

Adult Disability Payment (ADP)



If you are looking after someone who has a disability or illness and is aged between 16 and State Pension age, they may be entitled to Adult Disability Payment (ADP). This replaces Personal Independence Payment in Scotland.

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What is Adult Disability Payment (ADP)?

If you live in Scotland and have a long-term disability or illness, you may be entitled to some extra money to help you with day-to-day tasks. This is called Adult Disability Payment.

If you are caring for someone who is eligible, you may also be able to apply on their behalf if necessary. It has replaced Personal Independence Payment (PIP) for new claims, and anyone who is still receiving PIP will gradually be transferred over to Social Security Scotland automatically.

You may also be receiving Disability Living Allowance (DLA) for adults, which has also been replaced by ADP. It is thought that from spring 2025, everyone still receiving DLA will have their benefit moved to [Scottish Adult DLA](#). You do not have to end your DLA or apply for a new Social Security Scotland benefit – you will be moved automatically.

There is more information about this on the mygov.scot website: mygov.scot/changes-to-disability-living-allowance-dla-for-adults.

Do your earnings or savings make a difference?

It doesn't matter what your income, savings or National Insurance contribution record are; these factors are not taken into account when you claim ADP. You also don't have to pay tax on this benefit and can claim it if you are in paid employment or studying.

Getting ADP will not mean that any other benefits you're receiving will go down; it may even mean that they go up. The [Citizens Advice website](#) offers information about other forms of support this benefit might entitle you to. If you care for someone who claims this, it may also help you to qualify for Carer Support Payment or other help. See our factsheet or webpage for more details: carersuk.org/scotland/help-and-advice/financial-support/carers-support-payment-1/.

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

Who can claim ADP?

To qualify for ADP, the following need to apply:

- You have a disability or a long-term mental or physical health condition.
- You're aged between 16 and State Pension age.
- You meet the daily living and/or mobility requirements.
- There are some other rules that apply relating to where you live, your right to live in the UK, your age and any other benefits you might be receiving. To check if you, or someone you care for, will meet the conditions, visit www.mygov.scot/adult-disability-payment/applicants.
- Claimants cannot be subject to immigration control. Note: If you have immigration restrictions on your stay in the UK, claiming benefits including ADP may affect your current/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.
- The mygov.scot website has lots of details covering what's needed to apply, including information on completing the two parts of the application form and a useful prompt list of [questions you will be asked](#).

When can you claim ADP?

Normally speaking, as long as you are between 16 and State Pension age, it's possible to apply anytime.

If you are already receiving Personal Independence Payment and live in Scotland, you will not need to apply but will be transferred automatically. You will receive updates from the Department of Work and Pensions and Social Security Scotland. If you've recently moved to Scotland from somewhere else in the UK, you may need to make a new claim for ADP.

You may be eligible if you've reached State Pension age, were receiving PIP or DLA for adults (and were born on or after 8 April 1948) and have the same ongoing health issue or disability. You could speak to a benefits adviser for more guidance or email advice@carersuk.org.

For anyone with a terminal illness, there are special rules that apply to help make the application process easier and quicker. See page 15 for more information.

What if you're under 16?

It may be possible to claim Child Disability Payment for a child you are caring for with a long-term health condition, disability or illness instead. See our online [Child Disability Payment page](#) for more details.

How much is ADP worth?

There are two parts to ADP which are reviewed separately, but you only need to do one application. You may qualify for either or both depending on your needs. These cover:

- daily living – looking at how easily you carry out certain everyday activities
- mobility – looking at how easily you can move around, plan or follow journeys.

There are two rates available for each part. Which one you qualify for will depend on the level of your needs. One is standard and one is enhanced:

- **standard rate** – where your ability to carry out daily living or mobility activities is limited by your physical or mental condition
- **enhanced rate** – where your ability to carry out daily living or mobility activities is severely limited by your physical or mental condition.

