



Department
for Work &
Pensions

If you get in touch with us tell us this
reference number **PT543274C**

Website: www.gov.uk

Dr Cora Vials Moore
2 Coronation Dr
Crosby
Liverpool
L23 3BN

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

Our phone number **03457 123456**
 08457 123456

If you have a
textphone **08457 224433**

08:00 - 18:00 Monday - Friday

Date 13 November 2017

About Disability Living Allowance

Dear Dr Vials Moore

I am writing to you about Miss Gwendolyn Joy Vials Moore.

In the rest of this letter we use the word 'you' as if we were writing to the person who has an illness or disability.

You contacted us on 10/07/2017 about a change in your circumstances for Disability Living Allowance.

We have looked at the facts, evidence and the points you raised. As a result we have changed the decision.

You are now entitled to Disability Living Allowance.

Help with getting around

From 22/08/2017 to 21/08/2021 (both dates included):

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.

Help with personal care

From 22/08/2017 to 21/08/2021 (both dates included):

You are entitled to the highest 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.

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.

We are sending you another letter about how you will get your money and how much it will be.



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 have 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 Disability Living Allowance. 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.

What information we used

We considered the following information:

- the information from your claim form
- further information you gave us

More information about getting Disability Living Allowance

Remember that Disability Living Allowance is for people who have needs because they have an illness or disability. It is not for the illness or disability itself.

Claiming again

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

If we have not contacted you 4 weeks before your award ends, you must contact us straightaway.

If you do not, your payment will stop.

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.



Help and advice

Disability Living Allowance Helpline is set up to answer customer enquiries.

Please get in touch with them if you:

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

If English is not your first language and you want to talk to the Disability Living Allowance Helpline in another language, or you require communication support, please let them know. They will arrange to talk to you through an interpreter or a sign language 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, our Managers may monitor or record telephone calls without warning.

The Helpline is open Monday to Friday 8am to 6pm.

If you need to get in touch please tell them:

- the reference number at the top of the front page of this letter,
- the number of this letter. This is DLA7013.

If you want to know more about other social security benefits you can:

- get in touch with your Jobcentre Plus, Pension Centre **or**
- get in touch with an advice centre like the Citizens Advice Bureau.

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

We would welcome any comments, good or bad, about our standard of service. Please write to the Customer Service Manager at the address at the top of the front page of this letter.