**Citizen’s Advice RCT Case Study**

* The client lives with her husband and 3 dependent children aged 12 Years Girl, 8 years Boy and 5 years Boy.
* The family live in their own home and there is a mortgage attached to the property. Income consists of husband’s full-time wages, child benefit, child tax credit and working tax credit.
* The client has significant MH problems including PTSD, anxiety and depression, therefore had to leave work due to her declining health.
* The client made a claim for Personal Independence Payment herself and after a telephone assessment she scored 4 points on the daily living component and 8 points on the mobility component and was awarded standard rate of mobility only.
* The client disagreed with this decision and wanted to appeal as she believed she should qualify for a higher rate on the daily living component.
* CARCT requested a mandatory reconsideration of the decision not to award the higher rate on the daily living component, however the original decision did not change therefore went to Tribunal.

*Outcomes:*

* CARCT gave the client full advice on the Tribunal process and drafted a detailed submission identifying the points in dispute. They presented this to the Tribunal on the client’s behalf.
* The client attended the Tribunal appeal hearing and was awarded the enhanced rate of the daily living component until 2027.
* The backpack payment came through in Feb, along with the ongoing award which totalled to around £8,000.

*Client quote*: “The adviser was amazing throughout the whole process”.