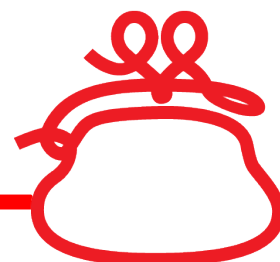


Attendance Allowance



If you have a disability or illness and have reached State Pension age, you may be entitled to this benefit.

This information covers England, Wales and Northern Ireland. In **Scotland** a benefit called Pension Age Disability Benefit is replacing Attendance Allowance. Find out more at [Pension Age Disability Payment - mygov.scot](https://mygov.scot/Pension-Age-Disability-Payment).

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What is Attendance Allowance?

Attendance Allowance is a benefit that helps pay for your care needs if you have a disability or a long-term illness and have reached State Pension age. Attendance Allowance can be paid regardless of your income, savings or National Insurance contribution record and is a tax-free benefit.

If you are a carer who also has care needs, you can claim Attendance Allowance for yourself and this will not affect your Carer's Allowance. Getting Attendance Allowance does not reduce other benefits; it may even increase them.

If you have a carer, claiming Attendance Allowance may help them to qualify for certain benefits (such as Carer's Allowance). Attendance Allowance may also entitle you/your carer to further help with other benefits such as Council Tax.

There are no restrictions on how you can spend your Attendance Allowance. You do not have to spend it on paying for the care that you need. However, your council or trust can take Attendance Allowance into account when calculating how much you might need to pay for any care services you receive from them.

Attendance Allowance will **not apply** to you:

- if you are between 16 and under your State Pension age. You could see if you can claim Personal Independence Payment (PIP) or Adult Disability Payment (ADP) (in Scotland only) instead
- if you have reached State Pension age, but are already receiving Disability Living Allowance (DLA) or PIP or ADP.

▶▶ **Note:** To check when you'll reach your State Pension age, visit gov.uk/state-pension-age.

Who can claim Attendance Allowance?

To qualify for Attendance Allowance, you must meet **all** of the following criteria:

- You've reached State Pension age.
- You need help looking after yourself because you have a disability or long-term illness (which could be physical or mental).
- You have had the disability or illness for at least six months (you can make your claim before the six months have passed, but you will not receive any payment until they have).
- You have no immigration conditions attached to your stay in the UK, subject to some exceptions. Note that if you have immigration restrictions on your stay in the UK, claiming benefits may affect your current and future right to remain in the UK, so seek specialist immigration advice **before** claiming – you can search for immigration specialists at find-legal-advice.justice.gov.uk (England, Scotland or Wales) or www.lawsoc-ni.org/solicitors (Northern Ireland).
- You meet the residence and presence conditions.

▶▶ **Note:** If you are terminally ill, there are simpler rules which make it easier to apply – see pages 11-12 for details.

How much is Attendance Allowance worth?

There are two rates of Attendance Allowance:

Rate	Amount per week 2025/26
Higher	£110.40
Lower	£73.90

You will be paid the **higher** rate of Attendance Allowance if you meet one of the following criteria:

- you satisfy both the daytime **and** night-time tests
- you are terminally ill (someone is classified as terminally ill if they are not expected to live longer than 12 months).

You will be paid the **lower** rate of Attendance Allowance if:

- you satisfy the daytime **or** night-time test.

Specific rules apply for some kidney patients undergoing renal dialysis at least twice per week.

Do I satisfy the tests?

It might be possible to claim Attendance Allowance if you need help to look after yourself. This includes help with your personal care or having someone there to help avoid danger to yourself (or others). The social care term used to refer to help with personal care is called 'attention' and the term used to describe the help you might need from someone to watch over you, check on you and keep you safe is 'supervision' – see pages 5-7 for more information.

▶▶ **Note:** What matters is that you need either attention or supervision. Consider the help you reasonably need, not just the help that you may currently get. If you live alone, you can still apply.

Daytime test

To satisfy the daytime test, you need to show that you reasonably need either one of the following:

- frequent help with personal care throughout the day (ie about three times or more, in the middle of the day as well as the morning and evening)

- someone to check on you continually (ie frequently or regularly, but not non-stop) throughout the day to make sure you are safe or to avoid the risk of harm to you or others.

