

## Factsheet 34

# Attendance Allowance

April 2018

### About this factsheet

This factsheet gives information about Attendance Allowance, a non means-tested benefit for people aged 65 and over 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 are aged 64 or younger and have care needs, 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 April 2018 – March 2019. 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.

# Contents

|          |  |           |
|----------|--|-----------|
| <b>1</b> | <b>What is Attendance Allowance?</b>           | <b>4</b>  |
| <b>2</b> | <b>Who qualifies for Attendance Allowance?</b> | <b>4</b>  |
| <b>3</b> | <b>Conditions of entitlement</b>               | <b>5</b>  |
| 3.1      | The disability tests                           | 5         |
| 3.1.1    | Daytime disability conditions                  | 5         |
| 3.1.2    | Night-time disability conditions               | 6         |
| 3.2      | Examples of people who may be entitled         | 6         |
| <b>4</b> | <b>Making a claim</b>                          | <b>6</b>  |
| 4.1      | How to claim                                   | 6         |
| 4.2      | When to apply                                  | 7         |
| 4.3      | Terminal illness                               | 7         |
| 4.4      | Filling in the claim form                      | 8         |
| 4.4.1    | Filling in the form yourself                   | 8         |
| 4.4.2    | Helping someone else to apply                  | 10        |
| 4.5      | If more information is needed                  | 10        |
| <b>5</b> | <b>Decisions and payment</b>                   | <b>11</b> |
| 5.1      | Current rates                                  | 11        |
| 5.2      | If you disagree with a decision                | 11        |
| 5.3      | Payment  | 11        |
| <b>6</b> | <b>Change of circumstances</b>                 | <b>12</b> |
| 6.1      | If your condition changes                      | 12        |
| 6.2      | Going abroad                                   | 12        |
| 6.2.1    | Temporary absence abroad                       | 12        |
| 6.2.2    | Exporting to the EEA and Switzerland           | 12        |
| 6.3      | Hospital and care homes                        | 13        |
| 6.3.1    | AA in hospital                                 | 13        |
| 6.3.2    | AA in a care home                              | 13        |
| 6.3.3    | AA when visiting home                          | 13        |

|  |           |
|--|-----------|
| <b>7 Attendance Allowance and other benefits</b> | <b>14</b> |
| 7.1 Attendance Allowance as income               | 14        |
| 7.2 Overlapping benefits                         | 14        |
| 7.3 Effect on means-tested benefits              | 14        |
| 7.4 Benefits for carers                          | 15        |
| Useful organisations                             | 16        |
| Age UK   | 19        |
| Support our work                                 | 19        |

## 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 aged 65 years or over 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 need, not the help you actually get.

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.

### Action

AA may help you to stay independent and continue to live in your own home. Make a claim if you need help because of a disability or illness.

## 2 Who qualifies for Attendance Allowance?

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

- be aged 65 or older (this is linked to State Pension age. From March 2019, it will begin to increase, initially to 65 and 3 months).
- satisfy one of the disability tests (Section 3.1) and have done so for 6 months (if you are terminally ill, there are special rules, see section 4.3)
- not be subject to immigration control.

You normally must be habitually resident in the UK when you make your 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 social security system – seek advice if you think this applies to you
- are a UK citizen living in an EEA state or Switzerland and have a genuine and sufficient link to the UK social security system – for example, you receive a UK State Pension.

### 3 Conditions of entitlement

If you are aged under 65 years, you cannot claim AA. You can claim Personal Independence Payment (PIP) instead. If you receive PIP or Disability Living Allowance (DLA) when reaching 65, you can continue to receive these, rather than claiming AA. If your care needs change, you may be able to apply for a different rate of PIP or DLA.

See factsheet 87, *Personal Independence Payment and Disability Living Allowance*, for more information.

#### 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. You do not have to spend AA on paying for care – it is up to you how you spend it.

You receive lower rate AA, £57.30 a week, if you fulfil either the day or the night conditions. You receive the higher rate, £85.60 a week, if you fulfil both day and night conditions.

A local authority can take AA into account when assessing whether, and how much, you must pay for local authority care services received. See factsheet 41, *How to get care and support* and factsheet 46, *Paying for care and support at home*, for more information. In Wales, see versions 41w and 46w and in Scotland, see *Care and support at home: assessment and funding*.

##### 3.1.1 Daytime disability conditions

You may 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 will be 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](http://www.gov.uk/attendance-allowance/how-to-claim)
- get a claim form from an advice agency such as your local Age UK.

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. 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 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 receive lower rate AA and your condition changes so you may now qualify for the higher rate, you can ask for your case 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 who receive AA under these rules live much longer than six months.

To claim, ask your doctor for a DS1500 report, which is free of charge and gives details of your condition. If you send the DS1500 report with an AA claim form, 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 behalf of someone who is terminally ill, with or without their knowledge. This makes it possible for people to receive AA under the special rules without knowing their 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
- an appointee or someone with power of attorney (see factsheet 22, *Arranging for someone to make decisions on your behalf*, for more information)
- DWP AA helpline on 0800 731 0122. Staff can give information and advice and can arrange for help to complete forms over the phone or, in some circumstances, arrange for someone from a local office to come and help you complete the form.

