take reasonable precautions to prevent any dangers.

Using suitable aids, you don't need supervising right through the day to prevent substantial danger to you or others.

This means you are not entitled to any rate of care.

What can't be considered

I can't consider any of the following:

- being driven in a car
- dangers that are very unlikely to happen
- domestic tasks
- food shopping
- use of taxis or public transport

What happens next

If you have more walking problems or you need more help with personal care you must tell us. If these changes happen after you got this letter, you will need to claim again.

Carer's Credit

If someone is providing care for you they may be entitled to Carer's Credit. This is a National Insurance credit for those under State Pension age who provide care to one or more disabled people for a total of 20 hours or more a week. Carer's Credit may help the person providing care to build up entitlement to a better basic or additional State Pension.

If you want more details phone us on 0800 88 22 00 or go online at www.direct.gov.uk/employment.

If you disagree with or do not understand why we have made this decision

If you do not understand why we have made this decision and you want us to explain it further, you can contact us by telephone or in writing. Our address and telephone number are shown at the top of the front page of this letter.

Disability and Carers Service

If you think our decision is wrong, or you have any information that we have not taken into account, please telephone us or write to us within **one month** from the date of this letter and tell us the additional information. We will look at the claim again and may be able to change the decision. If we cannot change it we will tell you why.

You have the right to appeal to an Independent Tribunal. Your appeal **must** be in writing and received within one month of the date of this letter, saying which decision you are appealing and giving your reasons (if since receiving this letter we have sent you a written statement of reasons for our decision you have at least an extra 14 days to make your appeal). You can find out more about how to appeal in leaflet GL24, which you can get from:

- Jobcentre Plus
- a Citizens Advice Bureau

The enclosed leaflet contains important information you should read now.

Yours sincerely



Diane Davies