



Don't Miss Out campaign¹ - Impact report and next steps

"I felt a lot more confident once I had talked to the Family Fund and Contact a Family. I wasn't sure if my daughter's condition counted as a disability but they explained that it was and that we had a good chance of an award."

"I've bought my son sensory lights. I've also bought a new strong disability pushchair. I couldn't have afforded these things without the extra benefits. Also his disability means he eats a very limited diet - and I can now afford to buy him the food he will eat without worrying about the costs. For the first time I'm also able to save a bit for his future - in case he can't work when he's grown up."

Summary of what we did

- Between April and the end of July Contact a Family received 127 referrals for advice on Disability Living Allowance (DLA) from Family Fund. The attached [map](#) shows the location of the referrals.
- The majority 105 (82% of total) were referred by the partnership development manager at the Family Fund following targeted telephone calls made to new applicants who appeared to be missing out on DLA.
- Contact a Family provided tailored helpline welfare advice to 110 parents². In the majority of cases parents were advised to make a claim for DLA.
- Towards the end of 2014, Contact a Family contacted a random sample of these parents. We managed to speak to 44 out of the 110 parents. The results of these follow-up calls have been very positive, exceeding our expectations of the likely outcomes.

Summary of the outcomes we achieved

- 30 families have been award DLA. **Generating a total of £4,542 extra income per week, or £236,184 as an annualised figure.** In many cases their financial circumstances have been completely transformed, with some out of work parents seeing their weekly income almost double.
- Most families already knew about DLA prior to be contacted by the Family Fund. The main reasons they had decided to claim now was receiving confirmation from Contact a Family staff that their child's condition and care needs were sufficient for an award of DLA to be considered. The 'validation' factor is really important-families needed someone they trusted to tell them they had a valid claim.
- The partnership between the two charities was key - the trust the parents had for Family Fund meant they trusted Contact a Family's advice.

¹ Contact a Family and the Family Fund received funding of £30,000 in January 2014 from the Pears Foundation to test a pilot programme that targets the most financially vulnerable families with disabled children, making sure they are claiming Disability Living Allowance (DLA) and their full entitlement to gateway benefits. This pilot is called the Don't Miss Out campaign.

² Information on the types of parents supported can be found in the Appendix

- In addition to the substantial financial gain to help cover extra costs of bringing up their disabled child, parents also described the added benefit of being less isolated. They are now able to get out more as a family and to take part in local social and recreational activities.
- 60% of families reported that they feel better able to deal with stress as a result of the change in their financial circumstances. e.g. helping reduce pressure on their relationship.
- Parents also report benefits in terms of their child's health, development and educational outcomes. e.g. as a result of being able to buy sensory equipment.

“Before it felt like we were living on next to nothing and everything was so expensive. I couldn't even pay for heating. Life was constant scrimping and saving, robbing Peter to pay Paul. Having the DLA means that I am able to take her out and do things. To buy sensory equipment. I can pay for taxis to get her to her appointments without having to worry about where the money to pay for the next meal is coming from.”

Things we learnt as a result of the Don't Miss Out campaign

This pilot has challenged some of our assumptions about DLA take up amongst the most hard to reach and vulnerable families with disabled children. The main ones include:

- We had previously thought that a lack of awareness about DLA's existence was the main reason for the low take up of DLA. However, only 1 in 5 had not been aware of DLA prior to being contacted by the Family Fund. Instead one of the main reasons families had not previously claimed DLA were often linked to misconceptions about DLA eligibility.
- One major cause of families not claiming was the misconception that they needed to wait for a diagnosis before they could claim. In some cases it was clear that this impression had come from a professional they had spoken to.
- We also found that the length of the claim form isn't a significant factor in putting families off claiming DLA.
- We had also envisaged that following one to one advice via the Contact a Family helpline most parents would still feel the need for face to face support to actually complete the DLA claim pack. However, nearly two thirds (59%) did not feel the need to use a local service and completed the DLA form themselves based on the tailored advice and the DLA guide which was sent.

This is extremely important in terms of the quality of the helpline advice. It also helps to alleviate some of our concerns about the impact of the cuts to local welfare advice services and their capacity to meet demand. Some families said that they preferred the fact that they didn't have to access the advice face to face. Families have told us that getting to CAB appointments for example can be very difficult if your child has a sensory condition such as autism.

“They gave me details of an adviser in my area who could help with the claim form but after speaking to Contact a Family on the telephone and reading the guide they sent me a couple of times I just went ahead and filled in the form myself.”

