

Attendance Allowance

EXTRA MONEY
TO HELP YOU



Who we are

Age Scotland is the national charity for older people. We work to improve the lives of everyone over the age of 50 so that they can love later life.

Our vision is a Scotland where everyone can love later life.

Our mission is to inspire, involve and empower older people in Scotland, and influence others, so that people can make the most of later life.

Our three strategic aims are to:



Help older people to be as well as they can be



Promote a positive view of ageing and later life



Tackle loneliness and isolation

How we can help

We know that growing older doesn't come with a manual. Later life can bring changes and opportunities to your life and you may need to know about rights, organisations and services which are unfamiliar to you.

That's why we provide free information and advice to help you on a range of topics including benefits and entitlements, social care, legal issues such as Power of Attorney, housing and much more. All of our guides are available to download for free from our website, or you can contact our helpline team to have copies posted to you for free.

The Age Scotland **helpline** is a free, confidential phone service for older people, their carers and families in Scotland looking for information and advice.

Later life can bring times when you just need someone to talk to. Our **friendship line** is part of our wider helpline and older people can call us for a chat. We're here to listen, provide friendship and offer support.

For information, advice and friendship



Call us free on: 0800 12 44 222
(Monday – Friday, 9am - 5pm)



Visit [agescotland.org.uk](https://www.agescotland.org.uk)
to find out more.



What is Attendance Allowance?

Although many people continue to enjoy good health well into later life, some people find that they need help with daily living.

Attendance Allowance is a benefit for people who are over State Pension age who have a physical or mental disability which means that they need help with personal care or supervision.

It is a tax free benefit and is not means-tested, so you can apply regardless of how much income or savings you have.

This leaflet explains how to increase your chance of making a successful claim.



Who may qualify?

If you do not already receive Disability Living Allowance, Adult Disability Payment or Personal Independence Payment you may be able to claim Attendance Allowance.

You could be eligible if you:

- are State Pension age (if you are under State Pension age, you may be eligible for Personal Independence Payment or Adult Disability Payment instead)
- could benefit from help with personal care, such as getting washed or dressed, communicating, or supervision to keep you safe during the day or night
- have any type of disability or illness, including sight or hearing impairments, dementia or mental health issues
- have needed help for at least six months, but if you are terminally ill you can make a claim straight away.

You do not need to have help from a carer, as Attendance Allowance is based on the help you need, not the help you actually receive.

You do not have to spend your Attendance Allowance on care – it is up to you how you use it and no-one will ask how you used the money.

Do not hesitate to make a claim if you think you may qualify.





What do I need to explain on the form?

Attendance Allowance is awarded based on your care needs, not because of the types of health problem you have.

Many applications are turned down because people do not clearly explain how their illnesses or disabilities affect their lives. It is important not to underestimate your needs when filling in the form.

Think about all the things you cannot do, or have trouble with, because of your condition. Do not leave things out, even if you feel you can just about manage.

If you are claiming because you have personal care needs, you should give a detailed description of any difficulties you have with:

Washing, bathing and looking after your appearance

Do you need help getting in and out of the bath or shower, adjusting shower controls, shaving, putting on make-up, washing or drying your hair?

Going to the toilet

Do you need help adjusting your clothes after using the toilet (for example because you are partially sighted), finding the toilet in unfamiliar places, using the toilet during the night, changing clothes or bedding if you have an accident?

Mealtimes

Do you need any help eating and drinking? Do you remember to eat and drink? If you have sight loss, do you need someone to tell you where the food is on your plate, or read out menus?

Getting dressed or undressed

Do you need help with fastenings, shoelaces or buttons because of arthritis? or recognising when your clothes are on inside out? Do you remember to wear clothes appropriate for the weather?

Help with medical treatment

Do you need help identifying your tablets, remembering to take medication, reading and understanding instructions for taking medication, managing a condition like diabetes, recognising whether your condition is deteriorating, adjusting your hearing aid?

Communicating

Do you need help understanding or hearing people, or being understood by them, answering the phone, reading / writing letters?

Getting around indoors

Do you need help navigating stairs, getting up from a chair, getting in and out of bed, moving safely from room to room?

If you are claiming because you need supervision to avoid danger to yourself or others, say why you need this help.

This may be because:

- you could be a danger to yourself or others
- you get confused, forgetful or disorientated
- you need someone to give you medication quickly if your condition suddenly gets worse
- you need support to calm you down during a panic attack
- you lack awareness of danger
- you have seizures or dizzy spells, perhaps because of epilepsy or diabetes You find it difficult to control your behaviour
- you cannot be safely left alone
- you forget to do things like locking doors or turning off the oven.



Completing the form – explaining more about the help you need

- Attendance Allowance does not usually take into account difficulties with housework, cooking or shopping. If you mention problems with these activities, explain how they are linked to other questions - for example problems with your eyes would affect you at home and in a supermarket.
- Do not just say that you have particular conditions or disabilities, explain how they affect your daily life, for example are certain activities painful or do they cause you to be breathless?
- Do you have medical conditions which combined together cause you problems? For example problems remembering and also a condition which needs specific medication at a particular time?
- Emphasise what you cannot do rather than what you can. What happens if you do not receive the help you need? Describe any accidents, falls or times you have hurt yourself or had problems when trying to do things by yourself.
- If you have good days and bad days, complete the form with details of one of the bad days, including how often it happens.

