

Factsheet 34

Attendance Allowance

May 2021

About this factsheet

This factsheet gives information about Attendance Allowance, a non means-tested benefit for people over State Pension age (currently 66) who have care needs.

It explains what Attendance Allowance is, the eligibility criteria, and how to make a claim. It explains what to do if you have a change of circumstance.

If you have not reached State Pension age, you are not eligible for Attendance Allowance but you may be able to claim Personal Independence Payment - see factsheet 87, *Personal Independence Payment and Disability Living Allowance* for more information.

The information in this factsheet is correct for the period May 2021 to April 2022. Benefit rates are reviewed annually and take effect in April but rules and figures can sometimes change during the year.

The information in this factsheet is applicable in England, Scotland and Wales. If you are in Northern Ireland, please contact Age NI for information. Contact details can be found at the back of this factsheet.

Contact details for any organisation mentioned in this factsheet can be found in the *Useful organisations* section.

DWP Guidance for some important issues highlighted in this factsheet can be found in section 8.

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Glossary

AA – Attendance Allowance
AFIP – Armed Forces Independence Payment
DLA – Disability Living Allowance
DWP – Department for Work and Pensions
EEA – European Economic Area
PIP – Personal Independence Payment

1 What is Attendance Allowance?

Attendance Allowance (AA) is a benefit for people over State Pension age who need help with personal care or supervision by day, or someone to watch over them by night, because of physical or mental disability. Entitlement is based on the help you require, not any help you actually receive.

AA is not taxable, is not based on National Insurance contributions, and is not means-tested, so you do not have to give details of your income or savings. It is paid on top of other benefits or pensions, except for Constant AA and War Pensioners' Mobility Supplement. If you receive AA, you may qualify for, or receive more of, other benefits, see section 7.

2 Who qualifies for Attendance Allowance?

To qualify for AA, you must fulfil all the following conditions:

- have reached State Pension age (see table below)
- satisfy one of the disability tests (section 3.1) and have done so for six months (if you are terminally ill, there are special rules, see section 4.3)
- not be subject to immigration control and be habitually resident
- the UK is your competent state for paying sickness benefits

Date of Birth	Date you can claim AA
Before 6 October 1954	You can claim now
6 October 1954 to 5 April 1960	66 th birthday

State Pension age increases

From 6 May 2026, State Pension age starts increasing again and will reach 67 by 6 March 2028 (affecting anyone born between 6 April 1960 and 5 April 1977).

You can find your own State Pension age and the date you reach it by using the calculator at www.gov.uk/calculate-state-pension or by phoning the Future Pension Centre on 0800 731 0175

Under State Pension age

If you are under State Pension age, you cannot claim AA but can claim Personal Independence Payment (PIP). If you receive PIP or Disability Living Allowance when reaching State Pension age, these can continue to be paid. See factsheet 87, *Personal Independence Payment and Disability Living Allowance*, for more information.

Habitual residence

You must normally be habitually resident in the UK when you make your AA claim and have been in the UK for at least 104 weeks out of the last 156 weeks. These residence tests may not apply if you:

- apply under the special rules for terminally ill people
- can be treated as having been in the UK while living abroad – this applies to service personnel and some EEA citizens. If the latter, you must be covered by co-ordination rules and able to demonstrate a genuine and sufficient link to the UK
- are a UK citizen living in an EEA state or Switzerland and have a genuine and sufficient link to the UK – for example, you receive a UK State Pension.

Competent state

If you receive a State Pension from an EEA country, that country is normally your competent state for paying sickness benefits (which in the UK includes AA). An exception to this is where you receive a State Pension from another EEA country, a UK State Pension and you reside in the UK, in which case your competent state is the UK.

If you are unsure, you can claim AA and if your competent state is not the UK, the DWP will pass on your details to your competent state to determine if you are eligible for sickness benefits in that country.

3 Conditions of entitlement

3.1 The disability tests

You can claim AA if you need help with personal care, supervision or watching over because of physical or mental disability. It does not matter if you live alone, with other people, or have a carer. Whether you actually get any help is irrelevant. What matters is that you need help.

