

# Disability Living Allowance



**If you're looking after a child who is under 16 with a health condition or disability, they may qualify for Disability Living Allowance.**

This information covers England, Wales and Northern Ireland. In Scotland, see our factsheet about [Child Disability Payment](#) instead. Throughout this factsheet we use the term 'your child' for consistency.

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## What is Disability Living Allowance (DLA)?

If you are looking after a child with a health condition or disability who is under 16, they may be entitled to DLA. The award could help towards the extra costs of bringing up a disabled child. It can be awarded to a child with a wide range of medical conditions including physical, mental, behavioural and learning difficulties. DLA is not means-tested which means that your financial circumstances (including your child's finances) will not be taken into account, and it is also helpful to note that it is a tax-free benefit.

Claiming DLA will not cause other benefits to go down. In fact, it may even increase another benefit you receive or help you to qualify for other benefits (such as Carer's Allowance) and/or tax credits. If your child is aged 16 or over and is not currently receiving DLA, they would need to claim Personal Independence Payment (PIP) instead.

## Who can claim DLA?

For a child under 16 to qualify for DLA, they must meet all of the following criteria:

- They must need care, attention or supervision because of a physical or mental disability or health condition (they do not need to have an actual diagnosis).
- They must have needed this care, attention or supervision for at least three months, and be likely to need this for a further six months (you can make the claim before the three months have passed, but you will not receive any payment until they have).
- They must need substantially more care, attention or supervision than other children of the same age who do not have a disability or health condition.
- They must not have any immigration conditions attached to their stay in the UK, subject to some exceptions. Note: If they have immigration restrictions on their stay in the UK, claiming benefits may affect their current and future right to remain in the UK. Seek specialist immigration advice **before** claiming – you can search for immigration specialists at:

[find-legal-advice.justice.gov.uk](http://find-legal-advice.justice.gov.uk) or [lawsoc-ni.org/solicitors](http://lawsoc-ni.org/solicitors) (in Northern Ireland).

- They meet the residence and presence conditions.

▶▶ **Note:** If your child is terminally ill, there are simpler rules which make it easier to apply – see page 9 for details.

## How much is DLA worth?

There are two components of DLA paid at different levels as follows:

	Lower	Middle	Higher
Care component	£29.20	£73.90	£110.40
Mobility component	£29.20		£77.05

## The care component

The care component of DLA can be paid to a child who needs extra help with personal care (such as getting dressed or going to the toilet) or supervision meaning that they need to be watched over. The help they need must be substantially more than the help needed by a child of the same age without a disability or health condition. There is no lower age limit for the child but there is a three-month qualifying period. This doesn't apply if the child is not expected to live more than 12 months though.

Lower rate component	For children who need help in connection with their personal care for a significant proportion of the day because of their condition or disability. (This generally means at least an hour on most days – although this does not necessarily have to be all at once.)
Middle rate component	This is for children who meet either the daytime or night-

	time tests (see below). Special rules apply for some children undergoing renal dialysis at least twice a week.
Higher rate component	This is for children who meet both the daytime and night-time tests (see below). Your child will automatically get the higher rate if they are terminally ill.

## Daytime test

To satisfy the daytime test, your child must need one of the following because of their disability:

- frequent help with personal care (ie about three times a day or more) throughout the day
- someone to check on them continually (ie frequently or regularly, not non-stop) throughout the day to prevent an accident or injury and to make sure they are safe, as well as others.

## Night-time test

To satisfy the night-time test, your child must need one of the following:

- help with personal care at least twice a night, or once a night for at least 20 minutes
- someone to check on them at least twice a night, or once a night for at least 20 minutes to make sure they are safe and to prevent substantial danger to themselves or others.

## Explanation

Help with personal care would involve a child receiving help from another person because of their mental or physical disability. This could include anything to do with the body and the way it works. Examples include:

- dressing and undressing
- bathing and washing
- using the toilet
- getting in and out of a chair
- getting in and out of bed and sleeping
- communicating
- help with medication and treatment
- eating and drinking
- seeing (ie they need someone to see for them)
- breathing.

A child is considered to need **someone to check on them** if they need to be checked on regularly during the day to avoid ‘substantial danger’ to themselves or others. There must be a real risk of harm. At night-time, you might be awake and listening as well as getting up to check on your child.