Night-time test

To satisfy the night-time test, you need to show that you reasonably need either one of the following:

- help with personal care at least twice during the night, or once during the night for at least 20 minutes
- someone to check on you at least twice during the night, or once during the night for at least 20 minutes, to make sure that you are safe or avoid the risk of harm to you or others.

▶▶ **Note:** If no one is currently helping you with personal care, you may still be accepted as needing help if you have some difficulty coping.

If no one is currently checking on you, you may still be accepted as needing supervision if you or another person may be placed in danger without it.

Attention – help with personal care

This would be help to do activities that you cannot do alone or find difficult because of a disability or health condition. This difficulty could be mental, physical or both. It must be help that is needed in connection with your body and how it works. Examples would be:

- getting in and out of a chair
- bathing and washing
- dressing and undressing
- help with medication and treatment
- getting in and out of bed and sleeping

- communicating
- eating and drinking
- breathing
- using the toilet
- walking around indoors.

Usually, this help must be given in your presence by another person. However, you may not necessarily be receiving what you need. Here are some examples of what help you may need:

- You have arthritis which makes movement difficult – you need somebody to help you with daily activities such as getting in and out of bed, washing and dressing, and getting in and out of chairs.
- You are profoundly deaf and British Sign Language is your first language – you need an interpreter when communicating without sign language, to interpret spoken announcements, and perhaps also to interpret written English.
- You have a mental health problem and you need prompting to look after yourself and to do things such as taking your medication, eating, washing and dressing.
- You are visually impaired and need someone to assist in situations such as selecting clothes to wear, using cooking appliances safely and preparing food.
- You have a learning disability and need help with activities including managing money, writing letters and looking after your health and your hygiene.

Supervision – needing someone to check on you

To qualify as needing supervision, you must need someone to check on you regularly. The checks must be to avoid ‘substantial danger’ to yourself or others due to your disability. They must reduce the risk of harm.

For example, you may need such checks if you have memory loss, are in danger of falling, have poor awareness of potential dangers, have serious behavioural problems, lose consciousness or have seizures.

Substantial danger may include situations such as falling, leaving the gas on, self-harm, violence towards others or a serious risk to your health should you be left unsupervised. The potentially dangerous situation does not have to happen frequently, but you must need frequent checks to reduce the chance of harm. At night, this would include someone being awake and listening out as well as getting up to check on you. Remember that the test is for what help you reasonably require, not what you may actually get.

How to claim Attendance Allowance

England and Wales:

- Contact the Attendance Allowance Helpline on **0800 731 0122** (textphone 0800 731 0317).
- To download a claim form, visit:
gov.uk/government/publications/attendance-allowance-claim-form

Northern Ireland:

- Contact Disability and Carers Service on **0800 587 0912** (textphone: 0800 012 1574).
- To download a claim form, visit:
[Attendance Allowance claim form and guidance notes | nidirect](#)

If you ask for a claim form by phone, it should be stamped with the date of issue. This is the date from which the benefit will be paid if the claim is successful, providing you return the form within six weeks. If you are not able to complete the form by this date, please let them know and seek advice.

If you download the claim form or get one from a local advice agency, the claim will start from the date the completed form is received by the benefit office. It's normally better to start the claim by phone as an Attendance Allowance claim cannot be backdated.

Read the form and the notes that go with it before you start to complete the form. You can attach pages to the application form if you think there is not enough space to explain the help that you need. Remember to add your name and National Insurance number to the extra pages.

Tips for completing the claim form

- The form is long and detailed so take your time to complete it, and remember that you don't have to complete it all in one go.
- List all of the help you need before completing the claim form.
- Be honest with yourself about how long things take you and if you can do them safely.
- Ask your carer, if you have one, to list all the help they give you to make sure you don't miss anything out.
- Remember that what matters is whether you need the help, not whether you are already getting it.
- Think about the difficulties you have and what type of help you would need to make things easier.
- If you have equipment or adaptations that help you with your daily life, explain any help that you need to use them, and any help you need from another person in addition to the equipment and adaptations.
- Keep a diary for a week or so if you are unsure about how much help you need.
- You do not have to need help every day – the requirement is 'most of the time'. If your needs vary from day to day, make a list of the help you need on each day of the week or month, depending on how much the pattern varies.
- Don't just think about what happens on good days – show an overall picture of the help you need.
- Explain any falls or accidents you have had.
- Keep a copy of your form and any supporting evidence you send with it.