	Standard	Enhanced
Daily living component	£73.90	£110.40
Mobility component	£29.20	£77.05

How is ADP assessed?

To see if you qualify for ADP and to work out which rate might apply, Social Security Scotland will use a points system. This breaks down activities

related to daily living and mobility needs to work out how much support you require.

Within each activity there is a set of ‘descriptors’. There is a range of points that can be scored based on whether you fit a descriptor within these activities. You can score points for more than one activity, but if more than one descriptor applies in any one activity, you will be awarded whichever descriptor gives you the most points.

You will be awarded points if the descriptor applies to you all of the time, or for the majority of the time. So you would satisfy it if you can show that it applies to you for more than half of the days within a 12-month period.

In order for a descriptor to apply to you, you must be able to carry out the activity it describes:

- safely – in a fashion that is unlikely to cause harm to yourself or to another person
- to an acceptable standard (one that most people would expect to be able to achieve)
- repeatedly – as often as the activity being assessed is reasonably required to be completed
- in a reasonable time period – no more than twice as long as the maximum period that a non-disabled person would normally take to complete that activity.

To be awarded the standard rate of the daily living component, you have to score at least 8 points from the 10 activities that assess daily living (activities 1-10). To be awarded the enhanced rate of the daily living component, you have to score at least 12 points from the 10 activities that assess daily living (activities 1-10).

To be awarded the standard rate of the mobility component, you have to score at least 8 points from the two activities that assess mobility (activities 11-12). To be awarded the enhanced rate of the mobility component, you have to score at least 12 points from the two activities that assess mobility (activities 11-12). If you receive the higher awards for the mobility part, you can [apply to lease an accessible vehicle](#).

The criteria involved, as set out on the following pages, is similar to that used for the benefit, Personal Independence Payment. Therefore, you may

find it helpful to look at the guidance on meeting the criteria and filling out the form for that benefit. Citizens Advice have some helpful guidance on their website: citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/help-with-your-claim/fill-in-form-pip/. You can read the questions you will be asked on the government website: mygov.scot/adult-disability-payment-questions.

Assessment criteria

Below are the 12 activities, and the range of descriptors within each activity. Opt for whichever best describes your situation

Daily Living Activities

Activity 1 – Preparing food

This activity is not a reflection of your cooking skills, but instead looks at the impact of your health condition on your ability and motivation to carry out the tasks required to cook a simple meal. It assesses your ability to open packaging, serve food, peel and chop food and use a microwave oven or cooker hob to cook or heat food. It also looks at whether you need support and encouragement to do so. A simple meal is a cooked one-course meal for one person from fresh ingredients.

A	Can prepare and cook a simple meal unaided.	0
B	Needs to use an aid or appliance to be able to either prepare or cook a simple meal.	2
C	Cannot cook a simple meal using a conventional cooker but is able to do so using a microwave. (For example, this may apply if you cannot safely use a cooker hob and hot pans.)	2
D	Needs prompting to be able to either prepare or cook a simple meal.	2
E	Needs supervision or assistance to either prepare or cook a simple meal.	4
F	Cannot prepare and cook food.	8

Activity 2 – Taking nutrition

This activity considers your ability to be nourished, either by cutting food

into pieces, conveying to the mouth, chewing and swallowing, or through the use of therapeutic sources. (A therapeutic source means parenteral or enteral tube feeding using a rate-limiting device such as a delivery system or feed pump.) It will not look at the nutritious value of what you eat, but if your condition means you need prompting or encouragement to eat or stop eating, this may score points.