Things that reinforced our own knowledge

- Trust was essential for the campaign to work – families trusting Family Fund, and then being told to trust Contact a Family's advice.
- The length of delay before parents make a claim can be several years. Therefore reinforcing the need to reach out to intermediaries such as health professionals to get the message out about DLA as early as possible.
- The importance of family and friends in finding out about DLA. Therefore, we need to continue to build capacity via our volunteer programmes with families to make best use of peer to peer models to reach out to more families.
- The current political / media narrative around benefits is putting some parents off claiming. The evidence from the pilot will back up findings from our Counting the Costs campaign on the increasing levels of stigma around benefit claimants being seen as scroungers.
- The importance of offering in depth tailored support via telephone. By spending time discussing their child's day to day needs in detail, and practical tips on how to best describe the extra care and supervision their child needed helps maximise successful claims.
- Family Fund and Contact a Family work well together, but this project has helped formalise arrangement and our working practices to benefit families

"I felt a lot more confident once I had talked to the Family Fund and Contact a Family. I wasn't sure if my daughter's condition counted as a disability but they explained that it was and that we had a good chance of an award."

The impact of that learning

- The learning has already been shared with Department of Education officials to assist with their understanding of the issues currently affecting families with disabled children beyond the implementation of the SEND reforms.
- The model has been discussed with Scottish Government officials as a possible solution to the negative impact of welfare reforms and families going without the basics as highlighted in Contact a Family's Counting the Costs campaign.
- We are planning a DLA awareness month using the learning from the Don't Miss Out campaign to shape our messaging. Through social media and press opportunities our messaging will focus on challenging the assumptions made about DLA take up such as the length of the claim form, needing a diagnosis and a particular level of disability to be eligible to claim. The month will link with the stigma associated with claiming disability benefit – for example focusing on how DLA helps with extra costs.
- We will use the learning to request meetings with the Office of Disability Issues and DWP to build our case for why DLA for children should be protected. The Welfare Reform Act 2012 gives the UK government the power to reform DLA for children under 16 without recourse for further primary legislation. This is worrying considering

the ongoing problems of reform on DLA for adults via Personal Independent Payment (PIP). But also in the current financial climate, there also a risk that reform to DLA might be seen as an opportunity to reduce spending on support for disabled children.

- This learning will be invaluable in our influencing work, but both charities also plan to share the learning with our partners across the children's disability sector so together we can make the case for why DLA for children must be protected from any future cuts to welfare spending.
- The CEOs from the Family Fund and Contact a Family have met to discuss ways the charities can work together more.

“Because of his condition my son wears clothes out really quickly and the extra money means we can buy him new clothes as soon as he needs them without worrying about the money. Before it was a constant stress about how we could afford to pay for these sorts of things.”

Learning from follow up calls- Outcomes for parents

The results of the follow-up calls were been very positive, exceeding our expectations of the likely outcomes. Firstly, the vast majority of the parents in the follow up sample had made a claim for DLA as a result of the advice that they had received during the summer. However more encouraging is the fact that over two thirds of those parents who had claimed DLA had received an award. Of the 44 parents in the sample followed up:

- 30 had been awarded DLA (68%)
- 4 were awaiting a decision (9%)
- 4 had decided not to claim (9%)
- 3 had not yet claimed but still intended to do so (7%)
- 3 had been refused DLA (7%)

Only 7 parents had not claimed DLA and of these 3 said they still intended to but had simply not had the time. One of these parents had already started to complete the claim form, while the other was awaiting the form's arrival. All four parents who had decided not to claim said this was because they doubted that their child was disabled enough to get an award, with one parent having been refused DLA on an earlier claim.

Financial gains for families

“I can afford to participate in more things, to take my daughter to more places and to do more activities with her. I don't feel that I am penny pinching all the time. She gets the chance to do a lot more things and have the same opportunities as other kids. I have enrolled her in a dance class - this starts soon. She's really looking forward to it. I'm hoping this will help with her speech and social skills.”

The level of DLA awarded to parents varied dramatically but in a large number of cases awards included the middle rate of the care component. Almost one in four awards include the highest rate of the care component. Clearly those missing out on DLA, were not limited to families whose disabled children have less severe needs and where the chances of an award could be borderline. Instead many of the families who had not previously claimed had children with very significant care and supervision needs, including a sizeable minority needing care by both day and night.