- Don't worry about repeating some details in more than one section.
- You could ask for help to complete the claim form from a local advice agency – see 'Further help' section for details.

On our website, you can find further useful tips and guidance: [Filling in forms | Carers UK](#) and Citizens Advice also provide some helpful pointers: citizensadvice.org.uk.

When filling in the form, the aim is to explain how your disability or ill health affects you. The form asks you some questions:

Washing, bathing and looking after your appearance – do you need help:

- ☐ getting in and out of the bath or shower?
- ☐ adjusting shower controls?
- ☐ shaving or putting on make-up?
- ☐ washing?

Going to the toilet – do you need help:

- ☐ adjusting your clothes after using the toilet?
- ☐ finding the toilet in unfamiliar places?
- ☐ using the toilet during the night?
- ☐ changing clothes or bedding if you have an accident?

Getting dressed or undressed – do you need help:

- ☐ with fastenings, shoelaces and buttons?
- ☐ recognising when your clothes are on inside out?
- ☐ putting clothes on or taking them off?

Communicating – do you need help:

- ☐ understanding or hearing people, or being understood by them?
- ☐ answering the phone?
- ☐ reading and writing letters?

Mealtimes – do you need help:

- ☐ eating and drinking?

Help with medical treatment – do you need help:

- ☐ identifying your tablets?
- ☐ reading and understanding instructions about taking medication?

- ☐ administering medication or treatment to yourself?
- ☐ managing a condition like diabetes?
- ☐ recognising whether your condition deteriorates?
- ☐ adjusting your hearing aid?
- ☐ dealing with the side effects of your medication?

Supervision – do you need someone to watch over you

- ☐ in case you have a seizure or pass out?
- ☐ because you lack awareness of danger?
- ☐ because you could be a danger to yourself or others?
- ☐ in case you get confused, forgetful or disorientated?
- ☐ to give you medication for angina or asthma attacks?
- ☐ to help calm you down during a panic attack?

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?

Supporting information

You may have information about your health and the help you need from a number of different people. This might include:

- letters from your GP or consultant
- your care plan from your local council or trust – giving information about the help you need
- a report from your occupational therapist – giving information about the equipment and adaptations you need
- information from a community psychiatric nurse
- appointment letters
- prescription lists.

Only send the Department of Work and Pensions (DWP) copies of any evidence that will help them to understand your situation (they will not be

able to return them). Check with an adviser if you are unsure whether certain details would assist your application. You can send this information (examples given above) with your application or at a later date if that's not possible.

Add a note with your National Insurance number and let the DWP know if you are sending on further evidence. On the application form, you can give consent for the DWP to contact the medical professionals or other people that you referred to. This is highly recommended as they may be able to provide information to support your application.

If you are asked for more information

Once you have returned the form, the decision maker from the DWP may have enough information to make a decision or they may request a short report from a healthcare professional that you named on your claim form, such as your GP. If further information is needed, you may be assessed by a DWP healthcare professional usually in your home, but this could be by phone or video link.

In Northern Ireland this will be a decision maker from the Disability and Carers Service. If a doctor, appointed by the DWP or Department for Communities, comes to visit you, your carer can be with you during the appointment. The doctor may want to examine you and ask further questions. It is a good idea to make a note beforehand of the things you want to tell the doctor about.

If you have a terminal illness

Special rules allow people who are terminally ill to get help quickly. You are considered to be terminally ill if you have a progressive illness that is likely to limit your life expectancy to 12 months or less. It is impossible to say exactly how long someone will live and some people who receive Attendance Allowance under these rules live much longer than 12 months.

Under these special rules, you do not have to satisfy the qualifying period (ie that you have had the disability or been in ill health for at least six months). You also do not have to have been present in Great Britain for

104 out of the past 156 weeks before claiming – you only need to be present at the time of claiming.