Day time

You need to show you require frequent attention throughout the day in connection with your bodily functions, or require continual supervision throughout the day to avoid substantial danger to yourself or others.

Night time

You need to show either you (1) require prolonged or repeated attention in connection with your bodily functions, or (2) require another person to be awake for a prolonged period or at frequent intervals to watch over you, to avoid substantial danger to yourself or others.

You receive lower rate AA if you fulfil *either* the day or night conditions. You receive the higher rate if you fulfil *both* day and night conditions.

3.1.1 Daytime disability conditions

You meet the daytime conditions if, because of your disability or health condition, you require frequent help throughout the day in connection with your bodily functions such as eating, getting in or out of bed, going to the toilet, washing, dressing, and taking medication.

Seeing and hearing are also bodily functions. For example, if you are visually impaired and need someone to read your post to you, or you are deaf and need help with communicating, this can satisfy the requirement for needing frequent help.

Walking is a bodily function so needs arising from mobility problems, both indoors and outdoors, can be considered. For example, if you need help getting in and out of a car, using public transport, or require someone to help you get out and use a walking frame or wheelchair or store them after use.

You may meet the condition if you need someone with you when on renal dialysis or you need continual supervision throughout the day to avoid putting yourself or others in substantial danger. Supervision may be needed if you are in danger of falling, you get confused, have fits or seizures, or your condition deteriorates or relapses without warning.

3.1.2 Night-time disability conditions

You may meet the night-time conditions if, because of your disability or health condition, you require prolonged (at least 20 minutes) or repeated (at least twice nightly) attention during the night to help you with your bodily functions.

You may need help, for example, with going to the toilet, or getting in and out of bed. You may qualify if another person needs to be awake for a prolonged period or at frequent intervals throughout the night (generally at least three times a night) to watch over you to avoid putting yourself or others in substantial danger.

3.2 Examples of people who may be entitled

Arthur is 68 and had a stroke six months ago that left him unable to walk and needing a lot of help with washing, dressing and eating. His condition is not expected to improve.

He can apply for AA because he needs help with his personal care. The rate he is awarded depends on whether he requires support during the day and during the night.

Hazel is 77 and has dementia. During the day, a relative stays with her all the time because she is forgetful and sometimes wanders off or turns on the gas without lighting it.

She normally sleeps all through the night. Her husband applied for AA on her behalf and she is awarded the lower rate, because she only needs supervision during the day.

4 Making a claim

4.1 How to claim

You can claim AA if you:

- call the AA Helpline on 0800 731 0122 and ask for a claim form to be sent to you
- download a claim form from www.gov.uk/attendance-allowance/how-to-claim
- get a claim form from an advice agency such as your local Age UK or Age Cymru.

If you call the AA Helpline, the claim form is date stamped. As long as you return the form in the envelope provided within six weeks, your claim, if successful, starts from the date you called.

If you download a claim form or get one from an advice agency, your claim only starts from the date the completed form is received by the Disability and Carers Service.

4.2 When to apply

You normally need to have satisfied the eligibility conditions for six months before you can receive AA, although linking rules means this does not apply if you have received AA within the last two years.

If you have already needed help for at least six months, claim as soon as possible, making it clear when your need for help started. AA cannot be backdated to cover any period before the date of your claim.

If you have recently become disabled, you can still apply straight away, as it may take some weeks to deal with your claim.

If you receive lower rate AA and your condition changes so you may now qualify for the higher rate, you can ask for your claim to be reconsidered. You need to satisfy the conditions for the higher rate for six months before it can be paid, but you can put in a request for the higher rate before the six months have passed.

Requests to reconsider your entitlement do not guarantee your existing award will be maintained so you should seek advice first.

4.3 Terminal illness

If you are terminally ill, you can claim AA without the six-month waiting period under '*special rules*' that make the application process quicker and simpler. You are treated as terminally ill if you have a progressive illness that is likely to limit your life expectancy to six months or less.