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

### 4.4.1 Filling in the form yourself

Here are some tips on completing the form.

#### 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.

#### 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. 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 think 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 it 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

If you regularly need substantial help because of an illness or disability, it may be easy to complete the form and qualify for AA.

For other people, it may not be so clear-cut. 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 not seem relevant.

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 you are the relative or carer of a disabled person, you may need to help them do this.

If you have difficulty keeping notes or a diary, contact one of the organisations in the *Useful Organisations* section for help.

## 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 it has on your everyday life. The people who make decisions about entitlement 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. This is why it is important to describe your particular needs.

## 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 DWP may arrange for a healthcare professional to visit you.

The healthcare professional is not your own doctor but one appointed by the DWP. They examine you and ask further 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.

## 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 Current rates

The Attendance Allowance weekly rates for 2018/19 are:

---

|             |        |
|-------------|--------|
| Higher rate | £85.60 |
| Lower rate  | £57.30 |

---

### 5.2 If you disagree with a decision

You can ask the DWP to reconsider its decision (called a Mandatory Reconsideration) and if you still disagree, you can then lodge an appeal with HM Courts and Tribunals Service.

It is important to challenge a decision or get advice as quickly as possible because the time limits generally mean you must take action 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, building society or post office 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 Government Payment 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.

## 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 case to be looked at again.

Write to the DWP at the address on your award letter or telephone the AA helpline on 0800 731 0122. You must complete a new claim form giving 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. You can 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.

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.

### 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 your 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 another 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 social security system.

For more information or to request a claim form, write to: Exportability Co-ordinator, Room B201, Pension, Disability and Carers Service, Warbreck House, Warbreck Hill Road, Blackpool, FY2 OYE or email [exportability.team@dwp.gsi.gov.uk](mailto:exportability.team@dwp.gsi.gov.uk).

## 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.

### 6.3.1 AA in hospital

AA is payable for your first 28 days in hospital, if the cost of your care is met by the NHS or charitable funds. If you have two or more inpatient stays separated by 28 days or less, they are linked and AA payments are suspended after you have spent 28 days in hospital. You are paid AA for days spent at home in between hospital stays.

If you claim AA whilst in hospital, and the cost of your care is met by the NHS or a charitable body, you are not paid while you are an inpatient. If your claim is successful, you start 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. This applies if you are self-funding in a nursing home, with funded nursing care payments from the NHS being made to the home.

If a local authority helps to pay your care home fees (including free personal and nursing care in Scotland), 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 you can start to be paid it again.

If a 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 the NHS pays all your care home fees, through NHS continuing healthcare funding, you are treated as if you are in hospital and AA is not paid after 28 days.

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 local Clinical Commissioning Group, 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 that your AA is not affected. Seek advice if this applies to you.

### 6.3.3 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 about living in a care home, see our factsheets on care and care homes. Details of how to order them are at the back of this factsheet.

## 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, Housing Benefit, Council Tax Support (or Council Tax Reduction), Child Tax Credit, Working Tax Credit and Universal Credit.

### 7.2 Overlapping benefits

You cannot get AA if you already receive DLA, PIP or Armed Forces Independence Payment (paid to service and ex-service personnel who have an Armed Forces Compensation Scheme award that includes a guaranteed income payment of 50 per cent or higher).

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 can sometimes help you get higher amounts of means-tested benefits such as Pension Credit, Housing Benefit and Council Tax Support. For example, you may start to qualify for the severe disability addition which is £64.30 a week in Pension Credit.

This is usually payable if you live alone and is sometimes payable 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 Pension Credit, Housing Benefit or Council Tax Support when awarded AA, it is important to make sure the relevant benefit office is told of the award and reviews 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 Housing Benefit and Council Tax Support.

Any deductions being made from these benefits because other adults share your household (called non-dependant deductions) are removed 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.

For more information about means-tested benefits 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 at either rate and you have a carer, they may be entitled to claim Carer's Allowance, Carer's Credits or Universal Credit (carer's element). 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.

In some situations, your benefits could be reduced if someone is paid Carer's Allowance or Universal Credit (carer's element) to look after you. This can happen if you receive the additional amount for severe disability as part of Pension Credit, Housing Benefit or Council Tax Support.

Your benefit is not affected if your carer is only awarded an underlying entitlement to Carer's Allowance.

### Note

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

## Useful organisations

### **Action for Blind People**

[www.actionforblindpeople.org.uk](http://www.actionforblindpeople.org.uk)

Telephone 0303 123 9999

Free and confidential support for blind and partially sighted people in all aspects of their lives.

### **Action on Hearing Loss**

[www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)

Telephone 0808 808 0123

Information and support for deaf and hard-of-hearing people.

