

Factsheet 34

Attendance Allowance

April 2017

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 2017 – March 2018. 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 of the organisations mentioned in this factsheet can be found in the Useful organisations section.

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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 aged 65 years old 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 any other benefits or pensions, other than Constant AA and War Pensioners' Mobility Supplement. If you receive AA you may qualify for, or receive more of, other benefits – see section 8.

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
- satisfy one of the disability tests (section 4.1) and have done so for 6 months (if you are terminally ill, there are special rules, see section 5.3)
- not be subject to immigration control.

You normally have to 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 to you if:

- you apply under the special rules for terminally ill people
- you can be treated as having been in the UK while 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 this applies
- you are a UK citizen who lives in an EEA state or Switzerland and you have a genuine and sufficient link to the UK social security system – for example you receive a UK State Pension.

3 Current rates

The Attendance Allowance weekly rates for 2017/18 are:

Higher rate	£83.10
Lower rate	£55.65

4 Conditions of entitlement

If you are under the age of 65, you cannot claim AA. You can claim Personal Independence Payment (PIP) instead.

If you receive PIP or Disability Living Allowance (DLA) when you reach 65, you continue to receive these, rather than claiming AA. If there 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.

4.1 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 it. You do not have to spend the allowance on paying for care – it is up to you how you use it.

You receive the lower rate of AA, £55.65 a week, if you fulfil either the day or the night conditions. You get the higher rate, £83.10 a week, if you fulfil both day and night conditions.

Your Local Authority may take AA into account when assessing whether, and how much, you need to pay for local authority care services you receive. 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*).

4.1.1 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 help 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 somebody 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 you are on renal dialysis or if you need continual supervision throughout the day to avoid putting yourself or others in substantial danger. Supervision might be needed if you are in danger of falling, you get confused, have fits or seizures or your condition is likely to deteriorate or relapse without warning.

4.1.2 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.

For example, 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.

4.2 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.

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 was awarded the lower rate, because she only needs supervision during the day.

5 Making a claim

5.1 Ways of claiming

You can claim AA by:

- telephoning the AA Helpline on 0345 605 6055 asking for a claim form to be sent to you
- claiming online or downloading a claim form from www.gov.uk/attendance-allowance
- get a claim form from an advice agency such as your local Age UK.

If the claim form is sent to you because you ring the AA Helpline, it is date stamped. As long as you return the form in the envelope provided within six weeks, your claim, if successful, starts on the day you called. If you download the claim form or get one from a local advice agency, your claim starts from the date the completed form is received by the Disability and Carers Service.

5.2 When to apply

You normally need to have satisfied the eligibility conditions for six months before you can receive AA, although you can apply before then as long as you claim no more than six months before you would qualify. It is a good idea to do this if you have recently become disabled as it may take some weeks to deal with your claim. If you do this, write on the claim form that you are claiming in advance.

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. Your allowance cannot be backdated to cover any period before the date of your claim.

If you receive the lower rate of AA and your condition changes so you might 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.

5.3 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 considered to be 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 have ticked 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 you are 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.

5.4 Filling in the claim form

You are asked to describe how your disability affects you on the claim form 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 can fill the form in with you
- an independent advice agency such as a local Age UK
- an appointee or someone with power of attorney
- DWP AA helpline on 0345 605 6055. 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 from the DWP, because an independent agency may also be able to help if there are problems with the claim, like processing delays or appeals.

5.4.1 Filling in the form yourself

If you are not able to get help to fill in the form, or you would rather complete it yourself, here are some tips.

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 that 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 any information explaining your situation, bearing in mind the rules described in section 2. Remember AA is for people needing help with personal care or supervision and 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 this but it is important to make sure you explain how someone helps you to do the task for yourself, for example reading labels, opening containers or setting dials on appliances.

The form asks you to say 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, then count the frequency over one day, or take an average over several days if it varies.

If you think that you have not given a complete picture and 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 get into it safely on your own but you might be able to 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 your illness or disability, it may be easy to complete the form and qualify for the allowance. For other people it may not be so clear-cut.

