**Referral:**

The client was referred into the Families First project for assistance with PIP and DLA for their child.

**Background:**

The client is 31 years old and lives with their 3 children in a privately rented property. They suffer from anxiety, depression, chronic pain, and asthma. They are in receipt of Universal Credit of £1570.62/month, to include the single allowance of £393.45, Housing element of £650 (3 bed LHA), Limited Capability for Work, and 2 child elements of £621.25, with deductions of £14.08 due to the benefit cap, and £80 for advance repayments. They receive full Council Tax Reduction and Child Benefit for all 3 of their children.

**Assistance:**

Client assisted to apply for DLA for their son, who suffers from ASD and ADHD, and for PIP, which was denied in the first case. Subsequently, client supported to submit a PIP Mandatory reconsideration, to challenge this decision.

**Outcomes:**

The adviser noticed several potential entitlements that had arisen due to their son being awarded middle rate care DLA (Net gain of £72.65/week).

Despite being awarded middle rate care for her son, the client was not receiving the disabled child element on her Universal Credit and remained subject to the benefit cap.

The adviser helped the client draft a message to put on the client’s journal to request this change of circumstances be applied and backdated.

We identified that the client may meet the eligibility criteria for Carer’s Allowance and Carer’s element, and gave the client detailed information about what this will mean for their Universal Credit award and conditionality.

We identified that the client may benefit from a DHP, as their rent is significantly higher than the LHA. We have given the client information about this and intend to return to this advice and assist the client with the forms to apply should they wish to go ahead.

Due to the client’s mental health they are having difficulty taking in a lot of information at the present time. The adviser noticed this and decided to prioritise the order of advice, setting staggered tasks to send the client information by email and follow up with a call, supporting the client throughout the advice and information, as well as the application and outcome stage for all potential entitlements the client wishes to explore.

We also identified that the client may benefit from making a new PIP claim, as their health has deteriorated. They may also benefit from a supersession of their Limited Capability for Work award, and exploring the potential of Limited Capability for Work and Work related activity eligibility. The adviser has kept detailed notes regarding this and set tasks to contact the client and advise in staggered intervals.

The client also disclosed several priority debts. The adviser gave emergency bailiff advice, reassuring the client that they must keep their doors locked and that any enforcement agents must treat the client fairly, and do not have the power to force entry for the kinds of debt in question. We referred the client for debt advice and will encourage them to engage when they feel able.