### **Alzheimer's Society**

[www.alzheimers.org.uk/](http://www.alzheimers.org.uk/)

Telephone 0300 222 1122

Scotland: [www.alzscot.org](http://www.alzscot.org) or 0808 808 3000

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

### **Arthritis Care**

[www.arthritiscare.org.uk/](http://www.arthritiscare.org.uk/)

Telephone 0808 800 4050

Publish a factsheet *Claiming Attendance Allowance* with advice on filling in the form.

### **British Lung Foundation**

[www.blf.org.uk](http://www.blf.org.uk)

Telephone 0300 003 0555

Scotland: [www.chss.org.uk](http://www.chss.org.uk)

Information if you have chest problems and breathing difficulties.

### **Carers Trust**

[www.carers.org](http://www.carers.org)

Telephone 0300 772 9600

Offer practical help and assistance to carers.

### **Carers UK**

[www.carersuk.org](http://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](http://www.chss.org.uk)

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



## **Citizens Advice**

England or Wales go to [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Northern Ireland go to [www.citizensadvice.co.uk](http://www.citizensadvice.co.uk)

Scotland go to [www.cas.org.uk](http://www.cas.org.uk)

In England telephone 0344 411 1444

In Wales telephone 0344 477 2020

In Scotland telephone 0808 800 9060

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

## **Dementia UK**

[www.dementiauk.org](http://www.dementiauk.org)

Telephone 0800 888 6678

Works to improve the quality of life of dementia patients and their carers. In some areas it provides Admiral Nurses who are specialist in dementia that can support you at home.

## **DIAL UK**

[www.scope.org.uk/dial](http://www.scope.org.uk/dial)

Telephone 0808 800 3333

Independent network of local disability information and advice services run by and for disabled people in conjunction with Scope.

## **Disability Benefits Helpline**

[www.gov.uk/disability-benefits-helpline](http://www.gov.uk/disability-benefits-helpline)

DWP helpline providing advice or information about claims for Disability Living Allowance, Personal Independence Payment or Attendance Allowance:

## **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 helpline**

Telephone 0800 121 4433

## **Disability Law Service**

[www.dls.org.uk](http://www.dls.org.uk)

Telephone 020 7791 9800

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

**Disability Rights UK**

[www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)

Telephone 0330 995 0400

Information and advice about disability benefits and social care services.

**Gov.uk**

[www.gov.uk](http://www.gov.uk)

Official Government website providing information for citizens.

**Macmillan**

[www.macmillan.org.uk](http://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](http://www.mencap.org.uk)

Telephone 0808 808 1111

Charity for people with learning disabilities and their families

**Mind**

[www.mind.org.uk](http://www.mind.org.uk)

Telephone 0300 123 3393

Information and advice for people with mental health problems.

**Parkinson's UK**

[www.parkinsons.org.uk](http://www.parkinsons.org.uk)

Telephone 0808 800 0303

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

**Royal National Institute of Blind People (RNIB)**

[www.rnib.org.uk](http://www.rnib.org.uk)

Telephone 0303 123 9999

Information and advice for people with sight problems.

**Stroke Association**

[www.stroke.org.uk](http://www.stroke.org.uk)

Telephone 0303 303 3100

Some community support and information for people affected by stroke.

**Veterans UK**

[www.gov.uk/government/organisations/veterans-uk](http://www.gov.uk/government/organisations/veterans-uk)

Telephone 0808 1914 218

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 or Age Cymru 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](http://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](http://www.agecymru.org.uk)

0800 022 3444

### In Northern Ireland contact

#### Age NI

[www.ageni.org](http://www.ageni.org)

0808 808 7575

### In Scotland contact

#### Age Scotland

[www.agescotland.org.uk](http://www.agescotland.org.uk)

0800 124 4222

## Support our work

We rely on donations from our supporters to provide our guides and factsheets for free. If you would like to help us continue to provide vital services, support, information and advice, please make a donation today by visiting [www.ageuk.org.uk/donate](http://www.ageuk.org.uk/donate) or by calling 0800 169 87 87.

## Our publications are available in large print and audio formats



### Next update April 2019

The evidence sources used to create this factsheet are available on request. Contact [resources@ageuk.org.uk](mailto:resources@ageuk.org.uk)

This factsheet has been prepared by Age UK and contains general advice only, which we hope will be of use to you. Nothing in this factsheet should be construed as the giving of specific advice and it should not be relied on as a basis for any decision or action. Neither Age UK nor any of its subsidiary companies or charities accepts any liability arising from its use. We aim to ensure that the information is as up to date and accurate as possible, but please be warned that certain areas are subject to change from time to time. Please note that the inclusion of named agencies, websites, companies, products, services or publications in this factsheet does not constitute a recommendation or endorsement by Age UK or any of its subsidiary companies or charities.

Every effort has been made to ensure that the information contained in this factsheet is correct. However, things do change, so it is always a good idea to seek expert advice on your personal situation.

Age UK is a charitable company limited by guarantee and registered in England and Wales (registered charity number 1128267 and registered company number 6825798). The registered address is Tavis House, 1–6 Tavistock Square, London WC1H 9NA. Age UK and its subsidiary companies and charities form the Age UK Group, dedicated to improving later life.