

7. Contact us

Disability Services Advocacy Team is contactable by email using the following address:

DisabilityServices.AdvocacyTeam@dwp.gov.uk

1. Who are we

The Disability Services Advocacy Team provides specialist advocacy and expertise across Disability Services benefits and grants in Great Britain, including Personal Independence Payment, Disability Living Allowance, Industrial Injuries Disablement Benefit and Access to Work. We also deliver tailored awareness and upskilling sessions to support practitioners, partners and stakeholders.

2. What do we do

The team delivers specialist advocacy within Disability Services and provides tailored upskilling and awareness sessions. We actively engage with partner organisations by attending team meetings, forums, job fairs and conferences, promoting shared learning, knowledge exchange and effective multi-agency working.

6. How to access support

We offer a range of presentations covering the four Disability Services benefits. To attend or arrange a session, please contact the team via our inbox.

5. Added value for Stakeholders

The aim of our awareness and upskilling sessions is to make sometimes complex and often overwhelming benefit processes clearer and easier to understand. We break down the customer journey in a practical way, helping professionals feel more confident when supporting people through applications. This supports realistic expectations around processes and timescales, reduces anxiety for individuals and improves the quality of information provided, helping prevent issues escalating due to a lack of understanding.

DWP Disability Services Advocacy Team



3. Who we support

We support professionals, stakeholders, partner organisations and charities working with people navigating Disability Services benefits and grants. This includes individuals with physical disabilities, mental health conditions, learning disabilities, neurodivergence, and long-term or fluctuating health conditions.

4. What support do we offer

We deliver specialist upskilling and awareness sessions via Microsoft Teams, designed to provide a clear, end-to-end overview of the Disability Services customer journey. Sessions cover each stage in detail, from initial claim submission and health assessment expectations through to decision-making processes and final outcomes.

A key focus is the importance of notifying changes of circumstances and responding promptly to information requests, both of which are critical to ensuring customers progress smoothly through their journey. Timely completion of this information by stakeholders has been a finding within SARs in West Yorkshire. Our sessions are interactive and collaborative, offering opportunities for questions, discussion, and the sharing of professional experiences. The aim is to strengthen understanding, confidence, and consistency among professionals supporting individuals who are navigating Disability Services benefits and grants.