Information for parents

WALES | CYMRU

contact For families with disabled children

MOVING FROM DLA TO PIP: A GUIDE TO IDENTITY AND SECURITY CHECKS– EASY READ FACT SHEET

This fact sheet explains what to do if you are unable to confirm your young person's identity during the transition from Disability Living Allowance to Personal Independnce Payment. It tells you what to do next, the documents you may need, and where to get help.

When a young person turns 16, they will transition from Disability Living Allowance (DLA) to Personal Independence Payment (PIP). This is not automatic, and a new claim will need to be made. A secure identity check is required for a young person when making a new claim.

If your young person's identity cannot be verified electronically, they may be asked to provide physical proof of identity.

If you are unable to confirm your young person's identity, here are the steps you can take to fix the problem.

STEP 1: ACT QUICKLY

Contact the PIP Enquiry Line as soon as possible.

- **Phone:** 0800 121 4433 (Monday to Friday, 9am–5pm).
- **Tell them your young person's identity could not be confirmed.**
- **Ask what information did not match.** This is often a small detail like an old address or name.

STEP 2: PROVE YOUR CHILD'S IDENTITY ANOTHER WAY

You do NOT have to keep using the online check if you don't not have the documents asked for. You can prove identity by:

- Sending documents by post.
- Taking documents to a Jobcentre (face-to-face).
- Asking for help if you cannot travel.

Bring original documents if you can.



Photo ID: passport or UK driving licence.

If no photo ID you can use a birth certificate. If you don't have a copy, you can order a replacement at **gov.uk.order-copy-birth-certificate.**

Proof of address: bank statement, council tax bill, or tenancy agreement

If your address has changed, tell the DWP as soon as possible. If the DWP has your old address, this can stop the identity check from matching your records resulting in a failed identity check.

STEP 3: WILL THE EXISTING DLA STOP?

Your young person's DLA should continue while you are fixing the identity check.

But this only applies if you reply to letters and phone calls.

If you do nothing, your DLA can be stopped.

Tip: Keep copies of letters and write down dates of phone calls.

STEP 4: IF DWP CLOSED YOUR PIP CLAIM

You still have options:

- **Ask for a Mandatory Reconsideration** (a review of the decision).
- **Ask for a home visit** if you cannot get to the Jobcentre.

PIP has different rules from DLA. Your young person could receive more, the same amount or less under PIP, even if they were given an indefinite award. They might not qualify for PIP at all.

If you need further advice or support, you can contact our helpline on **0808 808 3555,** open Monday-Friday 9.30 am-5 pm. Families living in Wales can also email our Wales office at **Cymru@contact.org.uk**

HOW CONTACT CAN HELP

For advice and support contact:

0808 808 3555

helpline@contact.org.uk

You can contact our Wales team by emailing:

Cymru@contact.org

We have a range of in-depth guides for parents. All our guides are free to parents who call our helpline, and are free to download.

contact.org.uk/publicationslist

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SYMUD O DLA I PIP: CANLLAW I WIRIADAU HUNANIAETH A DIOGELWCH - TAFLEN FFEITHIAU HAWDD EI DARLLEN

Mae'r daflen ffeithiau hon yn egluro beth i'w wneud os na allwch gadarnhau hunaniaeth eich person ifanc wrth symud o DLA i PIP. Mae'n dweud wrthych beth i'w wneud nesaf, pa ddogfennau y gallai fod eu hangen arnoch, a ble i gael cymorth.

Pan fydd person ifanc yn troi'n 16 oed, bydd yn symud o'r Lwfans Byw i'r Anabl (DLA) i'r Taliad Annibyniaeth Personol (PIP). Nid yw hyn yn digwydd yn awtomatig, a bydd angen gwneud cais newydd. Mae angen cynnal gwiriad hunaniaeth diogel ar gyfer person ifanc wrth wneud cais newydd.

Os na ellir gwirio hunaniaeth eich person ifanc yn electronig, efallai y gofynnir iddo ddarparu tystiolaeth ffisegol o'i hunaniaeth.

