**[Insert your name]**

**[Insert National insurance number]**

**[Insert Date of birth]**

For the attention of the Universal Credit Department

**[Insert date]**

**[insert address of your local jobcentre plus]**

**-REQUEST FOR ADJUSTMENT TO THE INTERVIEW REQUIREMENT -**

Dear Sir or Madam,

#### Summary of issue

I am writing to notify you that because of my disability I am unable to attend the interview at the Jobcentre Plus and I ask that you make a reasonable adjustment so that I can take part in the interview and complete the claim process for Universal Credit.

I am registered as sight impaired / severely sight impaired **[delete as applicable]**. Due to my sight loss, I am unable to travel to the Jobcentre Plus as this journey is unfamiliar to me.

**[Select the request below that is appropriate to your circumstances or insert details of other reasonable adjustments you require.]**

I ask that the interview is scheduled at a location that is known to me, so I can travel there independently.

**[Insert details of your circumstances and the difficulties you have with travelling to the Jobcentre. If you have a copy of medical evidence supporting this request, then you can refer to this and enclose it/attach it with this letter.]**

Or

I ask that a home visit is arranged as I am unable to travel to my local Jobcentre.

**[Insert details of your circumstances and why you require a home visit. If you have a copy of medical evidence supporting this request, then you can refer to this and enclose it/attach it with this letter.]**

Or

I ask that my interview is held over the phone as I am unable to travel to my local Jobcentre.

**[Insert details of your circumstances and why you require a phone interview. If you have a copy of medical evidence supporting this request, then you can refer to this and enclose it/attach it with this letter.]**

Please note on your records that I have complex needs and my preferred method of communication with DWP is large print **[specify font size]**/ telephone / braille / audio / email **[delete as appropriate]**.

#### Legal Framework

As a person with a disability, I am protected under the Equality Act 2010. You will be aware that under this Act, you are a service provider with a duty to make reasonable adjustments, so I can take part in the interview and complete the application process. I have included a copy of a standard advocacy letter from RNIB which explains the Equality Act 2010 and what you must do to comply with it.

#### Steps you are required to take

Considering the above, please can you contact me as soon as possible to arrange the appropriate level of support in accordance with s.20 Equality Act 2010 to assist me in taking part in the interview.

I give authority for you to provide RNIB with details of the support you will provide and ask that you send a copy of your response to me and to the RNIB Legal Rights service, The Grimaldi Building, 154a Pentonville Road, London, N1 9JE.

Yours faithfully,

**[insert name]**

**[insert address]**

**[insert contact details and preferred format]**