**Claiming disability benefits (a brief guide/pathway)**

New claimant for Attendance Allowance

Claimant on Disability Living Allowance (DOB after 08/04/1948)

Claimant on Attendance Allowance

New claimant for PIP

Grapevine follow up appointment to go through passports/benefit check/go through options.

Not satisfied with decision

Satisfied with decision

Grapevine referral onto representative/agency to support with submission of appeal

Grapevine follow up appointment to go through passports/entitlement check

Satisfied with decision

Not satisfied with decision

If worker referral GPV liaise with re supporting evidence to go back with letter (templates available).

Request appointment with Grapevine for assistance with letter

Mandatory reconsideration request in writing within 28 days of decision letter

Grapevine appointment to go through passports/other entitlement check

Not satisfied with decision

Satisfied with decision

Claimant receives decision letter

Contact Grapevine for advice/advocacy support referral request

Letter about PIP face to face assessment

Attendance allowance no face to face assessment

Send form back to DWP (recorded delivery if possible as can track date/reference

Grapevine appointment – advisor complete all aspects of form, photocopy evidence, advice about what happens next

Claimant gather evidence/letters information which can help:

* e.g. letters from key workers;
* prescription list
* hospital discharge letters
* care plans
* reports or summarises.
* Assessments from physios, etc.

Form arrives in post – call Grapevine (0131 475 2370) to arrange appointment (extension can be requested to add 2 weeks for submission)

Phone call for Attendance Allowance: 0345 605 6055

Phonecall to PIP claims number: 0800 917 2222

Report change in circumstances

Report change in circumstances

Receive letter from DWP reclaiming PIP