A	Can take nutrition unaided.	0
B	Needs: - To use an aid or appliance to be able to take nutrition; or - Supervision to be able to take nutrition; or - Assistance to be able to cut up food.	2
C	Needs a therapeutic source to be able to take nutrition.	2
D	Needs prompting to be able to take nutrition.	4
E	Needs assistance to be able to manage a therapeutic source to take nutrition.	6
F	Cannot convey food and drink to their mouth and needs another person to do so.	10

Activity 3 – Managing therapy or monitoring a health condition

This activity considers your ability to appropriately take medication in a domestic setting that is prescribed or recommended by a registered doctor, nurse or pharmacist; monitor and detect changes in your health condition; and manage therapeutic activities that are carried out in a domestic setting that are prescribed or recommended by a registered doctor, nurse or pharmacist or healthcare professional regulated by the Health Professions Council.

Monitoring a health condition means noticing significant changes in your health condition that would be likely to lead to a deterioration and taking action as advised by a registered health professional. For example, this could include monitoring blood sugar levels or mental health support if you are at risk of harming yourself.

A	Either: - Does not receive medication or therapy or need to monitor a health condition or; - Can manage medication or therapy or manage a health condition unaided.	0
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B	Needs any one or more of the following: - to use an aid or appliance to be able to manage medication; - supervision, prompting or assistance to be able to manage medication - supervision, prompting or assistance to be able to monitor a health condition.	1
C	Needs supervision, prompting or assistance to be able to manage therapy that takes no more than 3.5 hours a week.	2
D	Needs supervision, prompting or assistance to be able to manage therapy that takes more than 3.5 but no more than 7 hours a week.	4
E	Needs supervision, prompting or assistance to be able to manage therapy that takes more than 7 but no more than 14 hours a week.	6
F	Needs supervision, prompting or assistance to be able to manage therapy that takes more than 14 hours a week.	8

Activity 4 – Washing and bathing

‘Washing’ means cleaning one’s whole body, including removing dirt and sweat. ‘Bathing’ means getting into and out of either a standard bath or shower which hasn’t been adapted.

A	Can wash and bathe unaided.	0
B	Needs to use an aid or appliance to be able to wash or bathe.	2
C	Needs supervision or prompting to be able to wash or bathe.	2
D	Needs assistance to be able to wash either their hair or their body below the waist.	2
E	Needs assistance to be able to get in or out of a bath or shower.	3
F	Needs assistance to be able to wash their body between the shoulders and waist.	4
G	Cannot wash and bathe at all and needs another person to wash their entire body.	8

Activity 5 – Managing toilet needs or incontinence

Toilet needs – this means the ability to get on and off the toilet, emptying the bladder and bowel, and cleaning yourself afterwards. Managing incontinence means the ability to manage the accidental or involuntary emptying of the bladder and/or bowel, including using collecting devices

and cleaning yourself afterwards. If you use a catheter and/or collecting device, this is considered as incontinence for the purposes of this activity.

A	Can manage toilet needs or incontinence unaided.	0
B	Needs to use an aid or appliance to be able to manage toilet needs or incontinence.	2
C	Needs supervision or prompting to be able to manage toilet needs.	2
D	Needs assistance to be able to manage toilet needs.	4
E	Needs assistance to be able to manage incontinence of either bladder or bowel.	6
F	Needs assistance to be able to manage incontinence of both bladder and bowel.	8

Activity 6 – Dressing and undressing

This activity considers your ability to choose, put on and take off culturally appropriate, unadapted clothing that is suitable for the situation.

A	Can dress and undress unaided.	0
B	Needs to use an aid or appliance to be dress or undress (For example, suitable aids could include modified buttons, zips, front-fastening bras, Velcro fastenings and shoe aids).	2
C	Needs either: – prompting to be able to dress, undress, or determine appropriate circumstances for remaining clothed or – prompting or assistance to be able to select appropriate clothing.	2
D	Needs assistance to be able to dress or undress their lower body.	2
E	Needs assistance to be able to dress or undress their upper body.	4
F	Cannot dress or undress at all.	8

Activity 7 – Communicating verbally

This looks at your ability to convey and understand information using spoken words. Basic verbal information is information conveyed in a simple sentence. Complex verbal information is information conveyed in either

more than one sentence or one complicated sentence.