It is impossible to say exactly how long someone will live and some people receiving AA under these rules live much longer than six months.

Ask your doctor for a DS1500 report, which is free of charge and gives details of your condition. Send the DS1500 report with an AA claim form and make sure you tick the special rules box. You do not need to complete the whole form - information next to the special rules box explains which parts you need to fill in.

An application can be made by another person, on your behalf if you are terminally ill, with or without your knowledge. This makes it possible for you to receive AA under special rules without knowing your prognosis.

If awarded AA under the special rules, you automatically receive the higher rate. Claims should be handled within 10 to 14 days and a medical examination is not normally necessary.

4.4 Filling in the claim form

You must describe on the claim form how your disability affects you and a medical examination is not normally necessary. The form is quite long and you may want assistance filling it in. You can get help from:

- a friend or relative who knows about your needs and difficulties
- an independent advice agency such as Age UK or Age Cymru
- an appointee or an attorney (see factsheet 22, *Arranging for someone to make decisions on your behalf*, for more information)
- the AA helpline. They can help fill in the form over the phone or in some circumstances, arrange for a home visit to help complete the form.

Many people prefer to get advice from an independent agency rather than the DWP, because an independent agency can help if there are problems with the claim, like processing delays or appeals.

4.4.1 Filling in the form yourself

Take your time

Read the notes and form before you start and then go through the questions carefully. Once you have finished, read through what you have written to make sure it is clear and check you have not missed anything out. Do not worry if you make mistakes and need to cross things out. The form does not have to be tidy.

Your disability or medical condition

The claim form asks for information about your illness or disability, but what is most important is to describe the effect these have on your everyday life. Decision makers have guidance outlining the main needs likely to arise from different conditions.

People's situations vary and you may have more than one medical condition. Your situation may be unusual or your condition may be particularly severe. It is important to describe your particular needs.

Give full details

Give information explaining your situation, bearing in mind the rules in section 3. As AA is for people needing help with personal care or supervision, these are the things to concentrate on. Help with bodily functions includes things like breathing, hearing, seeing, eating, drinking, washing, dressing/undressing, bathing, toileting, and taking medication.

Generally tasks like housework, cooking and shopping are disregarded but can be useful to show the full extent of the help you need in order to be independent. You can include these but it is important to ensure you explain how someone might help you to do the task yourself, for example reading labels, opening containers or setting dials on appliances.

The form asks how often you need help with certain things. If you are not sure how many times you carry out a certain activity, for example go up and down stairs or use the toilet, count the frequency over one day, or take an average over several days if it varies.

If you need more space, add a covering letter or extra paper. Put your name and national insurance number on the letter or extra paper, then sign it and attach it securely to the rest of the claim pack.

Help you might need

In some places, the form asks if you need help with certain activities. Remember it does not matter whether or not you actually receive help.

You may live alone and not have anyone to help; or you may prefer to manage on your own, even though you need help. For example, you may not take a bath because you cannot safely get into it on your own but could if you had some help. Describe the help you would need to take a bath safely.

You may get dressed on your own but only very slowly, or you get out of breath or experience discomfort, or you may have to do things sitting down or you can only put on certain types of clothes. Give as much information as possible to describe your situation fully.

The form asks about any aids or adaptations you have to help you. Describe any problems you have using them, any help you need to use them, and any help you need from another person despite the aids and adaptations. It is important to explain the help another person could give you (whether you get it or not) because this is how you qualify for AA.

Keep notes or a diary

It may help to spend a few days keeping a note of all the times when you need help or have difficulty doing something on your own, or you felt you needed someone to keep an eye on you. If your condition changes so you have good days and bad days, or you have a mental illness, learning disability or early stage dementia, some questions may be easier to answer if you keep a diary. If you are the relative or carer of a disabled person, you can help them do this.

Statements from other people

There is a section which can be completed by someone who knows you, like a friend or relative or a professional such as a nurse or doctor. This section is optional, but it is a good idea to complete it if possible.