Phone the Attendance Allowance Helpline (see page 7) and let them know that you are claiming under the DWP's special rules so that your application can be fast-tracked.

Ask your doctor, specialist or consultant for an 'SR1 medical condition report', which you will need to send on along with your application. If you have not received this and the six-week time limit for submitting your claim is approaching, don't delay your application. You can add a note to say that the SR1 form will be sent on as soon as possible afterwards.

You will not have to complete the part of the claim form that asks about your personal care or supervision needs, as you will automatically qualify for the higher rate of Attendance Allowance. There will be a box you can tick (Q12) to indicate to the DWP that you're claiming under the 'special rules'. Send the claim form and the SR1 form to 'Freepost DWP Attendance Allowance' – you should receive a decision within two weeks.

 **Note:** Under the special rules, a claim can be made on behalf of a person without their permission. The letter about the money awarded won't mention special rules.

The decision

You will receive a written decision on your claim that tells you what rates of benefit have been awarded and from what date. Attendance Allowance can be awarded for a fixed period or for an indefinite period. If you are awarded the benefit for a fixed period, the decision will tell you when the period ends. A new claim form will be sent to you well before your award ends. The DWP can review your award at any time before your award is due to end.

Challenging the decision

If you are refused Attendance Allowance or it is awarded at a lower rate than you expected, you can ask the Department for Work and Pensions (DWP) (England, Wales and Scotland) or the Department for Communities (DfC) (Northern Ireland) to look at the decision again. This is called a mandatory reconsideration. It's always helpful to seek advice before challenging a decision.

When the decision has been reviewed, you will receive two copies of the mandatory reconsideration notice which contains a new decision. If you still disagree with the decision, you can go on to appeal with the Tribunal Service (England, Wales and Scotland) or the Appeal Service (Northern Ireland). You will need to attach a copy of the mandatory reconsideration notice with the appeal.

It is important to challenge a decision or get advice as quickly as possible because there are time limits. This generally means that you need to take action within one month of the date of the decision, as indicated on the decision letter. If you fall outside of this time limit, then it may still be possible to challenge the decision. For more information about appealing a benefit decision, visit carersuk.org/appealsguide

What to do if your circumstances change

It is very important that you report any changes to your circumstances to the benefit office as soon as possible, preferably in writing.

For example, if you are paid the lower rate of Attendance Allowance for either daytime or night-time needs and the help that you need increases so that you have both daytime and night-time needs, you can contact the DWP (or Disability and Carers Service in Northern Ireland) and ask for your case to be looked at again. You will be asked to complete a form to provide details of how your needs have changed.

If you ask for an Attendance Allowance award to be looked at again, there is always a risk that the award could be decreased rather than increased or even lost altogether. Therefore, it is always best to seek help and guidance from a local advice agency before you contact the DWP (or Disability and Carers Service in Northern Ireland). To find out more about advice

agencies in your area, see the 'Further help' section at the end of this factsheet.

Going into hospital, a care home or a hospice

You, or someone acting on your behalf, should also tell the DWP (or Disability and Carers Service in Northern Ireland) if you have been admitted to a hospital, a care home or a hospice, as this may affect your benefit.

Going into hospital

Attendance Allowance payments will stop after the first 28 days you've spent in hospital. (If you've had several stays in hospital, and there's a 28-day gap or less between them, the stays will be linked.) However, payment may stop sooner if you were previously in a care home. Your Attendance Allowance will not be affected if you pay for all of the costs of your hospital care. Also, you can still receive Attendance Allowance for any days you spend at home in between hospital stays.

Going into a care home

Attendance Allowance payments will stop after the first 28 days in a care home unless you are completely paying for your own care. It may stop sooner though if you were previously in hospital.

If you need regular periods of respite care in a care home, it may be possible to arrange a pattern of care so that your Attendance Allowance payments are not affected. Special rules also apply if your council or trust is temporarily funding your stay in a care home while you sell your former home. Seek further advice if you are in this situation.