Perhaps your condition changes so you have good days and bad days, or you have a mental illness, learning disability or early stage dementia and many of the questions do not seem relevant.

It may help to spend a few days keeping a note of all the times when you needed help or you had difficulty doing something on your own, or you felt you needed someone there 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 any trouble keeping notes or a diary, contact one of the Useful Organisations 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 the different conditions.

However, 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, for example, 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.

5.4.2 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 you should ask them to read through (or be read) the information and sign the form to say that the details are correct.

If the person you are helping 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.

5.5 If more information is needed

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

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.

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.

6 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 will be sent a renewal claim form, normally about four months before the end of the period.

6.1 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 there are time limits that generally mean you must take action within one month of the decision letter. See factsheet 74, *Challenging welfare benefit decisions*, for more information.

6.2 Payment

AA is normally paid directly into your bank, building society or post office account. It can be paid to an appointee (someone else 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 for a Simple Payments card, which allows you to withdraw your benefits from Paypoint outlets displaying the Simple Payments sign. 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.

7 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.

7.1 If your condition changes

If you receive the lower rate of 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 0345 605 6055. You must complete a form giving details of how your needs have changed.

You need to satisfy the conditions for six months to get a higher rate of AA. If your needs have increased 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.

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 exceptional circumstances, you can ask for the one-month time limit to be extended to a maximum of 13 months – seek advice if this applies to you.

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.

7.2 Going abroad

7.2.1 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 for 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.

7.2.2 Exporting to the EEA and Switzerland

Sometimes AA can be paid if you leave the UK to live in another EEA state or Switzerland. If you have already moved there and your AA stopped when you left, you may be able to get it reinstated. You may be able to make a claim while living there if you have a genuine and sufficient link to the UK social security system (see section 2).

For further information and/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.

Alternatively, look on www.gov.uk or seek advice from an independent
advice agency – see Useful organisations section.

7.3 Hospital and care homes

Your entitlement to AA can be affected if you are in, or move into, a
hospital or care home. If you receive AA and you go into, or come out of,
a hospital or care home you should always notify the DWP.

7.3.1 AA in hospital

Payments of AA are suspended 28 days after you enter an NHS hospital
or '*similar institution*' (this is not defined but can be a care home where
you are fully funded by the NHS e.g. by continuing healthcare. In
Scotland, this includes if you receive free personal and nursing care).

If you are already in an NHS hospital, you cannot start receiving AA after
a claim. If you make a claim and satisfy the disability conditions, you can
start receiving AA when you go home.

There is a linking rule that applies if you go back into hospital after being
at home for fewer than 29 days. The two (or more) hospital stays are
linked and the numbers of days in each stay are added together and AA
is suspended after a total of 28 days. You are still paid AA for days spent
at home in between the hospital stays.

AA can continue to be paid if you go into a care home that is funded by
the NHS but the medical treatment you receive is normally provided by
healthcare professionals not employed by the care home. If you think
this may apply to you, seek further advice.

If you are terminally ill and the DWP is aware of this, you can still receive
AA if you go into a non-NHS hospice.

7.3.2 AA in a care home

Whether you can receive AA in a care home depends on how the fees
are being met. If you pay the full care home charges, with or without the
help of benefits like Pension Credit, you can claim and receive AA
provided you fulfil the other conditions.

You can get AA if you are self-funding apart from contributions from the
NHS towards nursing care payments. (There are no new payments of
this type from the NHS in Scotland).

If the NHS pays all of your care home fees, through NHS continuing
healthcare funding, you are normally treated as if you are in hospital and
your AA is affected as described in section 7.3.1.

If you get local authority financial support towards your care home fees, you cannot start to receive AA. If you already get AA, payment is suspended 28 days after admission or sooner if you have been in hospital. You retain an 'underlying AA entitlement, so if you move out of the home, you can start to receive it again.