The person who knows you is asked to give details about your illness or disability and how it affects you. It can be helpful to include a personal statement from a carer or relative who has observed how your disability affects you and the help you need, and a statement from a healthcare professional.

It helps if the person knows a little about the rules for AA so that they can include the most relevant information.

4.4.2 Helping someone else to apply

People may need help in applying for AA, for example because they do not like filling in forms, they have problems expressing themselves, or they have difficulty writing.

In these circumstances, discuss the questions with them and help them decide the best way to explain their needs. When the form is complete, ask them to read through (or to be read) the information and sign the form to say that the details are correct.

If a person you help cannot sign the form because they are too ill, or have a mental impairment or other disability, you can complete the form and sign it. There is a section on the form to complete if you are signing it on behalf of someone else.

You do not have to do this if you are simply helping the person to write down their answers on the form.

4.5 If more information is needed

After returning the form, your doctor or someone you mention on the form may be contacted to ask for more information, or the DWP may arrange for a healthcare professional to visit you.

The healthcare professional is appointed by the DWP, not your own doctor. They examine you and ask questions. It may be useful to make a note beforehand of the things you want to tell them about the help you need and any difficulties you experience.

If an appointment is made for a healthcare professional to visit, you may want a friend or relative to be present. This is particularly important if you have difficulty making yourself understood.

You may be reluctant to admit you have problems or cannot do something, but it is important to give a picture of your normal range of activities, not just the things you can do on a good day.

You might want to make notes of the things you want to tell them about the difficulties you experience, to make sure you do not forget anything.

5 Decisions and payment

You are sent a decision on your claim in writing. AA may be awarded indefinitely or for a fixed period, depending on your circumstances.

If you are awarded it for a fixed period, you are sent a renewal claim form, normally about four months before the end of the period.

5.1 Rates of payment

The Attendance Allowance weekly rates for 2021/22 are:

Higher rate	£89.60
Lower rate	£60.00

5.2 If you disagree with a decision

You can ask DWP to reconsider its decision (a Mandatory Reconsideration). If they do not change the decision and you still disagree, you can appeal to HM Courts and Tribunals Service.

It is important to challenge a decision or get advice as quickly as possible because time limits generally mean you must act within one month of the date on the decision letter. See factsheet 74, *Challenging welfare benefit decisions*, for more information.

5.3 Payment

AA is normally paid directly into your bank or building society account. It can be paid to an appointee (someone acting on your behalf) or someone with power of attorney if you are not able to act for yourself.

If you are unable to open or manage an account, you can ask to use the Payment Exception Service which allows you to withdraw your benefits from PayPoint outlets. If you are unable to use any of these methods of payment, you should contact the DWP.

AA is usually paid four weekly in arrears, although it can be paid at any interval of less than four weeks, and in certain circumstances, weekly in advance. You can choose to have AA paid with your State Pension or another social security benefit.

Care at home

A local authority can take AA into account when assessing whether, and how much, you must pay for local authority home care services received. See factsheet 46, *Paying for care and support at home* for more information. In Wales, see factsheet 46w, *Paying for care and support at home in Wales* and in Scotland, see *Care and support at home: assessment and funding*.

6 Change of circumstances

The decision letter includes information about your responsibility to inform the DWP of any changes in your circumstances that might affect your AA claim.

6.1 If your condition changes

If you receive lower rate AA and your condition changes, so you think you may qualify for the higher rate, you can contact the DWP and ask for your claim to be looked at again. Write to the DWP at the address on your award letter or telephone the AA helpline. You must complete a new claim form with details of how your needs have changed.

You must satisfy the conditions for six months to get high rate AA. If your needs increase and you tell the DWP within a month of completing the six-month qualifying period for the higher rate, the increase is paid from the date you notified the change. In some circumstances, you can ask for the one-month time limit to be extended to a maximum of 13 months – seek advice if this applies.

You can also notify the DWP about the change before the six-month period has lapsed but payment of a higher rate can only happen after the six-month qualifying period.

Asking for your award to be looked at again does not mean your current award is guaranteed, so seek advice if you are unsure.