A	Can express and understand verbal information unaided.	0
B	Needs to use an aid or appliance to be able to speak or hear.	2
C	Needs communication support to be able to express or understand complex verbal information.	4
D	Needs communication support to be able to express or understand basic verbal information.	8
E	Cannot express or understand verbal information at all, even with communication support.	12

Activity 8 – Reading and understanding signs, symbols and words

This looks at how well you can read and understand written or printed information which is in your own language. Basic information is signs, symbols or dates. Complex information is more than one sentence of written or printed standard size text – for example, text found in utility bills and bank statements. For the purposes of this activity, accessing information in Braille is not considered as reading.

A	Can read and understand basic and complex written information either unaided or using spectacles or contact lenses.	0
B	Needs to use an aid or appliance, other than spectacles or contact lenses, to be able to read or understand either basic or complex written information.	2
C	Needs prompting to be able to read or understand complex written information.	2
D	Needs prompting to be able to read or understand basic written information.	4
E	Cannot read or understand signs, symbols or words at all.	8

Activity 9 – Engaging with other people face to face

When looking at whether you can engage with others, consideration should be given to whether you can engage with people generally, not just people you know well or in a particular setting.

A	Can engage with other people unaided.	0
B	Needs prompting to be able to engage with other people.	2

C	Needs social support to be able to engage with other people.	4
D	Cannot engage with other people due to such engagement causing either: - overwhelming psychological distress to the claimant; or - the claimant to exhibit behaviour which would result in a substantial risk of harm to the claimant or another person.	8

Activity 10 – Making budgeting decisions

This looks at how you spend and manage your money. Simple budgeting decisions are those that are involved in activities such as calculating the cost of goods and change required following purchases. Complex budgeting decisions are those that are involved in calculating household and personal budgets, managing and paying bills and planning future purchases.

A	Can make complex budgeting decisions unaided.	0
B	Needs prompting or assistance to be able to make complex budgeting decisions.	2
C	Needs prompting or assistance to be able to make simple budgeting decisions.	4
D	Cannot make any budgeting decisions at all.	6

Mobility activities

Activity 11 – Planning and following journeys

This activity looks at whether you can navigate and make your way along a planned route to a planned destination. It considers the barriers you may face that are related to a mental, cognitive or sensory ability. Environmental factors (such as being unable to cope with crowds or loud noises) may be considered. If you need prompting to set out on a journey, but do not need someone to accompany you, you may still score points.

A	Can plan and follow the route of a journey unaided.	0
B	Needs prompting to be able to undertake any journey to avoid overwhelming psychological distress to the claimant.	4
C	Cannot plan the route of a journey.	8

D	Cannot follow the route of an unfamiliar journey without another person, assistance dog, or orientation aid.	10
E	Cannot undertake any journey because it would cause overwhelming psychological distress to the claimant.	10
F	Cannot follow the route of a familiar journey without another person, assistance dog, or an orientation aid.	12

Activity 12 – Moving around

This activity considers your physical ability to stand and then move around without severe discomfort such as breathlessness, pain or fatigue.

A	Can stand and then move more than 200 metres, either aided or unaided.	0
B	Can stand and then move more than 50 metres, but no more than 200 metres, either aided or unaided.	4
C	Can stand and then move unaided more than 20 metres, but no more than 50 metres.	8
D	Can stand and then move using using an aid or appliance more than 20 metres, but no more than 50 metres.	10
E	Can stand and then move more than 1 metre, but no more than 20 metres, either aided or unaided.	12
F	Cannot either aided or unaided: – stand; or – move more than 1 metre.	12

Aids and appliances

Aids and appliances can include those that are normally used and those that can ‘reasonably be expected’ to be worn or used. ‘Reasonably be expected’ will take into account issues of availability, cost and cultural considerations. It could be an object or device that a person without a disability might use for the same purpose.