Attendance Allowance will continue to be paid if you are in a nursing home and the only help you get with your fees is an amount called the Registered Nursing Care Contribution from the NHS. However, if you are receiving any personal care or services funded by the NHS, the rules explained above may be applied by the DWP.

If you live in Scotland and receive free personal care towards residential care, your Attendance Allowance will stop after 28 days. To find out more about free personal care, contact Care Information Scotland on **0800 011 3200** or at careinfoscotland.scot.

The linking rule

Any stays in hospital or a care home separated by 28 days or less are added together when working out when Attendance Allowance should stop.

Going into a hospice

Attendance Allowance will generally still be payable if you are terminally ill and in a hospice, but you, or someone on your behalf, should let the DWP or Disability and Carers Service know in writing that you are in a hospice.

Other help you might qualify for

Means-tested benefits and tax credits

If you are already receiving means-tested benefits or tax credits, getting Attendance Allowance may mean that you become entitled to an increase in your benefits or tax credits. These include income-related Employment and Support Allowance, Pension Credit, Universal Credit, Housing Benefit, Council Tax Reduction or Working Tax Credits (including a couple's claim).

If you're already receiving means-tested benefits or tax credits (or your partner is), notify all the offices that pay them to you to let them know you are now getting Attendance Allowance. An award of Attendance Allowance can also mean that you become eligible for a means-tested benefit for the first time. So, if you are awarded Attendance Allowance, it would be a good idea to get a benefits check.

Any deductions that are being made from means-tested benefits because other adults share your household, may be removed if you get Attendance Allowance. You can find out what benefits you are entitled to and how much you should be paid, by getting an online benefits check. You can arrange one by contacting the Carers UK Helpline: advice@carersuk.org.

If your Attendance Allowance award stops, you will need to notify the benefit offices for any other benefits you're receiving to avoid the risk of a potential overpayment.

►► **Note:** You can also check if you might qualify for any benefits using this online tool: carersuk.org/benefits-calculator.

These online tools are not suitable for everyone. Special rules apply to some groups of people, for example students, people under 18, people in permanent residential care, UK nationals who live abroad and people who are not British or Irish citizens.

Exemptions from the benefit cap

Households will be exempt from the benefit cap if you/your partner are entitled to Attendance Allowance.

Blue Badge Scheme

The Blue Badge scheme allows people with severe walking disabilities to park in parking restricted areas. For example, if you have a badge, you can park for free and for any length of time at on-street parking meters and on-street pay and display areas. There are some situations where you will automatically be eligible for a Blue Badge. For more information, visit: gov.uk/government/publications/blue-badge-can-i-get-one

Getting Attendance Allowance does not mean that you automatically qualify for a Blue Badge. However, you may still be eligible for a Blue Badge (subject to further assessment by your council or trust) if one of the following applies:

- You have a permanent or substantial disability that means you can't walk or find walking very difficult.
- You have severe upper limb disabilities in both arms, drive a motor vehicle and have difficulty using parking meters.
- (Scotland only) You are unable to walk or virtually unable to walk because of a temporary but substantial disability which is likely to last for at least 12 months but less than three years.
- (Scotland only) You have a mental condition that means you lack awareness about the danger of traffic when making journeys.

Public transport concessions

If you live in England, Wales or Scotland and receive Attendance Allowance, you may be able to purchase a Disabled Person's Railcard. For more information call **0345 605 0525** (textphone 0345 601 0132) or visit disabledpersons-railcard.co.uk. If you live in Northern Ireland and are aged 60 or above, you may be eligible for a SmartPass or Senior Citizens SmartPass. Contact Translink for more information on **028 9066 6630** or at translink.co.uk.

If you live in England, Wales or Northern Ireland

If you are disabled, you may qualify for free local bus travel, although this is not directly linked to whether you receive Attendance Allowance. For more details, contact your council – or in Northern Ireland, contact Translink.