The breakdown of the 30 DLA awards reported in the sample:

DLA award	Number of recipients	Weekly Amount	Annual amount per family	Yearly total for all awards combined annually
Low rate care only	1	£21.55	£1,120.60	£1,120.60
Middle rate care only	9	£54.45	£2,831.40	£25,482.60
High rate care only	3	£81.30	£4,227.60	£12,682.80
High rate care and low rate mobility	5	£102.85	£5,348.20	£26,741.00
Middle rate care and low rate mobility	8	£76	£3,952.00	£31,616.00
Low rate care and low rate mobility	4	£43.10	£2,241.20	£8,964.80
Total				£106,607.80

In addition to the DLA awards themselves, most families also saw further increases in their income as a result of the DLA acting as a passport to other benefit payments. For example all but one of the families awarded DLA saw a subsequent increase in their child tax credit payments. These extra disability payments were often as much as the DLA itself. 19 of the families also were also subsequently awarded carer's allowance. In other cases it was identified that families were missing out on housing benefit.

The financial gains for families is substantial. The combined extra income seen by all 30 families amounts to a total of £4,542 extra per week, or **£236,184** if expressed as an annualised figure. This is a very significant return on the money spent on funding the project.

These results show how important DLA take-up is in any attempt to challenge the financial disadvantage faced by families with disabled children. Not only does DLA provide a much needed extra funds in itself but it is also the key gateway benefit opening up a range of other sources of financial support for families.

Given the size of the financial gains for individual families, it is difficult to overstate the positive impact of the Don't Miss Out Campaign on these beneficiaries. In many cases their financial circumstances have been completely transformed, with some out of work parents seeing their weekly income almost double.

Case study 1:

Gemma and her husband have 3 children. The older 2 have been diagnosed with ASD and already get DLA. The youngest, aged 1, is undergoing assessment for ASD but Gemma felt that a DLA claim would not succeed as his condition is not as 'severe' as his older siblings. After applying to the Family Fund and then speaking to Contact a Family, Gemma made a claim for DLA and was successful, being awarded the highest rate care, £81.30 for her son. This meant that she also received extra tax credits of £83 per week.

Gemma told us:

"I would not have made the claim for DLA as I didn't think I would get it for my youngest son. I think I was comparing him too much to my older 2 children. Talking on the phone to Contact a Family made me feel confident about making the claim and they assured me that it was alright to claim for 3 children and it is about each child's individual needs.

The extra money has helped us to pay for extra things like bedding and clothing and extra laundry as my son wets the bed and makes a lot of mess. The main way it has helped us is to allow my husband to keep his hours of work to a minimum so that he can also provide care to our children. I definitely could not deal with all 3 of them on my own."

Why hadn't parents claimed DLA previously?

"I felt really unsure about claiming benefits for my daughter. I'm her mum so it's my job to look after her. I worried what people might think about me. Contact a Family pointed out all the extra costs that I had and that other mums and dads didn't. That helped a lot in making me think that a claim was a good idea"

Of those parents who had claimed DLA following our advice, only 1 in 5 had been unaware of DLA's existence prior to speaking to the Family Fund. It is therefore clear that lack of awareness about DLA's existence was not a significant factor for the majority of parents. Reasons for not claiming were often linked to misconceptions about DLA eligibility – in particular the mistaken belief that a diagnosis was required and misconceptions about DLA being a benefit aimed for children with severe physical disabilities.

Although the parents who took part in the sample had disabled children with a range of physical and mental disorders, the majority had a child with an autistic spectrum disorder, learning difficulties, speech and language difficulties or an undiagnosed condition causing social difficulties or behavioural problems.

Condition of child in follow up survey	
Autistic spectrum disorder	21%
Learning disabilities	16%
Undiagnosed	13%
Speech and Language difficulties	10%
ADHD	5%
Sensory impairment	5%
Global developmental delay	5%
Asthma	5%
Arthritis	5%

NB Conditions affecting less than 5% of children in the sample are not included in table

“I didn’t think that my daughter’s condition was severe enough to make a claim, I thought it was only for those kids with most severe disabilities like those who needed a wheelchair. So the main thing for me was being encouraged to make the claim and reassured that there actually was a good chance of an award.”

Several parents talked about not considering their child to be ‘disabled’ or not ‘disabled enough’. In other cases parents worried about what other people might think about them getting DLA for their child – given that their child’s disabilities may not be obviously apparent in comparison with a child who is physically disabled. In some cases it was clear that parents also felt uneasy about claiming benefits at all and were worried that they would be seen as exploiting their child’s condition for financial gain.