## The mobility component

If your child needs help getting around, they may qualify for the mobility component. You need to show that your child is unable or virtually unable to walk and/or needs substantially more guidance and supervision than a child of the same age without a disability or health condition.

It may be that your child is physically able to walk, but that because of a mental or physical disability for most of the time, they cannot use unfamiliar routes outdoors without having guidance or supervision. This can also include some children on the autistic spectrum or with learning difficulties.

<p>Lower rate mobility component</p>	<p>This can be paid to a child from the age of five years. It includes children who can walk but because of their physical or mental disability, they generally need extra guidance or supervision on unfamiliar routes outdoors.</p>
<p>Higher rate mobility component</p>	<p>This can be paid to a child from the age of three years. It is for children who are unable or virtually unable to walk, or where the exertion required to walk would constitute a danger to their life or would be likely to lead to a serious deterioration in their health. Children can also qualify if they have a severe visual impairment, are both deaf and blind, or who are entitled to the higher rate care component and are severely mentally impaired (see next page). The charity Contact has some useful guidance on their website about the higher rate for mobility (see ‘Further help’ for contact details).</p>

**Summary:** Your child must be under the age of 16. For the lower rate mobility component, they must be aged over five and for the higher rate, they must be aged over three.

To qualify for the higher rate mobility component because of **severe mental impairment**, the child has to meet all the following criteria:

- be entitled to the higher rate care component of DLA
- suffer from a state of ‘arrested development’ or incomplete physical development of the brain which results in ‘severe mental impairment of intelligence or social functioning’\*
- exhibit ‘disruptive behaviour’ which is extreme and ‘regularly requires another person to intervene and physically restrain them to prevent them from causing injury to themselves or to another, or to damage property’
- be so unpredictable that they require another person to watch over them whenever they are awake.

\*Arrested development means that a person’s brain hasn’t grown or developed properly. Severe impairment of intelligence may refer to a child who has difficulty applying their intelligence to a situation. And severe impairment of social functioning could be where a child has difficulty responding appropriately in social situations.

Seek further advice if you are unsure if your child would be included in these definitions.

It’s a good idea to seek advice if you are unsure if the child you look after meets the descriptions above. If your child has a severe learning disability but does not meet the above criteria, they may still qualify for either rate. The test looks at the child’s ability to walk outside and considers their speed and manner of walking as well as the distance.

## How to claim DLA

### England and Wales

- Call the Disability Living Allowance Helpline on **0800 121 4600** (textphone 0800 121 4523).
- Visit [gov.uk/disability-living-allowance-children](https://www.gov.uk/disability-living-allowance-children) to download a claim form, but it may be better to start the claim below (see below).

### Northern Ireland

- Call the Disability and Carers Service on **0800 587 0912** (textphone: 0800 012 1574).
- Visit [nidirect.gov.uk/dla](https://nidirect.gov.uk/dla) to download a claim form.

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're not able to complete the form by this date, please let them know and seek advice.

If you download the claim form or obtain one from a local advice agency, the claim will start from the date the completed form is received by the Department of Work and Pensions, so it is generally a good idea to phone.

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 your child needs. Remember to add your child's name and date of birth 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 your child needs before completing the claim form.
- If you are not sure about how much help your child needs, or how long things take, keep a diary for a week or so to give you an idea.
- Say how often your child needs help, rather than how often they get help.

- This can be hard to do, but try to concentrate on the difficulties your child has and the extra support they need compared to other children of the same age such as friends' children or classmates.
- Try to use examples to describe your child's needs where possible – don't just rely on the tick boxes. You can repeat the same information if it applies to more than one section.
- Remember that the person who is looking at the form will not know your child and may not know anything about the condition.
- There is a page on the claim form called 'Statement from someone who knows the child' and if there is a professional (ie a school teacher, GP, therapist etc) who could write knowledgeably about your child, put their details on this page (if not you can fill it in yourself). This page can be photocopied and sent to the professional and then attached to the claim. If the comments are not helpful, you could ask the professional to amend their comments or ask another professional to complete the section.
- If you put down the details of a professional, make sure the person is relevant. For example, if your child's needs are mainly night-time needs, there may be little point asking the school for details of their condition.
- If you give details of more than one professional on the form, make it clear which one knows your child the best.
- The Department for Work and Pensions (DWP) or Department for Communities (Northern Ireland) may write to one of the professionals you list on the form, so make sure you inform the professionals that you are putting their details down.
- Keep a copy of the form and any supporting evidence for your records and ask for proof of posting if you post the form.
- You can send supporting evidence with the form which might include, for example, medical reports or speech and language assessments. You can send this on at a later date if the claim deadline is approaching as DLA can't be backdated.
- You could ask for help to complete the claim form from a local advice agency - see 'Further help' section. They may be able to tell if certain supporting evidence you include is helpful, for example.



