

Using equality rights in welfare benefits advice

Unlawful discrimination is unfair treatment based on a protected characteristic

The Equality Act might help when your client:

- has been sanctioned because they couldn't meet the requirements of their claimant commitment
- is having problems with maintaining their UC online account
- needs a scrutiny decision to be made
- is requesting a home visit for an assessment
- has had multiple sanctions
- has complex needs
- is in a vulnerable situation.

The DWP are a public authority and service provider. They have a duty not to discriminate and they must comply with the Equality Act 2010.

The DWP have a positive anticipatory duty to make reasonable adjustments for disabled people generally. They must take steps to avoid causing disadvantage for disabled people.