6.2 Going abroad

6.2.1 Temporary absence abroad

AA can be paid for the first 13 weeks of a temporary absence abroad, if the overall period of absence is not expected to be more than 52 weeks.

You can be paid up to 26 weeks if your absence is not expected to exceed 52 weeks and you are going abroad to be treated for an illness or disability that began before you left the country and the DWP agrees to pay you for longer.

6.2.2 Exporting to the EEA and Switzerland

Sometimes AA can continue to be paid if you leave the UK to live in an EEA state or Switzerland. If you have already moved and AA stopped when you left, you may be able to get it reinstated. You may be able to make a claim while living in the EEA, if you have a genuine and sufficient link to the UK.

For more information or to request a claim form, write to: Attendance Allowance Exportability Team, Mail Handling Site A, Wolverhampton, WV98 2AD or go to www.gov.uk/claim-benefits-abroad/disability-benefits where you can also email them.

6.3 Hospital and care homes

If you receive AA and go into, or come out of, a hospital or care home, you should always notify the DWP as your entitlement may be affected. For more information, see the DWP Guidance in section 8.

6.3.1 AA in hospital

AA is payable for your first 28 days in hospital, if you are maintained free of charge while undergoing treatment as an inpatient. After this period, payment is suspended. If you have two or more inpatient stays separated by 28 days or less, they are linked and payments are suspended after you have spent 28 days in hospital in total. AA is paid for days spent at home in between hospital stays.

If you claim and are awarded AA whilst in a hospital and you are maintained free of charge while undergoing treatment as an inpatient, your AA award starts being paid when you go home.

If you pay the costs of your hospital care, you can carry on being paid AA indefinitely. AA is also paid if awarded under special rules for terminal illness and you are in a non-NHS hospice.

6.3.2 AA in a care home

If you pay the full fees in a care home, with or without benefits like Pension Credit, you can continue to receive AA or make a new claim.

If **any** of the costs of qualifying services (accommodation, board or personal care) are paid out of public funds (for example, a local authority or the NHS), AA stops 28 days after admission, or sooner if you were previously in hospital. You retain an '*underlying entitlement*', so if you move out of the home, it can be paid again.

If the local authority provides temporary funding that will later be reimbursed by you (for example, under a deferred payment agreement), AA is paid during the period of temporary funding.

If you have a temporary admission to a home, for example, for respite care funded in full or in part by a local authority or the NHS, AA stops being paid after 28 days. Periods of less than 28 days are linked and added together to reach the 28-day limit.

If you need regular periods of respite care in a care home, it may be possible to plan these so your AA is not affected. Seek advice if this applies to you.

6.3.3 AA in 'a similar institution to a hospital'

If you are a nursing home resident or it is unclear whether your accommodation should be treated as a hospital or care home, the DWP look at whether you are undergoing medical or other treatment, and who pays your fees.

If **any** of the costs of accommodation, treatment or other related services are paid for by the NHS **and** the home employs doctors, qualified nurses or other health professionals **and** you receive medical or other treatment at the home from them, your accommodation is treated as a hospital and the same rules apply as in section 6.3.1.

If the home does not employ doctors, qualified nurses or other health professionals, or you do not receive medical or other treatment at the home from them, your accommodation should be treated as a care home, and the same rules apply as in section 6.3.2.

If you pay the whole nursing home costs, you can carry on being paid AA indefinitely.

6.3.4 AA when visiting home

If you leave hospital or a care home, but expect to return within 28 days, AA can be paid at a daily rate for days at home. If you return home permanently, it can be claimed as normal. The days you enter and leave the home or hospital count as days at home.

Action

For more information on living in a care home, see our factsheets on care and care homes. Contact Age UK Advice to order them or in Wales, contact Age Cymru Advice.

In Scotland, contact Age Scotland for information about how AA and free personal and nursing care work together. NHS Continuing Healthcare funding is no longer available for funding a place in a care home in Scotland for new assessments.

