

Citizens Advice Rural Cambs (CARC)

Case Study
February 2020

CASE STUDY 1

Client aged 66 retired, long term chronic health problems, dementia, Parkinson's disease and mental health problems, cannot write due to shakiness and cannot use a telephone or internet, stutters when speaking and gets agitated, no available friends or relatives.

Client asked to claim Personal Independence Payment (PIP) having been claiming Disability Living Allowance for many years being in receipt of Middle Rate Care and Low Rate Mobility.

This was a complex case. Initially client needed CARC to complete with the PIP questionnaire. Following that he was then required to attend a face to face assessment at a centre despite CARC having requested a Home Visit for his PIP assessment. The CARC adviser spent time with the client explaining to him about using google street view to help him find where the assessment centre is in Peterborough. He managed to get there (by bus) but he could not answer the questions sufficiently and the assessment was abandoned.

The CARC adviser then had to intervene and explain to the DWP, in writing, why he needed a Home Visit assessment.

OUTCOME:

In the end, a decision was made without a further face to face assessment. Client was awarded PIP without an end date, at the following rates:

Daily Living – Enhanced Rate
Mobility – Enhanced Rate

This has meant an increase of some £67.15 per week in non-taxable income.

None of this would have been managed by the client without this help and he cannot easily get to a main CARC office

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