## If your child has a terminal illness

Special rules allow children who are terminally ill to get help quickly. A child is considered to be terminally ill if they have a progressive illness and are not expected to live for more than 12 months. It is impossible to say exactly how long someone will live and some children who receive DLA under these rules live much longer than 12 months.

Under these special rules, you do not have to satisfy the qualifying period (ie that they have needed, care, attention or supervision for at least three months, and be likely to need this for a further six months). They also do not have to meet the past presence tests (explained on pages 16-17) before claiming – they only need to be present at the time of claiming.

If you are claiming DLA for a child under these rules, their claim should include a SR1 medical condition report, which is available from your GP or consultant. You do not have to complete the main part of the claim form that asks about your child's personal care or supervision needs as they will automatically qualify for the higher rate care component. You will, however, have to complete the sections about any mobility problems your child has for them to be awarded the mobility component. Question 23 on the form tells you which sections you need to fill in.

## The decision

You will receive a written decision on your claim that tells you what rates of DLA your child has been awarded and the date the award will begin. DLA can be awarded for a fixed period or for an indefinite period, but an award can be reviewed at any time. If you are awarded the benefit for a fixed period, the decision will tell you when the period ends. A new claim form should be sent to you well before your child's award ends. To find out more about what happens when your child is close to turning 16, see page 15.

## Challenging the decision

If your child is refused DLA or is awarded it 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. You must do this before you appeal. This is called a mandatory reconsideration.

There are time limits within which you should ask for a mandatory reconsideration. For a guide, see our page on ‘Challenging a benefits decision’: [carersuk.org/help-and-advice/guides-and-tools/your-guide-to-challenging-a-benefits-decision/](https://carersuk.org/help-and-advice/guides-and-tools/your-guide-to-challenging-a-benefits-decision/).

If you still disagree once the decision has been looked at again, you can lodge an appeal with the Tribunal Service (England and Wales) or the Appeal Service (TAS) (Northern Ireland) and attach a copy of the mandatory reconsideration notice with the appeal. You have the right to appeal Social Security Scotland’s re-determination decision about your application for Child Disability Payment.

It is important to challenge a decision or get advice as quickly as possible because there are time limits that generally mean you need to take action within one month. If you fall outside of the time limit, it may still be possible to challenge the decision and ask for a mandatory reconsideration as long as it is within 13 months of the decision. For more information about appealing a benefit decision visit [carersuk.org/appealsguide](https://carersuk.org/appealsguide).

## What to do if your circumstances change

If there is a change that could affect your child’s entitlement or the level of their DLA, you should contact the DWP or Disability and Carers Service in Northern Ireland (DCS).

If your child already gets DLA but they now need more help, it may be possible to get their award increased. You can contact the DWP

(or Disability and Carers Service in Northern Ireland) and ask for your child's award to be looked at again. You will also need to let them know if you think their claim should be lower or if they're no longer entitled to the benefit.

If you ask for a DLA award to be looked at again, there is always the risk that the award could be decreased, or lost altogether, rather than increased. If you're unsure, you can always seek advice from a local advice agency before you contact the DWP (or Disability and Carers Service in Northern Ireland). If you don't report a change that affects your child's entitlement, you could miss out on extra money or be overpaid and then have to pay it back.

If your child is 16 or over and you ask for a DLA award to be looked at again, it is likely that they will be asked to apply for PIP – see pages 15-16 for more details.

If you have a change of circumstances, this could also affect any other benefits you're claiming, so remember to let all the relevant benefit offices know about any changes. There are some examples of changes on the government website although the list included here isn't exhaustive so seek advice from an advice agency if needed:

[www.gov.uk/disability-living-allowance-children/changes-you-need-to-report](http://www.gov.uk/disability-living-allowance-children/changes-you-need-to-report)

## Going into hospital or a care home

DLA can be affected by your child having overnight stays away from home. There are different rules for this depending on whether your child goes into hospital or a care home.

