

Disability Living Allowance Claim Packs

Updating the Disability Living Allowance claim packs for the introduction of Higher Rate Mobility Component for Severely Visually Impaired People, and other minor enhancements.

January 2011

Equality impact assessment for Disability Living Allowance (DLA) claim packs

Brief outline of the policy or service

The DLA Adult and DLA child claim packs have been updated for the introduction of the Higher Rate Mobility Component for Severely Visually Impaired people. We have also made minor changes to improve customer service and to reduce print costs.

The revised claim packs will:

- contain the relevant information for the introduction of the HR MOB SVI legislation
- have fewer pages than the present version
- be printed in black only on the inside pages, and
- be in FS Me font. See the DWP branding guidelines.

DLA claim packs are used by:

- disabled people making a claim for DLA
- carers
- representatives of disabled people
- third party external organisations such as Citizens Advice, and
- Pension Disability and Carers Service staff.

The revised claim packs will be introduced between February 2011 and April 2011.

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Reason for not doing an equality impact assessment

No negative impact has been identified regardless of disability, race, gender, age, religion and belief or sexual orientation.

See the equality impact assessment '**Disability Living Allowance Higher Rate Mobility Component for Certain Severely Visually Impaired Customers**'

<http://www.dwp.gov.uk/publications/impact-assessments/equality-impact-assessments/2011/>

All claim packs will still be available, on request, in alternative formats such as:

- English large print
- Welsh large print
- English braille
- Welsh braille
- British Sign Language (BSL)
- Audio CD and audio tape

We can also phone or write in some other languages.

During the development DLA/AA Claim Pack Team have consulted:

- RNIB
- Pension Disability and Carers Service Advisory Forum
- Disability and Carer Benefits Policy
- Solicitors
- DCS Operations Assurance Team
- DWP Brand Team and
- DLA/AA Procedures Northern Ireland (for information)

HR MOB SVI Project Team consulted relevant customer representative organisations such as:

- RNIB
- Citizens Advice Bureau and
- Local Government Association

Contact details

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