

Disability and Carers Service

Please note

Page 7 of the Attendance Allowance leaflet contains information about when a carer should claim Carer's Allowance. The rules have changed since we printed this information.

Updated information about 'Help for carers'

If you get Attendance Allowance and someone is caring for you for 35 hours a week or more, they may be able to get Carer's Allowance. Your carer should make a claim for Carer's Allowance within three months of the date you get the decision on your Attendance Allowance, so that they do not lose any benefit. For more information, see the leaflet '**Carer's Allowance**'.

You can get a Carer's Allowance claim form from the following places.

- The Benefit Enquiry Line, by phoning **0800 88 22 00** (see '**How do I find out more?**' in this leaflet).
- The Carer's Allowance Unit, by phoning **01253 856123** (textphone **01772 899489**).

You can claim Carer's Allowance online at www.direct.gov.uk/carers.

Remember, it is important for your carer to claim Carer's Allowance as soon as possible – within three months of the decision on Attendance Allowance if possible – or they could lose out on benefit.



DWP Department for
Work and Pensions
Disability and Carers Service



Attendance Allowance

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What is Attendance Allowance?

Attendance Allowance is tax-free cash help towards extra costs faced by disabled people. You can get it if:

- you have a physical or mental disability (or both);
- your disability is severe enough for you to need help with personal care; and
- you are aged 65 or older when you make your claim.

If you are between 16 and 64 years old, you should read the leaflet 'Disability Living Allowance'. If you want to find out more about help for someone under 16, pick up 'Disability Living Allowance for Children'.

You do not have to have paid any National Insurance contributions. Attendance Allowance is not affected by any savings or income you may have. However, if you get Constant Attendance Allowance, this will reduce the amount of your Attendance Allowance.

You will not usually need a medical examination, but you can send reports from your health visitor or a doctor with your claim.

Can I get it?

To qualify for Attendance Allowance, you must:

- be aged 65 or over; and
- have needed help with personal care because of your disability for at least 6 months.

You may get Attendance Allowance even if you are not currently getting the help you need.

'Help with personal care' means that you need help with things like:

- washing (and getting in or out of the bath or shower);
- dressing;
- eating;
- getting to and using the toilet (or a pad, commode, bedpan or bottle); or
- communicating your needs.

It may also mean that you need someone to supervise you to avoid putting yourself or others in substantial danger. This can mean needing someone to:

- keep an eye on your medical condition or diet (for example, things like help with therapy or medication);
- help you to communicate (because you are deaf or blind or some other condition means you have difficulty communicating); or
- protect you from danger that you may not know is there.

You may need help with personal care because you:

- have difficulty moving your arms or legs smoothly or have no control over them;
- get breathless or feel pain;
- have problems with your behaviour, have learning difficulties or you get confused;

or something like this.

Rates of Attendance Allowance

There are 2 rates of Attendance Allowance.

Lower rate

You may be able to get this if you need:

- help with personal care or supervision frequently throughout the day only;
- help with personal care or supervision during the night only; or
- someone with you when you are on dialysis.

Higher rate

You may be able to get this if you need help with personal care or supervision throughout the day and also during the night.

Special rules

We have arrangements called special rules to help people who are terminally ill (people who have a progressive disease and are not reasonably expected to live for more than another 6 months). The special rules are to make sure people get their benefit as soon as possible. Such people can qualify immediately for the higher rate. You can make a claim under the special rules for a person who is terminally ill without them knowing or without their permission. You should claim straight away.

What else should I know?

Help for carers

If you get Attendance Allowance and someone is caring for you for 35 hours a week or more, they may be able to get Carer's Allowance. Your carer should make a claim for Carer's Allowance at the same time as you claim Attendance Allowance, so that they do not lose any benefit. For more information, see the leaflet 'Carer's Allowance'.

You can get a Carer's Allowance claim form from the following places.

- The Benefit Enquiry Line, by phoning **0800 88 22 00** (see '**How do I find out more?**' in this leaflet).
- The Carer's Allowance Unit, by phoning **01253 856123** (textphone **01772 899489**).

You can claim Carer's Allowance on-line at **www.dwp.gov.uk**. You should look at the section for 'disabled people and carers'. Or, go to **www.direct.gov.uk/carers**.

Other help

You may be able get other help because you get Attendance Allowance. You may get an extra amount for severe disability with Housing Benefit, Council Tax Benefit or Pension Credit if you do not have a carer who gets Carer's Allowance. The leaflet '**A guide for disabled people, those with health conditions, and carers**' gives useful information. You can get a copy of this leaflet at the website **www.jobcentreplus.gov.uk**.

What do I do next?

Making a claim for Attendance Allowance

If you think that you may be able to get Attendance Allowance, please fill in the tear-off slip and post it to us. It does not need a stamp. We will then send you a claim form and notes to help you fill it in.

Send your tear-off slip to us as quickly as possible.

You can also get a claim form:

- by phoning the Benefit Enquiry Line (see '**How do I find out more**' in this leaflet);
- from advice centres like Citizens Advice Bureaus; or
- from the Department for Work and Pensions (DWP) website at **www.dwp.gov.uk**. You should look at the section for 'disabled people and carers'.

You can claim Attendance Allowance on-line. The on-line service is available at **www.dwp.gov.uk**. You should look at the section for 'disabled people and carers'. Or, go to **www.direct.gov.uk/disability**.



How do I find out more?

On the phone

The Benefit Enquiry Line can help you if you need:

- more information about Attendance Allowance or other benefits you may be able to claim;
- help filling in the claim form;
- a claim form; or
- a claim form in Braille or large print.

Phone them on **0800 88 22 00**. There is also a textphone service on **0800 24 33 55** for people with speech or hearing difficulties.

If you do not have your own textphone system, they are available in some libraries and some Citizens Advice Bureaus.

These textphone services do not receive text messages from a mobile phone. We also welcome calls from RNID Typetalk.

We can also provide an interpreter, or you may want to arrange for a friend or family member to interpret for you.

On the internet



Straight through to public services

Visit Directgov for the widest range of online information from the Government – there's a section for disabled people covering financial support, disability rights, employment, independent living and much more. There is also a section for carers.

www.direct.gov.uk/disability

www.direct.gov.uk/carers

This leaflet is available in Welsh, in large print, in Braille, on audio tape and on audio CD. For more information, contact the Benefit Enquiry Line. Phone them on **0800 88 22 00**. There is also a textphone service on **0800 24 33 55** for people with speech and hearing difficulties. You can ring these numbers between 8.30am and 6.30pm Monday to Friday and between 9am and 1pm on Saturday.

This leaflet is only a general guide and is not a full statement of the law. We have made every effort to make sure that the information in this leaflet is correct at the date shown below.



Claim Form Request

Please send me a claim form for Attendance Allowance

Please use ink and write in BLOCK LETTERS.

Tick a box below to choose a claim form in standard print, large print or Braille.

Standard print

Large print

Braille

Name:

Address:

Postcode:



Business Reply Service
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