- Make a list of things that you struggle to do by yourself, even if you have developed special ways to cope with certain activities. If an activity takes you much longer than it would somebody without a disability, or if it is difficult to do safely, this can be taken into account.
- Give plenty of information in your own words about the difficulties you have even if they are embarrassing. Do not worry if you need to repeat yourself.
- Include any supporting letters from your GP, consultant or occupational therapist or a copy of your care needs assessment if you have one.
- Consider including a care diary to show your needs over a few different days.
- If you have a carer, talk to them about what they do to help you, and ask them to keep a care diary too
- If there is a charity that provides help and support for people with your condition or disability, contact them to see if they have any specific advice on what to include on the claim form.



How much is Attendance Allowance?

There are two weekly rates. The rate you receive depends on the help you need. The rates are:

- £61.85 if you need help throughout the day or at night.
- £92.40 if you need help both throughout the day and at night.

These rates apply from April 2022 to March 2023.

Claiming Attendance Allowance will not reduce any other income you receive, and it is tax-free. If you are awarded Attendance Allowance you may become entitled to other benefits such as Pension Credit, Housing Benefit or Council Tax Reduction, or to an increase in these benefits.

How do I apply?

You can get a claim form by calling the **Attendance Allowance helpline** on **0800 731 0122** (textphone: **0800 731 0317**).

You can also download a claim form at **www.gov.uk/attendance-allowance/how-to-claim**. It is best to phone for a claim form as your payments will be backdated to when you phoned, provided you return the form within 6 weeks.

If you need help to complete the form, contact the **Age Scotland helpline** on **0800 12 44 222** and speak with an adviser. We will try to find someone locally who can help you to complete the form.



What to do if things go wrong

Most claims for Attendance Allowance go smoothly, but there can be problems such as mistakes about your entitlement or delayed payments.

There are different processes for complaints and appeals.

Complaints

If you need to complain about a process such as a delay, or how you have been treated, you can contact the Attendance Allowance department by phone or in writing.



You need to let them know:

- your National Insurance number, name, address and contact number
- which benefit you are complaining about
- what happened, when it happened and how it affected you
- what you want them to do to put things right.

Challenging a decision

If you think a decision about your benefit claim is wrong, you normally have a month from receiving the decision to ask for the decision to be looked at again - this is called a Mandatory Reconsideration. If that is not successful you can then ask to follow a more formal appeal process.

For detailed information call the **Age Scotland helpline** on **0800 12 44 222** or **Citizens Advice Scotland** on **0800 028 1456**.

Your needs may change over time, so you could make a new claim if you start to need more support in future.

Social Security Scotland

By 2025 Attendance Allowance will be replaced by a new payment from Social Security Scotland for people making a claim for the first time. Call the **Age Scotland helpline** for more information on **0800 12 44 222**.

Help for your carer

If you have an unpaid carer they may be entitled to Carer's Allowance from the Department for Work and Pensions or to an Adult Care Support Plan from your local council. See our **Adult Carer** and **Carer's Allowance** guides for more information.





Useful organisations

Age Scotland helpline **0800 12 44 222**

The Age Scotland helpline provides information, friendship and advice to older people, their relatives and carers.

If you need an interpreter call **0800 12 44 222** and simply state the language you need e.g. Polish or Urdu. Stay on the line for a few minutes and the Age Scotland helpline will do the rest.

You can call us on **0800 12 44 222** for a copy of our publications list or download copies from our website at **www.agescotland.org.uk**.

Citizens Advice Bureau (CAB)

You can call Scotland's Citizens Advice Helpline on **0800 028 1456** for advice or for details of your local bureau or see their website **www.citizensadvice.org.uk/scotland/about-us/get-advice-s**.

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Please note that the inclusion of named agencies, websites, companies, products, services or publications in this information guide does not constitute a recommendation or endorsement by Age Scotland or any of its subsidiary companies or charities.

How you can help

Our vision is a Scotland where everyone can love later life.

All the information and advice we provide is free and completely impartial and in helping people access their rights and entitlements, it can be life changing.

We are an ageing population and more people than ever are coming to us for support. You can help us be there for those that need us most.



Make a donation

No matter how small or large, donations make a massive difference and help us continue our important work.

- ▶ Call **03330 15 14 60**
- ▶ Visit **age.scot/donate**
- ▶ Text **LATERLIFE** to **70085** to donate £5.*



Fundraise

Whether it is having a bake sale, running a marathon or knitting small hats for the Big Knit, there are so many ways to raise vital funds to support our work. To find out more, call **0333 323 2400** or visit **age.scot/fundraise**.



Leave us a gift in your Will

By choosing to leave us a gift in your Will, you can help Age Scotland to continue being there for vulnerable older people in the years to come. To find out more, call **0333 323 2400** or visit **age.scot/legacy**.

* Texts cost £5 plus one standard rate message

Let's keep in touch



Sign up to our newsletter

Our regular newsletters by email contain details of our campaigns, services and how you can support our work.

Sign up today by visiting **age.scot/roundup**



Follow us on social media

Our social media channels are a great way to keep up to date with our work and issues that affect older people.



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[@AgeScotland](https://twitter.com/AgeScotland)



[@age_scotland](https://www.instagram.com/age_scotland)



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Contact us:

Head office

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Email

info@agescotland.org.uk

Visit our website

www.agescotland.org.uk

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