Aids and appliances are devices that improve, provide or replace your impaired physical or mental function and include prosthesis. They can include non-specialised aids such as an electric can opener, or electric toothbrushes, provided they are needed because of the disability as opposed to being used by preference. Not all devices are included though.

For example, Sat Navs are not included unless they are specifically designed to help with a disability.

Assistance, prompting and supervision

Assistance is support that requires the presence and physical intervention of another person, including doing some but not all of the activity in question.

Prompting is support provided by explaining, reminding or encouraging you to undertake or complete a task but not physically helping you.

Supervision is a need for the continuous presence of another person to avoid a serious adverse event from occurring to you to ensure you remain safe. There must be evidence that the risk of potential harm could be high in the absence of such supervision, even if irregular, such as someone having occasional seizures.

Variable and fluctuating conditions

Conditions will be looked at over the 'required period' (which means looking backwards to the three months before your date of claim, and looking forward to the nine months after your date of claim). Points will be awarded if the descriptor applies on more than 50% of the days over that 12-month period.

How to claim ADP

Making an initial claim

There are usually two stages to the application process, but for someone who is terminally ill, there is only one stage to make the process faster.

You would start the application by completing part one. You would then have eight weeks to complete and return part two. Payment can be made from the date that you complete part one either online or by phone, which is the step that registers the claim. If you start the claim by phone, you will be sent a paper application form (part two). Part two asks about your health

condition and how it affects you. You must go on to complete part two within eight weeks but if this is not possible, you will need to phone Social Security Scotland to provide a good reason for any delay.

You can call Social Security Scotland on **0800 182 2222** (8am to 6pm, Monday to Friday) or apply online: mygov.scot/adult-disability-payment/how-to-apply.

If you're a British Sign Language user, you can download an app to contact Social Security Scotland by video relay: <https://contactscotland-bsl.org/>.

You can claim on someone else's behalf as a carer or request support to apply, for example if English is not your first language. See this page for further support and more details: mygov.scot/adult-disability-payment/help-to-apply.

Claiming by phone

The phone call sets the date of the claim. They may request information to clarify:

- your full name and date of birth
- your address and telephone number
- your National Insurance number
- your bank or building society account details
- your GP or other health professional's details
- details of any recent stays in hospitals, care homes or hospices
- details of any time you've spent out of the country
- nationality or immigration status
- your condition if you are terminally ill.

After you have applied, Social Security Scotland may be in touch with you to ask some further questions or gather more information. However you will also need to contact [Social Security Scotland](#) directly should there be any changes to your circumstances whilst you're waiting for your application to be reviewed.

Claiming online

You will need to create an account on mygov.scot/ with a user name and password. Keep a record of these so that you can return to your application which does not need to be completed in one go.

The claim will be assessed using existing supporting information which you need to provide with part two of your claim. This is information that describes how your condition affects you and what support you need. For example, this could be a social care needs assessment, information from a carer or a healthcare professional involved in your care, a prescription list or medical reports. You can read more about supporting information on the government website: mygov.scot/supporting-information-disability-benefits.

A face-to-face assessment will only be needed in situations where it is the only practical way to make a decision.

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.
- Look at the 12 activities and work out which tests you satisfy before you fill in the form.
- What matters is whether you need the help, not whether you are already getting it.
- If you are not sure about how much help you need, or how long things take, keep a diary for a week or so. This would be particularly useful with fluctuating conditions.
- If you are applying for the 'moving around' activity (activity 12), try measuring how far you can walk, how long it takes you to walk that far and how it feels before you fill in the form.
- Evidence is important. It is a good idea to collect evidence and submit it either with the claim pack or as soon as you can afterwards – evidence might include a report from an occupational therapist or consultant, information from your doctor or support worker, or a statement from a carer/friend/family member. However, if you do not have these to hand, you can let Social Security Scotland know where they can gather this information and they can do it for you.

- Keep a copy of your form and any evidence you send.
- It's also a good idea to get proof of posting when you send the form back to Social Security Scotland.