7 Attendance Allowance and other benefits

7.1 Attendance Allowance as income

Income from AA is ignored in the calculation of means-tested benefits including Pension Credit, Universal Credit, Housing Benefit, and Council Tax Support (or Council Tax Reduction).

7.2 Overlapping benefits

You cannot get AA if you already receive DLA, PIP or Armed Forces Independence Payment.

Constant AA paid with Industrial Injuries Disablement Benefit or a war pension overlap with AA. If entitled to both, you are paid the higher.

7.3 Effect on means-tested benefits

Entitlement to AA might mean you get higher amounts of means-tested benefits like Pension Credit (PC), Housing Benefit (HB), and Council Tax Support (CTS). For example, you may start to qualify for the severe disability addition which is £67.30 a week for PC.

This is usually payable if you live alone but can be paid even if you live with other people, for example someone aged under 18, or who is registered blind or severely sight impaired. Normally there must be no-one claiming Carer's Allowance for looking after you. If you are unsure if you qualify, contact a local advice agency.

If you already receive PC, HB or CTS when awarded AA, it is important to tell the relevant benefit office of the award to review your claim. DWP offices should be aware of the AA award without the need for you to tell them, but it is your responsibility to inform your local authority so they can review your HB and CTS awards.

Deductions being made from these benefits because other adults share your household (non-dependant deductions) are stopped if you get AA.

If you do not receive any means-tested benefits or have had a claim refused before, an award of AA may make you entitled for the first time. You need to make a new claim and you may be able to receive payments backdated to the time your AA started.

It is a good idea to make the new claim while waiting for the AA decision to ensure you do not lose out. Ask that a decision is not made until you have had the AA decision. If you are not sure of your position, get help from a local advice agency – staff may be able to check your entitlement and help you with any claims. You can also use our benefit calculator at www.ageuk.org.uk/benefits-check

If your AA claim is stopped for any reason, it is very important to notify DWP if you receive any of these benefits, as you may be overpaid if you do not and may have to repay any overpayment.

For more information, see factsheet 48, *Pension Credit*, factsheet 17, *Housing Benefit* and factsheet 21, *Council Tax* (in Wales see factsheet 21w and in Scotland the guide *Council Tax Reduction*).

7.4 Benefits for carers

If you are awarded AA and you have a carer, they may be entitled to claim Carer's Allowance, Carer's Credits, Universal Credit (carer's element) or an extra amount of Pension Credit (the carer's additional amount).

Your benefits can be reduced if someone is paid Carer's Allowance or Universal Credit (carer's element) to look after you, if you receive the severe disability addition with PC, HB or CTS. Your benefit is not affected if your carer is only awarded an underlying entitlement to Carer's Allowance.

If your carer is awarded Carer's Allowance, they may be able to get more help towards paying their Council Tax. They should contact their local authority to find out if they can get any extra help.

Note

See factsheet 55, *Carer's Allowance*. Seek advice if you think your benefits may be affected if your carer claims Carer's Allowance.

8 DWP guidance

The DWP provides a range of guidance documents with information about benefits which you may find useful. Guidance about AA claims can be found at www.gov.uk/government/publications/decision-makers-guide-vol-10-benefits-for-incapacity-disability-maternity-and-bereavement-staff-guide - select DMG Vol 10 Ch 61: Attendance Allowance and Disability Living Allowance.

Specific areas of guidance highlighted in this factsheet can be found by following the above and finding the appropriate paragraph:

- **Conditions of entitlement** (section 3) *DMG Vol 10 Ch 61*, from paragraph 61051
- **Hospitals and care homes** (section 6.3) – *DMG Vol 10 Ch 61*, from paragraph 61651
- **Competent state** (section 2) guidance can be found in Appendix 3 '*Deciding the competent state to pay cash sickness benefits*' at the following link
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/910763/dmgch0702.pdf
- **Habitual residence** (page 5) guidance can also be found at the above link from paragraph 071700.

Useful organisations

Alzheimer's Society

www.alzheimers.org.uk

Telephone 0333 150 3456

Scotland www.alzscot.org

Telephone 0808 808 3000

Advice, information and support to people with dementia, their families and carers by helpline and local branches.