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

The linking rule in section 7.3.1 applies if you go into care homes for temporary periods, perhaps for regular respite care. If your respite care is funded fully or partly by a local authority or by NHS continuing care funding, your AA is suspended after 28 days of respite care, whether the 28 days occur in one block or in two or more linked periods.

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

Action

For more information about living in a care home, see our other factsheets on care and care homes. Details of how to order them can be found at the back of this factsheet.

7.3.3 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.

8 Attendance Allowance and other benefits

8.1 Attendance Allowance as income

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

8.2 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.

8.3 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 £62.45 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 should 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 you are 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 that it 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*).

8.4 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 benefits 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

Telephone 0303 123 9999

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

Action on Hearing Loss

www.actiononhearingloss.org.uk

Telephone 0808 808 0123

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

Alzheimer's Society

England and Wales www.alzheimers.org.uk/

Scotland www.alzscot.org

Telephone 0300 222 1122 (England)

Telephone 0808 808 3000 (Scotland)

Offers advice, information and support in England and Wales to people with dementia, their families and carers through its helpline and local branches.

Arthritis Care

www.arthritiscare.org.uk/

Telephone 0808 800 4050

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

British Lung Foundation

England and Wales www.blf.org.uk

Scotland www.chss.org.uk

Telephone 0300 003 0555 (England)

Telephone: 0131 225 6963 (Scotland)

Provides information if you have chest problems and breathing difficulties.

Carers Trust

www.carers.org

Telephone 0844 800 4361

Offers practical help and assistance to carers.

Carers UK

www.carersuk.org

Telephone 0808 808 7777

Provides information and support for carers, including information about benefits.

Citizens Advice

England or Wales go to www.citizensadvice.org.uk

Northern Ireland go to www.citizensadvice.co.uk

Scotland go to 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

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.

Disability Benefits Helpline

www.gov.uk/disability-benefits-helpline

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

Attendance Allowance (AA)

Telephone 0345 605 6055

Disability Living Allowance (DLA)

If you were born on or before 8 April 1948

Telephone 0345 605 6055

If you were born after 8 April 1948

Telephone 0345 712 3456

Personal Independence Payment helpline

Telephone 0345 850 3322

Disability Law Service

www.dls.org.uk

Telephone 020 7791 9800

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

Disability Rights UK

www.disabilityrightsuk.org

Telephone 020 7250 8181

Promotes meaningful independent living for disabled people; disabled people's leadership and control; breaking the link between disability and poverty; and campaigning for disability equality and human rights.

Gov.uk

www.gov.uk

The official Government website providing information for citizens.

Macmillan

www.macmillan.org.uk

Telephone 0808 808 0000

Provides up-to-date cancer information, practical advice and support for cancer patients, their families and carers.

Mencap

www.mencap.org.uk

Tel 0808 808 1111

Charity for people with learning disabilities and their families

Mind

www.mind.org.uk

Telephone 0300 123 3393

Provides information and advice for people with mental health problems.

Parkinson's UK

www.parkinsons.org.uk

Telephone 0808 800 0303

Charity providing support, advice and information for people with Parkinson's Disease, their carers, family and friends.

Royal National Institute of Blind People (RNIB)

www.rnib.org.uk

Telephone 0303 123 9999

Charity offering information and advice for people with sight problems.

Scope

www.scope.org.uk/

Telephone 0808 800 3333

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

Stroke Association

www.stroke.org.uk

Telephone 0303 303 3100

Provides community support in some areas and provides patient leaflets for people affected by stroke.

Veterans UK

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

Telephone 0800 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 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

www.agecymru.org.uk

0800 022 3444

In Northern Ireland contact

Age NI

www.ageni.org

0808 808 7575

In Scotland contact

Age Scotland

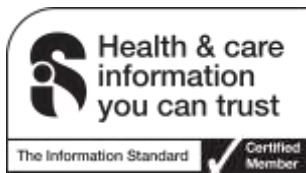
www.agescotland.org.uk

0800 12 44 222

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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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