If you live in Scotland

If you receive Attendance Allowance or Pension Age Disability Payment, are aged 60 or over, or have certain disabilities, you will receive free bus travel. If you live in Orkney, Shetland or the Western Isles, you will also receive two free return ferry journeys each year to the Scottish mainland. Find out more at www.transport.gov.scot/concessionary-travel/60plus-or-disabled

Companion entitlement (Scotland only)

If you receive Attendance Allowance or Pension Age Disability Payment, you will be eligible for a Companion Card, allowing a companion to travel with you for free. You may also qualify if you receive certain other benefits. To find out more, contact your council or visit www.transport.gov.scot/concessionary-travel/60plus-or-disabled

Residence and presence

To satisfy the residence and presence tests you must meet both the following conditions:

- You must have been present in Great Britain (which for this purpose also includes Northern Ireland) for 104 weeks out of the 156 weeks before claiming (two out of the last three years). This is called the past presence test.
- You must be habitually resident in the Common Travel Area (that's the UK, Ireland, the Channel Islands or the Isle of Man).

‘Present’ means physically present in Great Britain or Northern Ireland. Some people may be treated as being in Great Britain or Northern Ireland while abroad, eg members of the armed forces or people who are temporarily absent.

The past presence test does not apply to people recognised as refugees and their families or those who have humanitarian protection. There are other exceptions, such as for certain people who have not been present for long enough, but who are habitually resident in the UK and have lived in the EU, or several other countries Britain has agreements with.

The habitual residence test is a test to see if you normally live in the UK, the Channel Islands, the Republic of Ireland or the Isle of Man. It generally applies if you have been living abroad but it doesn't apply to everyone.

The habitual residence test takes into account factors such as where you normally live, where you expect to live in the future, your reasons for coming to this country, the length of time spent abroad before you came here, and any ties you still have with the country where you have come from.

These rules about residence and presence can be complex and will depend on your circumstances. If you're unsure, it is a good idea to seek further advice, for example from Citizens Advice:

citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us. The AIRE

Centre can also provide advice on individual rights in Europe and can be contacted on **020 7831 4276** or by email at info@airecentre.org.

If you move abroad

If you are living in an EEA country or Switzerland and are covered by certain rules and agreements, you may be able to keep your award or even make a new Attendance Allowance claim. This may be possible as long as the UK continues to be responsible for paying your benefits. For more information you can email team.exportability@dwp.gov.uk or write to:

Attendance Allowance Exportability Team, Mail Handling Site A,
Wolverhampton, WV98 2AD.

There is also more information available on the government website:
www.gov.uk/claim-benefits-abroad/disability-benefits.

Further help

Our website contains a wealth of useful information including wellbeing support and practical help related to caring. Visit carersuk.org and click on 'Help and Advice' in the main menu. You can find details of your local carers organisation on our website at carersuk.org/localsupport.

For information and advice, contact the Carers UK Helpline on **0808 808 7777** or email advice@carersuk.org if you have a more detailed query.

Other organisations

Age UK

A charity dedicated to helping everyone make the most of later life.

w: ageuk.org.uk | **t:** 0800 678 1602 (England), 0300 303 44 98 (Wales), 0800 124 4222 (Scotland), 0808 808 7575 (Northern Ireland)

The Appeals Service Northern Ireland

The service that handles the appeals process for benefit decisions

w: nidirect.gov.uk/appeal-benefits-decision

Citizens Advice

Provides free, independent, confidential and impartial advice (England, Scotland and Wales).

w: citizensadvice.org.uk

HM Courts and Tribunals Service

To search for a court or tribunal in England or Wales, or a tribunal in Scotland. **w:** gov.uk/find-court-tribunal

Independent Case Examiner

A free complaints review service for people who have made complaints about their claim for benefits (UK wide) **w:** ind-case-exam.org.uk

t: 0800 414 8529 (textphone: 18001 0800 414 8529)

NI Ombudsman

The government official responsible for dealing with complaints about state services (Northern Ireland)

w: nipso.org.uk **t:** 0800 343424 (textphone: 028 90897789)

Parliamentary and Health Service Ombudsman

The government official responsible for dealing with complaints about state services (England, Wales & Scotland)

w: ombudsman.org.uk t: 0345 015 4033 (textphone: 0300 061 4298)

Benefit helplines

Northern Ireland has three helplines for different purposes:

Benefit Enquiry Line for general questions

t: 0800 220 674 (textphone: 028 9031 1092)