Os na allwch gadarnhau hunaniaeth eich person ifanc, dyma'r camau y gallwch eu cymryd i ddatrys y broblem.

CAM 1: GWEITHREDWCH YN GYFLYM

Cysylltwch â Llinell Ymholiadau PIP cyn gynted â phosibl.

- **Ffôn:** 0800 121 4433 (dydd Llun i ddydd Gwener, 9am–5pm).
- **Dywedwch wrthynt nad oedd modd cadarnhau hunaniaeth eich person ifanc.**
- **Gofynnwch pa wybodaeth nad oedd yn cyfateb.** Yn aml, manylyn bach yw hwn, megis hen gyfeiriad neu enw.

CAM 2: PROFWCH HUNANIAETH EICH PERSON IFANC MEWN FFORDD ARALL

NID oes rhaid i chi barhau i ddefnyddio'r gwiriad ar-lein os nad oes gennych y dogfennau y gofynnwyd amdanynt.



Gallwch brofi hunaniaeth drwy:

- Anfon dogfennau drwy'r post.
- Mynd â dogfennau i Ganolfan Byd Gwaith (wyneb yn wyneb).
- Gofyn am help os na allwch deithio.

Dewch â dogfennau gwreiddiol os gallwch.

Prawf adnabod â llun

Pasbort neu, drwydded yrru'r DU.

Os nad oes gennych ID â llun

Tystysgrif geni – os nad oes gennych gopi, gallwch archebu tystysgrif newydd – Gov.uk

Prawf o gyfeiriad

Cyfriflen banc, bil treth gyngor, neu gytundeb tenantiaeth.

Os yw eich cyfeiriad wedi newid, dywedwch wrth yr Adran Gwaith a Phensiynau (DWP) cyn gynted â phosibl. Os oes gan y DWP eich hen gyfeiriad, gall hyn atal y gwiriad hunaniaeth rhag cyfateb â'ch cofnodion, gan arwain at fethiant y gwiriad hunaniaeth.

CAM 3: A FYDD Y DLA PRESENNOL YN DOD I BEN?

Dylai DLA eich person ifanc barhau tra byddwch yn datrys y broblem gyda'r gwiriad hunaniaeth.

Ond dim ond os byddwch yn ymateb i lythyrau a galwadau ffôn y mae hyn yn berthnasol.

Os na wnewch unrhyw beth, gall DLA eich person ifanc gael ei atal.

Awgrym: Cadwch gopïau o lythyrau ac ysgrifennwch ddyddiadau galwadau ffôn.

CAM 4: OS BYDD Y DWP YN CAU'R CAIS PIP

Mae gennych opsiynau o hyd:

- Gofynnwch am Ailystyriaeth Orfodol (adolygiad o'r penderfyniad)
- Gofynnwch am ymweliad cartref os na allwch fynd i'r Ganolfan Byd Gwaith.

Mae gan PIP reolau gwahanol i DLA. Gallai eich person ifanc gael mwy, yr un swm neu lai o dan PIP, hyd yn oed os oedd wedi cael dyfarniad am gyfnod amhenodol. Efallai na fydd yn gymwys i gael PIP o gwbl.

Cysylltwch â'n Llinell Gymorth **0808 808 3555,** dydd Llun i ddydd Gwener 9.30 am-5 pm. Neu â Thîm Cymru yn **Cymru@contact.org.uk** i drafod eich amgylchiadau ymhellach.

SUT Y GALL CONTACT HELPU

Am fwy o gyngor neu gefnogaeth, mae croeso i chi ffonio ein llinell gymorth ar:

0808 808 3555
rhwng 9:30 yb a 5yp dydd Llun i ddydd Gwener

helpline@contact.org.uk

Gall teuluoedd sy'n byw yng Nghymru hefyd anfon e-bost at swyddfa Cymru:

Cymru@contact.org

Mae gennym amryw o ganllawiau manwl i rieni. Mae ein canllawiau ar gael yn rhad ac am ddim i rieni sy'n ffonio ein llinell gymorth. Mae posib eu lawr lwytho heb unrhyw gost:

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