### **Stays in hospital**

If your child is under 18 when they enter hospital, their DLA can continue to be paid for the whole time they are there.

## **Stays in a care home**

If your child is in a care home (which usually includes residential schools), generally payment of the care component will stop after 28 days. However, your child can be paid the care component for any day they stay in your home, including the day they come home and the day they return. The mobility component is not affected by stays in a care home.

The rules differ if your child's stay in a care home is funded by NHS continuing healthcare, or if you pay for the care home yourself. If this situation applies to your child, seek further advice – see 'Further help'. Stays your child has in a care home separated by 28 days or less are added together when working out when their DLA should stop. This is known as the 'linking rule'.

## **Other help you may qualify for**

### **Means-tested benefits and tax credits**

If your child has been awarded DLA, it is always a good idea to check if you are entitled to an increase in any means-tested benefits, tax credits or Universal Credit that you are already getting, or if you might be entitled to any other support that you are not currently getting. Getting DLA won't cause any benefits to be reduced so it's well worth checking.

If you're already receiving any means-tested benefits, tax credits or Universal Credit, you should notify all of the offices paying them that your child is now receiving DLA. Please note – you can still get the extra amounts below in Child Tax Credits and Universal Credit even if your child is not included in your claim due to the 'two child limit'.

### **DLA and Child Tax Credits**

Child Tax Credit is assessed more generously when a child receives DLA. This is because families will qualify for an extra disability element which will increase the amount of Child Tax Credits they are awarded. If your child is awarded the higher rate care component of DLA, a severe disability

element will increase the amount of Child Tax Credit even more.

### **DLA and Income Support**

If you still receive an amount for your child in your Income Support award and your claim began before April 2004, your child's award of DLA could mean you will qualify for a disabled child premium in your Income Support calculation.

### **DLA and Universal Credit**

Universal Credit is assessed more generously when a child receives any rate of DLA. This is because families will qualify for an extra disabled child addition which will increase the amount of Universal Credit they are awarded. If your child is blind, severely sight impaired or awarded the higher rate care component of DLA, a higher disabled child addition will increase the amount even more.

### **DLA and Housing Benefit**

If you get Housing Benefit then getting DLA for your child may increase the amount of Housing Benefit you are awarded (if you are not already getting your rent covered through Housing Benefit in full).

### **Getting a benefits check**

You can find out about any benefits you might be entitled to and how much you should be paid by having an online benefits check (see following note).

**▶▶ Note:** You can get a personalised benefits check online, for example at: [carersuk.org/benefits-calculator](https://carersuk.org/benefits-calculator). It will take about 20 minutes to complete.

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.

## Exemption from the benefit cap

If your child is receiving DLA, this will mean that you are exempt from the benefit cap.

## DLA and Carer's Allowance

If your child is awarded the middle or higher rate of the care component of DLA, you may be able to claim Carer's Allowance for providing them with care. To find out more about Carer's Allowance, visit [carersuk.org/carersallowance](http://carersuk.org/carersallowance) to download our factsheet.

## Help with transport costs

### Motability

If your child is awarded the higher rate mobility component of DLA, you may be able to apply to the Motability scheme. Through this scheme you can use your child's mobility component to lease or buy a car, wheelchair or scooter. If you're unable to drive and need help with paying for lessons, or require help in getting a deposit for a car through the scheme, you may qualify for a grant. To find out more or apply for the scheme, contact Motability – see page 19 for contact details.

### Blue Badge Scheme

If your child is awarded the higher rate mobility component of DLA, you should qualify for a Blue Badge, which will give you parking concessions. You might also qualify for a Blue Badge if your child isn't awarded the higher rate mobility component of DLA but meets certain conditions. In England, Wales and Scotland, you can apply online: [www.gov.uk/apply-blue-badge](http://www.gov.uk/apply-blue-badge) or contact your local council for further information. The council will want to see all pages of the award letter. In Northern Ireland, you can apply online: [www.nidirect.gov.uk/services/apply-or-renew-blue-badge-online](http://www.nidirect.gov.uk/services/apply-or-renew-blue-badge-online) or call the Blue Badge Unit on 0300 200 7818.