Welfare Changes Helpline for independent advice on benefits changes

t: 0808 915 4604

Make the Call - to check you're not missing out on benefits

t: 0800 232 1271

The Disability and Carers Service in Northern Ireland

(for Attendance Allowance, Carer's Allowance and Disability Living Allowance) t: 0800 587 0912 (textphone: 0800 012 1574)

Attendance Allowance

(England and Wales)

t: 0800 731 0122 (textphone: 0800 731 0317)

Carer's Allowance Unit

(England and Wales)

t: 0800 731 0297 (textphone: 0800 731 0317)

Social Security Scotland – for Carer's Supplement/ Young Carer's Grant/ Child Disability Payment/ Adult Disability Payment/ Pension Age Disability Payment/ Carer Support Payment

(Scotland)

t: 0800 182 2222 (textphone: 0800 731 0317)

Disability Living Allowance

(England and Wales)

- If born on or before 8 April 1948: t: 0800 731 0122 (textphone: 0800 731 0317) or after 8 April 1948: t: 0800 121 4600 (textphone: 0800 121 4523)

For Jobseeker's Allowance, Income Support and Employment and Support Allowance:

Jobcentre Plus (England, Wales & Scotland)

New claims **t**: 0800 055 6688 (textphone: 0800 023 4888)

Existing claims **t**: 0800 169 0310 (textphone: 0800 169 0314)

Social Security or Jobs & Benefits Office (Northern Ireland)

Local offices: **w**: nidirect.gov.uk/contacts/jobs-benefits-offices.

New ESA claims **t**: 0800 085 6318 (textphone: 0800 328 3419)

Existing claims **t**: 0800 587 1377 (textphone: 0800 328 3419)

Pension Credit and Pension Service

(England, Wales and Scotland)

Pension Credit claim line: **t**: 0800 99 1234 (textphone: 0800 169 0133)

State Pension claim line: **t**: 0800 731 7898 (textphone: 0800 731 7339)

(Northern Ireland)

Pension Credit: **t**: 0808 100 6165 (textphone 0808 100 2198)

State Pension claim line: **t**: 0808 100 2658 (textphone: 0800 100 2198)

Personal Independence Payment

(England and Wales)

New claims **t**: 0800 917 2222 (textphone: 0800 917 7777)

Enquiry line **t**: 0800 121 4433 (textphone: 0800 121 4493)

(Northern Ireland)

New claims **t**: 0800 012 1573 (textphone: 0800 587 0937)

Enquiry line **t**: 0800 587 0932 (textphone: 0800 587 0937)

Tax Credits

(England, Wales, Scotland & Northern Ireland)

t: 0345 300 3900 (textphone: 18001 then 0345 300 3900)

Universal Credit Helpline

(England, Wales & Scotland)

t: 0800 328 5644 (textphone: 0800 328 1344)

Northern Ireland

t: 0800 012 1331 (textphone: 0800 012 1441)

This factsheet is designed to provide helpful information and advice. It is not an authoritative statement of the law. We work to ensure that our factsheets are accurate and up to date, but information about benefits and community care is subject to change over time. We would recommend contacting the Carers UK Helpline or visiting our website for the latest information.

Please email us your feedback on this factsheet by sending your comments to info@carersuk.org
This factsheet was updated in April 2025. Next review due April 2026.

Carers UK Helpline

For expert information and advice about caring.



0808 808 7777

(Monday – Friday 9am-6pm)



advice@carersuk.org

Carers UK

20 Great Dover Street
London SE1 4LX
020 7378 4999
info@carersuk.org

Carers Wales

029 2081 1370
info@carerswales.org

Carers Scotland

0141 378 1065
info@carerscotland.org

Carers Northern Ireland

advice@carersuk.org
(Please note where you're from.)

However caring affects you, we're here

Caring will affect us all at some point in our lives.

With your help, we can be there for the 6,000 people who start looking after someone each day.

We're the UK's only national membership charity for carers: join us for free at carersuk.org/join

We're both a support network and a movement for change.

Visit us at our website to join us, help us or access more resources:
carersuk.org

**This information can be requested
in large print or as a text file.**