For many of these parents one of the main reasons they had decided to claim was simply receiving confirmation from our staff that their child’s condition and care needs were sufficient for an award of DLA to be considered. Several parents described the importance of being reassured that they could validly claim the benefit and that there was a genuine chance of an award. The advice that a claim had a genuine chance of success appeared to carry more authority, as a result of Contact a Family having been recommended to parents by the Family Fund. Parents clearly thought highly of the Family Fund as a result seemed willing to trust the opinions of Contact a Family’s advisers.

Where parents expressed concerns about the stigma of claiming benefit, the Contact a Family staff spent time outlining the many additional costs faced by in bringing up a child with a disability and in reassuring parents that there was no shame involved in seeking help to offset extra costs that other families did not have to meet.

It is important to note that some families reported poor experiences when seeking help from other services and professionals. Providing reassurance about the service they were being referred to is extremely important in providing them with the confidence to engage. This pilot shows contacting families in this way had a much higher success rate. It was also helpful in understanding the range of issues families are experiencing.

“The biggest thing was really just the encouragement to claim - it was the push that we needed. Also getting talked through the form, and what to think about when it came to completing it. I think that I might have given up otherwise.”

Case study 2:

Martin lives with his partner and three children. His 4 year old son has speech and language problems and global developmental delay, he is also being assessed to see if he has an autistic spectrum disorder. He initially spoke to the Family Fund in late July and was subsequently advised to claim DLA by Contact a Family.

Martin’s son was awarded DLA care component at the middle rate - £54.55 per week. However this award also triggered an additional disability payment of £59 per week in Martin’s tax credits. It also opened the way for his partner to claiming carer’s allowance. As a result Martin’s income has increased by £175 per week.

Martin said

“Before I spoke to The Family Fund and Contact a Family I didn’t think that I would be able to claim DLA. I’d heard about the benefit but didn’t think it was for children like my son. I thought that you could only claim DLA if you had a child who had physical disabilities. Contact a Family explained that children like my son could get DLA and the important thing was the amount of extra help and support my son needed as a result of his difficulties.

They spent quite a bit of time on the phone talking through all the different ways that my son needed extra help. This and the DLA guide they posted out to me was a huge help when I came to sit down and fill in the form.

Getting these extra benefits has made a huge difference. Before I was struggling to meet costs like the extra travel costs, toys and frequent new clothes that my son needed and this was putting me into debt. Now I don’t need to worry. If there are things that my son needs I have the money to buy them”.

What other factors encouraged parents to claim DLA

As part of the follow up sample parents who had claimed DLA were asked what factors had encouraged them to claim this year. All of the parents identified that one to one advice from Contact a Family had been of major importance, while two thirds also specifically mentioned the guide that they were sent about claiming DLA for a disabled child.

60% of parents also mentioned how important speaking to staff at the Family Fund had been, particularly in initially challenging their preconceptions that their child would not get DLA. In fact several parents had already requested a DLA pack after speaking to the Family Fund and before they received had detailed advice from Contact a Family.

We had envisaged that following one to one advice from the Contact a Family helpline most parents would still feel the need for face to face support to actually complete the DLA claim pack. For that reason parents were signposted to local advice projects in their area if these existed. Two thirds of parents in the sample confirmed that they had been provided with details of a local advice service. However of those who did go ahead and make a claim for DLA, only 28% had sought additional help from a local agency. While 10% said that they had been unable to get an appointment and had thus felt they had little option but to claim themselves, 59% of respondents said that they had not felt the need to use a local advice service. According to these parents the advice provided by the Contact a Family helpline and the written guide to claiming DLA had left them feeling confident enough to complete the claim form without further assistance.

Did you get help to claim DLA from a local advice service?

- Yes (28%)
- No, could not find a local service (3%)
- No, could not get a suitable appointment (10%)
- No, did not find local service to be helpful (0%)
- Did not feel the need to use a local service (59%)

The fact that such a high percentage were emboldened to claim without further assistance and the relatively high success rate reported, suggest that the model utilised in the Don't Miss Out Campaign is very effective.

Each call undertaken by Contact a Family took up around 2.5 hours staff time, including time spent arranging the calls, preparation time and case recording. However parents were not simply provided with general advice about DLA. The Family Fund provided Contact a Family's advisors with information to tailor the call to each family – including the age and medical condition of each child.