### Road tax

You may be exempt from paying Vehicle Excise Duty if your child gets the higher rate mobility component of DLA. You will usually be told about this in your child's DLA award letter. Contact the DLA helpline for more details.

## **Public transport concessions**

All local councils operate schemes for disabled people to help with the cost of travel. Such help is not directly linked to whether or not your child receives DLA. In some areas, the disabled person and a named carer accompanying them are entitled to free travel. Such schemes vary from one council to another so get in contact with your local council for further information on what is available in your area. In Northern Ireland, all bus and rail transport is operated by Translink – you can contact them on **028 9066 6630**.

## **What happens when your child turns 16?**

### **About Personal Independence Payment (PIP)**

PIP has replaced DLA for people who are aged 16 and over. (This is the case for everyone who was under 65 on 8 April 2013 in England, Wales and Scotland, or under 65 on 20 June 2016 in Northern Ireland.) Most children who receive DLA who are turning 16 will be invited to claim PIP shortly after their 16<sup>th</sup> birthday, even if they have an indefinite award of DLA.

The DWP (Disability and Carers Service in Northern Ireland) will write to the appointee of children approaching 16 years old to explain PIP and to check whether the child will continue to need an appointee to act on their behalf. If so, they will begin the process of making the appointeeship.

Alternatively, once the child turns 16 the DWP (Disability and Carers Service in Northern Ireland) will write to them directly inviting them to claim PIP. Always check letters about DLA carefully to see if you have been asked to claim PIP. It is important to keep within the timeframe for claiming PIP to make sure that you don't lose out. In Scotland, there will be a choice for young people/families as to whether they continue to receive the Child Disability Payment (see page 2) until the age of 18 or apply for Adult Disability Payment. To download our factsheet, visit [carersuk.org/adp](http://carersuk.org/adp).

## PIP decision

If a young person makes a claim for PIP (within the 28 day timeframe), their DLA will continue to be paid until a decision is made on their PIP claim. When the decision on their claim is made, their DLA will end even if they currently have an indefinite award. If the young person is awarded PIP, it may be the same amount or more or less than their current DLA. This could affect other benefits that the young person, or others in their household, may receive. It's also important to note that the qualifying criteria to claim PIP differs from DLA so it may be helpful to gain advice when applying from a local advice agency. Also see our website page: [carersuk.org/pip](https://carersuk.org/pip)

## Special rules for terminally ill people and if you're in hospital

Those who are being paid DLA under the special rules for terminally ill people will be invited to claim PIP at the end of their existing DLA award. If you are a patient in hospital, you will not be transferred to PIP whilst you are in hospital.

## Residence and presence

To satisfy the residence and presence tests, your child must have lived in Great Britain (which for this purpose also includes Northern Ireland) for a minimum amount of time. The length of time depends on their age:

- You must be present in Great Britain.
- If your child is aged three or older, they need to have lived in Great Britain for six months in the last year.
- If your child is aged between six months and three years, they need to have lived in Great Britain for six months in the last three years.
- If your child is aged under six months, they need to have lived in Great Britain for 13 weeks.
- You must be habitually resident in the Common Travel Area (the UK, the Channel Islands, the Isle of Man and the Republic of Ireland).



### **The past presence test**

'Present' means physically present in Great Britain, although some people may be treated as being in Great Britain while abroad. The past presence test does not apply to some groups such as refugees and their families, or those claiming DLA under the special rules for terminal illness.

If your child does not meet the past presence test, you may be assisted by some rules and agreements between countries, but this is a complex area and will depend on your circumstances. If you have moved between countries, seek further advice. You can get advice and support from your local Citizens Advice: [citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/](https://citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/). The AIRE Centre can additionally provide advice on individual rights in Europe and can be contacted on **020 7831 4276** or by email at [info@airecentre.org](mailto:info@airecentre.org).

### **The habitual residence test**

The habitual residence test is a test to see if your child normally lives in the United Kingdom, the Channel Islands, the Republic of Ireland or the Isle of Man. The test will be applied to all claimants including if you are a British Citizen who lived abroad and have now returned to the Common Travel Area. There is no precise legal definition of 'habitual residence'. The following should be considered:

- where they normally live
- where they expect to live in future
- their reasons for coming to this country
- the length of time spent abroad before they came here, and
- any ties they still have with the country where they have come from.

