

Disability and Carers Service

Website: www.dwp.gov.uk

Mr James Colton
3 Mitchell Court
Norwich
NR5 9LT

Date 24 May 2007

Dear Mr Colton

ABOUT YOUR CLAIM

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 22/08/2007 to 21/08/2011 you are entitled to:

Help with personal care:

You are entitled to the middle rate because you need to be constantly supervised, with or without short breaks right through the day, so that you do not cause substantial danger to yourself or others.

Help with getting around:

You are entitled to the lower rate because you need someone to guide or supervise you when you are walking on routes that are unfamiliar.

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 22/08/2007 we can pay you

For help with personal care	£	43.15
For help with getting around	£	17.10
The total each week is	£	60.25

Disability Living Allowance

Your reference is ZY [REDACTED]
Please tell us this number
if you get in touch with us

Disability Living Allowance
Unit 3
Warbreck House
Warbreck Hill
Blackpool
FY2 0YE

Phone 08457 123456
TEXTPHONE for the deaf/hard of
hearing ONLY 08457 224433

Helpline Opening Hours

07:30 - 18:30 Monday - Friday

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:

The information from your claim pack.

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 in the same way.

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.

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 a:

- social security office
- Jobcentre
- Citizens Advice Bureau

Changes you must tell us about

Please tell us straight away if anything changes that may affect your Disability Living Allowance. If you do not tell us straight away it may effect 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.

Our 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.