Many parents lose sight of the extra care that they provide to their child – it has simply become part of their everyday routine as a parent. By spending time discussing their child's day to day needs in detail, we tried to help them identify all the additional types of care that they provided that and that other parents didn't.

Certainly several of the parents who had received a DLA award, described themselves as feeling well prepared to complete the claim form as a result of the one to one advice from Contact a Family's helpline. Many credited this to the fact that they had the opportunity to discuss their child's care needs in detail over the telephone and to get practical tips on how to best describe the extra care and supervision their child needed.

Case study 3:

Sandra lives with her husband and two children. Her eldest daughter has arthritis in the knees and ankles as well as both a hearing and a visual impairment. She was initially encouraged to claim DLA at a visit by the Family Fund but was worried that her daughter wouldn't qualify. She was referred to Contact a Family for further advice in July and subsequently made a DLA claim.

Sandra's daughter was awarded DLA care component at the middle rate and the mobility component at the low rate. This is a total of £76 per week. Sandra also an additional disability payment of £59 per week in her tax credits, and has made a successful claim for carer's allowance. Overall her weekly income has increased by £196 per week.

Sandra told us

“Before I spoke to Contact a Family I didn't think that my daughter would get DLA. This was partly because I didn't that her condition was severe enough and partly I felt a bit unsure about the idea of claiming benefits for my daughter at all.”

“Talking to Contact a Family gave me the confidence to make a claim. They spent a lot of time talking about all the different ways that I had to help my daughter throughout the day, including the fact that she needed more help outside as a result of her hearing loss and visual impairment. I would never have imagined that she might get the mobility component before they mentioned this.

They also pointed all the extra costs that we have as a result of her condition. They said that DLA would make sure that we had enough money to meet these costs and all of this helped me decide that claiming DLA would be worthwhile.

They gave me details of an adviser in my area who could help with the claim form but after speaking to Contact a Family on the telephone and reading the guide they sent me a couple of times I just went ahead and filled in the form myself."

Unexpected added value

When the Fund contacted families about DLA meant that parents had the opportunity to ask other questions, such as the progress of their Family Fund application or other questions about health and social care. Many families were pleasantly surprised that the Fund could offer more help than just grant support. Some families re-contacted the Fund after they had applied for DLA to say thanks for doing this for families. This is important because families very often have to do all the leg work – to be proactive helps families feel valued.

"When Cole is bored we can take him out for the day. We have also been able to pay for broadband. He can't read and write so he uses learning programmes on the tablet that we got from the Family Fund. We wouldn't have been able to afford to pay for the internet without the DLA so it's made a big difference."

The partnership between two charities

The two charities have a long history of co-working. The existing relationship between individuals at Family Fund and Contact a Family provided a very easy framework to set up the pilot. The confidence and trust both charities have in each other was central to making the pilot successful. This piece of work has also formalised that relationship and has allowed us to see how we can further develop our working practices to benefit families.

Both charities have individual strengths. Family Fund has an extensive reach to families raising disabled children and Contact a Family have specialist welfare expertise and highly respected, quality resources for families. These individual strengths have been deployed within a shared vision on this project which has maximised the benefits of the pilot for families. The model we have developed works efficiently and could also be extended into other areas e.g. education, social care or Universal Credit.

As a result of this pilot and our mutual interest in supporting families raising disabled children, both charities have already begun to explore opportunities for wider integration of our services.

The Future of the campaign

"I would say things are much better after getting the DLA because I can now afford to do a lot more with my children. I don't have to worry so much about how I will be able to pay for things my children needs. For instance I have been able to get a new bed and mattress for my daughter who has asthma. It has helped a lot."

Family Fund and Contact a Family believes that the future scope of the Don't Miss Out campaign to be significant. We also believe that there is further demand for families across other UK nations. For example, Family Fund have been running a small survey with families from Northern Ireland, Scotland and Wales to see if there is further interest within the nations for this type of support. So far 107 families have responded to the survey (15% from Northern Ireland, 47% from Scotland, 39% from Wales). 97% respondents said this type of

service would be helpful if it were available in their nation. Take up of DLA in Scotland and Wales is also lower compared to the UK figure.

Some of the parent's comments were:

"I have just sent off my sons claim and I don't feel like I said what I wanted or needed to say. Sure I'll get it refused- could have done with some help." A parent in Scotland

"I have no idea what it is and would like to find out." A parent in Wales

"There are a lot of parents who have children with all different types of disabilities at all different stages..... It would be nice to know whether or not they can get help. I'm afraid of the process and will not apply for fear of rejection so this help would be great." A parent in Northern Ireland

What does a scaled up campaign look like?