British Lung Foundation

www.blf.org.uk

Telephone 0300 003 0555

Information if you have chest problems and breathing difficulties.

Carers Trust

www.carers.org

Telephone 0300 772 9600

Offers practical help and assistance to carers.

Carers UK

www.carersuk.org

Telephone 0808 808 7777

Information and support for carers, including information about benefits.

Chest Heart and Stroke Scotland

www.chss.org.uk

Telephone 0808 801 0899

Information and support for issues regarding chest, heart and stroke.

Citizens Advice

England go to www.citizensadvice.org.uk

Wales go to www.citizensadvice.org.uk/wales

Scotland go to www.cas.org.uk

In England telephone 0800 144 8848

In Wales telephone 0800 702 2020

In Scotland telephone 0800 028 1456

National network of advice centres offering free, confidential, independent advice, face to face or by telephone.

Dementia UK

www.dementiauk.org

Telephone 0800 888 6678

Works to improve the quality of life of dementia patients and their carers. In some areas, provides Admiral Nurses who support you at home.

Disability Benefits Helpline

www.gov.uk/disability-benefits-helpline

DWP helpline providing advice or information about claims for Disability Living Allowance, Personal Independence Payment or Attendance Allowance that you have already made:

- **Attendance Allowance (AA)**
Telephone 0800 731 0122
- **Disability Living Allowance (DLA)**
If you were born on or before 8 April 1948
Telephone 0800 731 0122

If you were born after 8 April 1948
Telephone 0800 121 4600
- **Personal Independence Payment (PIP)**
Telephone 0800 121 4433

Disability Law Service

www.dls.org.uk

Telephone 0207 791 9800

Free legal advice to disabled adults, their families and carers.

Disability Rights UK

www.disabilityrightsuk.org

Telephone 0330 995 0400

Information and advice about issues affecting disabled people.

Gov.uk

www.gov.uk

Official website for government information and services. Includes information about State and private pensions.

Macmillan

www.macmillan.org.uk

Telephone 0808 808 0000

Information, practical advice and support for cancer patients, their families and carers.

Mencap

www.mencap.org.uk

Telephone 0808 808 1111

Charity for people with learning disabilities and their families

Mind

www.mind.org.uk

Telephone 0300 123 3393

Information and advice for people with mental health problems.

Parkinson's UK

www.parkinsons.org.uk

Telephone 0808 800 0303

Support, advice and information for people with Parkinson's.

Royal National Institute for Deaf People (RNID)

rnid.org.uk

Telephone 0808 808 0123

Provides information and support for deaf and hard-of-hearing people.

Royal National Institute of Blind People (RNIB)

www.rnib.org.uk

Telephone 0303 123 9999

Information and advice for people with sight problems.

Scope

www.scope.org.uk/helpline

Telephone 0808 800 3333

Information and advice services run by and for disabled people.

Stroke Association

www.stroke.org.uk

Telephone 0303 3033 100

Some community support and information for people affected by stroke.

Versus Arthritis

www.versusarthritis.org

Telephone 0800 5200 520

Offer support to people affected by arthritis

Veterans UK

www.gov.uk/government/organisations/veterans-uk

Telephone 0808 1914 2 18

Administers the armed forces pension schemes and compensation payments for those injured or bereaved through service.

Age UK

Age UK provides advice and information for people in later life through our Age UK Advice line, publications and online. Call Age UK Advice to find out whether there is a local Age UK near you, and to order free copies of our information guides and factsheets.

Age UK Advice

www.ageuk.org.uk

0800 169 65 65

Lines are open seven days a week from 8.00am to 7.00pm

In Wales contact

Age Cymru Advice

www.agecymru.org.uk

0300 303 4498

In Northern Ireland contact

Age NI

www.ageni.org

0808 808 7575

In Scotland contact

Age Scotland

www.agescotland.org.uk

0800 124 4222

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The evidence sources used to create this factsheet are available on request. Contact resources@ageuk.org.uk

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