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| **ADVICE SERVICE ALLIANCE**  **Advice Quality Standard**  **Casework Experience and Range**  Form: Case 1 – Disability | C:\Users\lmorris\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\5759AD44.tmp |

This form must be completed if applying for certification to Advice with Casework in the Disability category.

Cases listed to fulfil the criteria must be cases which were active within the last 12 months.  Please complete column 3 with either the case reference or file name.  Please also state the caseworker responsible for the case if applying through the 12-hour caseworker route (D5.1).

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| **Requirement** | | | **File Ref No / Filename** | **Initials of Caseworker** |
| Section A is Mandatory.  Plus two other sections, one of which must be from either B, C or D. | | | | |
| 1. **Welfare Benefits** | | | | |
| A1 | Four out of nine of sections A1.1 to A1.8: | | | |
|  | A1.1 | Means-tested – e.g. Income Support, Universal Credit, Tax Credits. income related Employment and Support Allowance. |  |  |
|  | A1.2 | Non Means-tested – e.g. contributory Job Seekers Allowance or contributory Employment and Support Allowance |  |  |
|  | A1.3 | Earnings replacement benefits (e.g. Carers Allowance, Industrial Disablement Benefits, Statutory Sick Pay, Statutory Maternity Pay, Maternity Allowance, Retirement Pension, Widowed Parents Allowance, Bereavement Allowance). |  |  |
|  | A1.4 | Disability Living Allowance, Personal Independence Payment or Attendance Allowance. |  |  |
|  | A1.5 | Preparing and conducting revisions, supersessions, mandatory reconsiderations or appeals. |  |  |
|  | A1.6 | Fraud and overpayments. |  |  |
|  | A1.7 | Underpayment or backdating of benefits. |  |  |
|  | A1.8 | Budgeting Loan/Advance, Funeral Payments, Sure Start Maternity Grants, Local Welfare Assistance Schemes, Discretionary Assistance Fund (Wales). |  |  |

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| **B Health and Community Care** | | | | |
| B1 | Five out of fourteen of sections B1.1 to B1.14: | | | |
|  | B1.1 | Representation or casework to prepare clients for assessments (Care Act 2014). |  |  |
|  | B1.2 | Entitlement to services under the Care Act 2014. |  |  |
|  | B1.3 | Provision of accommodation under the Care Act 2014. |  |  |
|  | B1.4 | Provision of domiciliary services. |  |  |
|  | B1.5 | Challenging charges for domiciliary services. |  |  |
|  | B1.6 | Entitlement to services under the Children and Families Act 2014. |  |  |
|  | B1.7 | Representation or casework to prepare clients for complaints (community care or health). |  |  |
|  | B1.8 | The Care and Support (Direct Payments) Regulations 2014. |  |  |
|  | B1.9 | Assessment for residential and nursing home care. |  |  |
|  | B1.10 | Paying for care in residential or nursing home (including payment for health care). |  |  |
|  | B1.11 | Hospital discharge arrangements. |  |  |
|  | B1.12 | Services under Section 117 of the Mental Health Act 1983. |  |  |
|  | B1.13 | Accessing health care where it has been refused. |  |  |
|  | B1.14 | Accessing mobility services (concessionary travel, Blue Badge, Motability etc.). |  |  |

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| **C Housing** | | | | |
| C1 | Four out of seven of sections C1.1 to C1.7: | | | |
|  | C1.1 | Housing Adaptations (e.g. obtaining authorisation, negotiation about payment), two out of three of the following: | | |
|  |  | * C1.1.1 – Homeowners. |  |  |
|  |  | * C1.1.2 – Council and housing association tenants. |  |  |
|  |  | * C1.1.3 – Private tenants. |  |  |
|  | C1.2 | Disabled Facilities Grant applications. |  |  |
|  | C1.3 | Homelessness, two cases, at least one must be C1.3.1. | | |
|  |  | * C1.3.1 – Statutory (Pt VII / Children Act, National Health Services and Community Care Act 1990). |  |  |
|  |  | * C1.3.2 – Non-statutory. |  |  |
|  | C1.4 | Housing and re-housing, one of the following: | | |
|  |  | * C1.4.1 – Allocation. |  |  |
|  |  | * C1.4.2 – Transfer. |  |  |
|  | C1.5 | Harassment requiring re-housing. |  |  |
|  | C1.6 | Housing options – one case working through different options with a client to enable their chosen housing option (e.g. remaining in their own home, sheltered or extra sheltered housing, residential or nursing care). |  |  |
|  | C1.7 | Disrepair |  |  |

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| **D Discrimination Law** | | | | |
| D1 | Equality Act 2010 – casework with progress to referral (one of each) to include direct discrimination and reasonable adjustment: | | | |
|  | D1.1 | Employment. |  |  |
|  | D1.2 | Goods and services or premises. |  |  |

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| **E Employment and Training** | | | | |
| E1 |  | Unfair dismissal. |  |  |
| E2 |  | Disability discrimination. |  |  |
| E3 |  | Access to Work Scheme or DWP/Jobcentre Plus support to people with disabilities. |  |  |

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| **F Education** | | | | | | |
| F1 |  | Educational Grants/Bursaries/Loans. | | |  |  |
| F2 |  | Disabled Students Allowance. | | |  |  |
| F3 |  | Special Education Needs Assessment / Tribunal. | | |  |  |
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| **G Debt** | | | | | | |
| Three out of six from the following: | | | | | | |
| G1 | | | Mortgage arrears / possession including secured loans | |  |  |
| G2 | | | Rent arrears / possession | |  |  |
| G3 | | | Local taxes – council tax, or rates | |  |  |
| G4 | | | Utility debts – gas, electricity or water | |  |  |
| G5 | | | Disposal of joint property and liability after sale | |  |  |
| G6 | | | Multiple non-priority debts where establish repayment arrangements | |  |  |
| **I confirm the above information is accurate.**  **Name (please print):** | | | | | | |
| **Signature:** | | | |  | | |
| **Date:** | | | |  | | |