

Name of provider and status Role of author	Contact Helpline case study - November 2018 Helpline parent adviser – General team
Background details:	Name: Child A Gender: Female Age 8 Disability/SEN: Learning difficulties SEN status : has EHC Plan Child B Age 6 Gender: Male Disability/SEN: Vision and Hearing impaired SEN status: has EHC plan Grandparent: C
Brief reason for selecting:	Evidence of poor awareness of disability benefits including the entitlement rules for Disability Living Allowance (DLA) and Carers Allowance (CA).
Overview of the issues:	Education professional at A and B's school called the helpline on behalf of Mrs C, requesting information about claiming DLA and CA. Mrs C has Special Guardianship Order for A and B. C lives with A, B and husband who is working. C is owner occupier and still has mortgage costs. Financial difficulties are adding to the challenges of the family but C was worried that a claim for DLA could put the Special Guardianship order at risk, when reviewed. Mrs C is unwell and is receiving treatment for cancer.
Areas relating to:	Benefits: Disability Living Allowance/Carers Allowance Local Authority legal duties toward disabled children and carers.
Advice and information provided:	<ul style="list-style-type: none"> - The parent adviser outlined the key criteria for claiming DLA, including the different components and how to make a claim. - We explained that DLA is not means tested so entitlement is not based on money coming in to the household, in fact a successful DLA claim can lead to other entitlements such as Carers Allowance. - We advised that Mrs C can ask the local authority for a Carers Assessment. - With the consent of Mrs C, we arranged a call back appointment with a Contact helpline family finance adviser for a full benefit check. - We signposted Mrs C to the Grandparents online advice pages and online advice about carers assessments on the Contact website. - We signposted Mrs C to Grandparents Plus for emotional support.

	<ul style="list-style-type: none"> - We kept record of Mrs C's enquiry and encouraged her to get in touch if she requires further help or advice.
<p>Anticipated outcomes: (we do not case work or follow up on individual enquiries)</p>	<ul style="list-style-type: none"> - Mrs C has increased awareness of possible further entitlements and rights. - Mrs C understands that she can claim DLA for both grandchildren and knows how to make a claim. - Mrs C's income is maximised and she is better informed about financial support for the whole family. - Mrs C better understands the duties of the local authority to support disabled children and carers.