The pilot has enable us to gather the evidence to build a strong case to scale up the campaign. Both Contact a Family and Family Fund are committed to extending the scope and reach of the campaign to support more families across the UK.

Conclusion

"Well one of the main things about getting the extra benefit is that I've been able to work less hours so I can look after my son, rather than my wife having to be the one doing all the caring. We're now able to share responsibility for caring for our son. This has helped in our relationship and it's a much better work / life balance for me"

The impact of this pilot has been significant in reducing financial disadvantage. Many families have seen their household income double. The financial stability for those families have been transformed but families have also reported gains in terms of reduced isolation and stress coupled with gains in social, health and educational outcomes. Some families also told us getting DLA made them feel their role as a carer was now recognised.

Contact a Family's research³ with over one thousand families into the impact of isolation on family life shows high levels of mental ill health (72 per cent) and one in five reporting relationship and family breakdown. Any knock on gains in terms of reduced stress and isolation are therefore significant for individual families but also cost savings to the State. The cost of relationship breakdown on the economy is estimated to ranging from £20^[6] – 40 billion^[7] and mental ill health costs the UK an estimated £126 billion⁴ each year.

"Having DLA makes such a difference. I have been able to buy some sensory toys, bean bags and toys that she can chew, as well as laminated books and signs. I have been able to buy more suitable clothing for her needs, which I struggled to afford before. I've also been able to take her out for more day trips."

³ Forgotten Families 2011

⁴ Dept of Health, 'No health without mental health' strategy for England.

Appendix: Type of parents supported

In around 1 in 5 of cases, at least one parent in the household was themselves disabled and some of these parents had questions about their own entitlement to disability benefits such as Employment and Support Allowance.

Of the parents we spoke to 41% of referrals were lone parents. 75% were of white British origin, 1.3% were of another white background, with the remaining 24% being from BME backgrounds.

One fifth of parents described themselves as having been adversely affected by welfare reforms. Of these, half had seen a reduction in help with council tax as a result of localisation of council tax benefit schemes. 45% of those adversely affected were facing cuts to housing benefit resulting from size criteria rules under either the bedroom tax or local housing allowance.

Evidence on DLA take up

After outlining the qualifying criteria for DLA we asked parents to estimate the gap between their child first meeting the criteria and them initially being told about DLA for the first time. This provides a measure of how long families thought they had missed out on the benefit as a result of lack of information. There was a significant spread of results. 16.5% thought that they missed out for 2-4 years with a similar percentage only finding out about the benefit after 5 years or more. On the other hand over a third of parents said that they were told about DLA within 3 months of their child first starting to require substantially more care than other children of the same age .

Table 1 - How long was the delay in you hearing about DLA?

Less than 3 months	34.2%
3-6 months	5.1%
6 months – 1 year	11.4%
1-2 years	13.9%
2-4 years	16.5%
5 years or more	16.5%
Don't know	2.4%

The majority of parents we spoke to had already been aware of DLA prior to being contacted as part of this project.

Table 2 - How did you first hear about DLA?

Health Professionals	39.2 %
Family Fund	24.5%
Friend/Friend	7.6%
School/Nursery staff	6.3%
Another parent	5 %
Other professional	5 %
National Support group	2.5%
Local Support Group	2.5%
Social Services	2.5%
Don't Know	2.5%
DWP	1.2%

Facebook/Twitter	1.2%
Websites	0%
Media	0%

Table 3 - Why are you not claiming DLA? (more than one reason can be given)

Did not think my child's disabilities were severe enough	27.5%
Thought I needed to wait for diagnosis	25%
Had never heard of DLA before	23.75%
Claimed in past but refused	21.25%
Felt uneasy claiming benefits for my child	8.75%
Claim form too difficult to complete	6.2%
Thought my child was too young	5%
Never found the time to complete the form	2.5%
Because of immigration status or fact recently came to UK	2.5%
Could not get help to complete the form	1.25%
Assumed I could not claim as we are a working family	1.25%
Someone told me I was not eligible	1.25%

NB: Given that the three quarters of parents were already aware of the existence of DLA prior to being contacted as part of this project, it should be no surprise that only 23.75% of families report ignorance of the benefit as the reason they were not claiming DLA.