It is a good idea to seek further advice (see above) if your child's application is turned down because they are not seen as 'habitually resident'.

## Further help

Our website contains a wealth of useful information including wellbeing support and practical help related to caring. Visit [carersuk.org](https://carersuk.org) and click on “Help and Advice” in the main menu. You can also find details of your local carers’ organisation on our website at [carersuk.org/local-support](https://carersuk.org/local-support).

You can contact the Carers UK Helpline by phone **0808 808 7777** or by email if you have a more detailed query: [advice@carersuk.org](mailto:advice@carersuk.org).

## Other organisations

### The Appeals Service Northern Ireland

The service that handles the appeals process for benefit decisions in Northern Ireland.

**w:** [nidirect.gov.uk/contacts/appeals-service-benefits-appeals](https://nidirect.gov.uk/contacts/appeals-service-benefits-appeals)

### Contact

A national charity that supports the families of children with additional needs (UK wide).

**w:** [contact.org.uk](https://contact.org.uk) | **t:** 0808 808 3555 **e:** [helpline@contact.org.uk](mailto:helpline@contact.org.uk)

### Citizens Advice or Advice NI (for Northern Ireland)

Provides free, independent, confidential and impartial advice

**w:** [citizensadvice.org.uk/about-us/northern-ireland/](https://citizensadvice.org.uk/about-us/northern-ireland/) or [adviceni.net/](https://adviceni.net/)

**T:** 0800 915 4606 | **e:** [advice@adviceni.net](mailto:advice@adviceni.net)

### HM Courts and Tribunals Service

To search for a court or tribunal in England, Wales or Northern Ireland, or a tribunal in Scotland. **w:** [gov.uk/find-court-tribunal](https://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:** [gov.uk/government/organisations/independent-case-examiner](https://gov.uk/government/organisations/independent-case-examiner)

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

**e:** [ice@dwp.gov.uk](mailto:ice@dwp.gov.uk)

### **Motability**

Motability help people get mobile by exchanging their mobility allowance to lease a car, scooter or powered wheelchair (UK wide).

**w:** [motability.co.uk](http://motability.co.uk) | **t:** 0300 456 4566

### **NI Ombudsman**

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

**w:** [nipso.org.uk](http://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 and Wales

**w:** [ombudsman.org.uk](http://ombudsman.org.uk) | **t:** 0345 015 4033 (textphone: 0300 061 4298)

## **Benefit helplines**

Northern Ireland has three helplines for different purposes:

**Benefits Enquiry Line** for general questions

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

**Welfare Changes Helpline** for independent advice on benefits changes

**t:** 0800 915 4604

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

**t:** 0800 232 1271

In Northern Ireland there is one contact for Attendance Allowance, Carer's Allowance and Disability Living Allowance, the Northern Ireland Disability and Carers Service:

**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)

### Disability Living Allowance

England and Wales

- If you were born on or before 8 April 1948:

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

- If you were born after 8 April 1948:

t: 0800 121 4600 (textphone: 0800 121 4523)

### For Jobseeker's Allowance (JSA), Income Support and Employment and Support Allowance (ESA):

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)

Details of local offices: w: [nidirect.gov.uk/contacts/jobs-benefits-offices](http://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 and Northern Ireland

**t:** 0345 300 3900 (textphone: 18001 0345 300 3909)

### **Universal Credit Helpline/ New Style Employment and Support Allowance**

England, Wales and 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](mailto:info@carersuk.org)  
This factsheet was updated in April 2025. Next review due April 2026.

### **Carers UK Helpline**

For information and guidance about caring

 0808 808 7777

 [advice@carersuk.org](mailto:advice@carersuk.org)

### **Carers UK**

20 Great Dover Street  
London SE1 4LX  
[info@carersuk.org](mailto:info@carersuk.org)

### **Carers Wales**

029 2081 1370  
[info@carerswales.org](mailto:info@carerswales.org)

### **Carers Scotland**

0141 378 1065  
[info@carerscotland.org](mailto:info@carerscotland.org)

### **Carers Northern Ireland**

[advice@carersuk.org](mailto:advice@carersuk.org)

**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](https://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](https://carersuk.org)

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