

**Disability and Carers Service**Website: [www.direct.gov.uk/disability](http://www.direct.gov.uk/disability)

01226  
Dr Cora A E Vials Moore  
2 Coronation Dr  
Crosby  
Liverpool  
L23 3BN

Date 17 Aug 2021

**Disability Living Allowance**

Your reference is PT543274C  
Please tell us this number  
if you get in touch with us

Disability Benefit Centre 4  
Post Handling Site B  
Wolverhampton  
WV99 1BY

Phone 0800 1214600  
TEXTPHONE for the deaf/hard of  
hearing ONLY 0800 1214523

Dear Dr Vials Moore

**ABOUT YOUR CLAIM**

You are dealing with a claim for Gwendolyn Vials Moore. Remember that the information in this letter is about them.

We are pleased to tell you that you are entitled to Disability Living Allowance.

This letter tells you how much you are entitled to and how much we can pay you.

**What you are entitled to**

From 22/08/2021 to 21/08/2026 you are entitled to:

**Help with personal care:**

You are entitled to the higher rate because you need attention with bodily functions several times at short intervals right through the day and you also need attention with bodily functions more than once a night or once for a prolonged period.

**Help with getting around:**

You are entitled to the higher rate because you are virtually unable to walk considering the distance, speed, manner and time you are able to walk without severe discomfort.

For children under the age of 16, any attention, guidance, supervision or watching over they require must be substantially greater than that required by children of the same age and without disabilities.



#### How much money we can pay you

Your money is paid from the Wednesday after the first day that you are entitled to the allowance.

#### From and including 25/08/2021 we can pay you

For help with personal care	£89.60
For help with getting around	£62.55
The total each week is	£152.15

#### Claiming Again

We will contact you again before your entitlement to Disability Living Allowance ends. We will ask you if you want to claim again.

#### What information we used

We considered the following information to decide what you are entitled to:

Information from your claim form.

A medical report that you sent to us.

#### More Information About Getting Disability Living Allowance

Please refer to the notes in your claim pack. This tells you about Disability Living Allowance and what the qualifying conditions are.

#### How you will get your money

We will continue to pay your Disability Living Allowance into your account.

#### What to do if you think this decision is wrong

If you think the decision is wrong, please get in touch with us by telephone or in writing, within one month of the date of this letter. If you do not contact us within one month of the date of this letter we may only be able to change the decision from the date you contact us. Our telephone number and address are on the front page of this letter.

You can appeal against this decision, but you cannot appeal until we have looked at the decision again. We call this a **Mandatory Reconsideration**.



You, or someone who has the authority to act for you, can:

- ask us for an explanation of the decision, or
- ask for a written statement of reasons for the decision, if we have not already sent one
- ask us to look at the decision again, to see if it can be changed. There may be some facts you think we have overlooked, or you may have further information that affects the decision.

When we have looked at the decision again, we will send you a letter explaining what we have done. We call this a **Mandatory Reconsideration Notice**. This will include the information you need to be able to appeal.

#### **Changes you must tell us about**

You must tell us straight away if anything changes that may affect your Disability Living Allowance. If you do not tell us straight away it may affect the amount of benefit you are entitled to.

Examples of the changes are listed in the leaflet "Notes for people getting Disability Living Allowance" that we sent you with this letter.

**Please note -** We may look at your award again from time to time to make sure that you are getting the right amount of DLA. This means that if the amount of help you need has changed, your award may increase, decrease or stop altogether. If there has been no change in the amount of help you need then your award will stay the same.

#### **Help and advice**

Please get in touch with us if you :

- want to ask us about anything in this letter, or
- want to know more about Disability Living Allowance.

If English is not your first language and you want to talk to us in another language, please phone and tell us. We will arrange to talk to you through an interpreter.

The phone number and address are at the top of the front page of this letter.

To make sure you receive a good standard of service from the Disability Living Allowance and Attendance Allowance Helpline, our Managers may monitor or record phone calls without warning.

If you need to get in touch with us please tell us :

- the reference number at the top of the front page of this letter
- this reference DLA/AWARD



If you want to know more about other Social Security benefits you can:

- get in touch with your Jobcentre Plus/Pension Centre/  
Social Security Office.
- get in touch with an advice centre like the  
Citizens Advice Bureau.

You will find their phone number and address in the telephone book.

If you have any comment about our standard of service please write to the Customer Service Manager at the above address.



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**CERTIFICATE OF ENTITLEMENT TO DLA    Serial Number:0543274**

This certificate confirms that Gwendolyn Vials Moore is in receipt of the Higher Rate Mobility Component of Disability Living Allowance (DLA) from 22/08/2017 to 21/08/2026 and is eligible to apply for free vehicle tax.

**IMPORTANT. Please keep this certificate safe. You will need it to renew your free vehicle tax each year.**

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**What to do next**

Please read the enclosed Driver and Vehicle Licensing Agency (DVLA) leaflet. It explains how to use this certificate to apply for your free vehicle tax and how to renew the tax each year.

**IMPORTANT. Do not return this certificate to the Department for Work and Pensions.**

**IMPORTANT. If your entitlement to the Higher Rate Mobility Component of DLA stops you must return this certificate to DVLA, Swansea, SA99 1AL.**

