

“My mental health is through the roof. My benefits were taken away. If it wasn’t for Citizens Advice, I wouldn’t be here.”

Situation

Lynda approached Citizens Advice West Oxfordshire (CAWO) to get help with her PIP claim. She had completed a Personal Independence Payment (PIP) review claim and had been turned down for PIP and part of her Employment Support Allowance (ESA). This resulted in a reduction in her income of £463 a month. Lynda’s health circumstances had not changed and she felt that she was eligible for PIP. Due to her ill health and Covid, she could no longer work and had used up all her savings. She had to give up her car resulting in loss of independence.



“I haven’t been able to work for over a year. I lost my benefits including my car. I had to borrow money. I feel like my life has been destroyed in the last year. I am on the breadline and I’ve lost my independence. My financial future is insecure. My mental health is through the roof. ”

How CAWO helped

CAWO supported Lynda to submit a Mandatory Reconsideration and an appeal over many months. The charity assisted the client with her finances in the interim and supported her to manage her budget on the basis of her reduced income. Lynda found the whole process stressful and this had a detrimental effect on her health. Her appeal was successful and she was awarded the standard rate of PIP of £127.30 per week plus 48 weeks of backdated PIP amounting to £2,880 and Employment Support Allowance amounting to £3,230.

How do you feel now?

“If people like Citizens Advice didn’t exist, I wouldn’t be here. I am so grateful for their help with getting my PIP reinstated. Citizens Advice are crucial. They helped put right the mistakes made by the DWP. It took 11 months. I should be on a higher level of support but my case will not be reviewed until November 2023. Thanks to Citizens Advice I can afford to keep a safe roof over my head and my dog, who is my only joy in life.”