▶▶ **Note:** You could ask for help to complete the claim form from one of Social Security Scotland's local advisers. When you first call them to make a claim, ask them to arrange an appointment with one of their advisers locally. You can also get help if you want to apply in a language that's not English.

For more details, see the government website: mygov.scot/adult-disability-payment/help-to-apply. Or you could seek help from a local advice agency – see the 'Further help' page for contact details.

After you apply

After you apply for Adult Disability Payment, Social Security Scotland may contact you:

- to get more information about some of your answers
- if you have asked for help to find supporting information
- if there is any information you have not been able to give, like account details for payment.

Social Security Scotland will aim to make a decision about your Adult Disability Payment based on your application form and any supporting information.

Very occasionally, they'll also need to talk to you to make a decision on your application. Social Security Scotland will only ask you to take part in a consultation if this is the only way they can get the extra information they need.

Your consultation will be with a health and social care practitioner from Social Security Scotland. They will write a report which they will send to

your case manager. This will help them make a decision on your application. Your consultation can be by home, video call, at a local public venue or in your own home.

The consultation will not be a diagnosis or medical examination of your condition. It will only cover the areas of your application that Social Security Scotland need more information about. You can have a friend or family member with you for support during the consultation. You can also have an independent advocate with you, who can help you express your views and wishes. Find out more: mygov.scot/adult-disability-payment-consultations.

If you have a terminal illness

Special rules allow people who are terminally ill to get help quickly. A terminal illness is a disease or condition that gets worse over time and is expected to cause your death. You can apply immediately – it does not matter how long you have had the illness for and there is no set time period for how long you might live for.

Adult Disability Payment will provide you with financial support if you have been diagnosed with a terminal illness. It is made up of two parts: a daily living component and a mobility component. It is available for new applicants aged between 16 and State Pension age.

Social Security Scotland has made the application process as easy as possible to complete. There is a shorter form to complete and this can be done with assistance over the phone in one go. They will only ask you for the information they need to make a decision about your application. In the application, you'll be asked for some details about you.

The application handler will ask some questions about how the person is affected by the condition and how it affects their ability to get around. The form your GP, consultant or nurse will need to complete is the [BASRiS form](#). This is the Benefits Assessment under Special Rules in Scotland (BASRiS) form. Alternatively, they can request this from your healthcare provider if you ask them to.

Once your application is processed, you will automatically qualify for the enhanced rate of the daily living and mobility components. Your Adult Disability Payment can be backdated (for up to 26 weeks) to the date the BASRiS form confirmed the condition as being terminal.

The way to make a claim if you have a terminal illness is by phone on **0800 182 2222**. Or you can apply online by post or through a local face-to-face appointment. There's more information available on the government website: mygov.scot/terminal-illness/how-to-apply.

The phone call can be made by someone supporting you without you needing to be present. The person you care for can fill in a form to authorise you as their carer to speak to Social Security Scotland on their behalf. You can [download a third-party authorisation form on mygov.scot](#).

The decision

Social Security Scotland has information to help you claim and receive support quickly: socialsecurity.gov.scot/guidance-resources/guidance/special-rules-for-terminal-illness-leaflet-for-patients

Social Security Scotland will send you a letter outlining the decision on your ADP claim with a clear explanation of how it has been reached referring to the 12-point system they've used to help review your needs.

If you have been awarded ADP, the letter will detail which parts of ADP you've been awarded, the amount of the award, the length of the award and the reasons for making that decision. Details of when the date payments will start and their frequency will also be included in the letter. ADP is usually paid once every four weeks in arrears. If you are terminally ill, payments will be made every week in advance.

Most claimants will have their award periodically reviewed, regardless of the length of the award, to ensure that everyone continues to receive the most appropriate level of support. If, however, you have been awarded ADP under the special rules (see page 17), your award will be ongoing without need for a review unless your circumstances change.

If you have not been awarded ADP, the letter will include a full statement of reasons for the decision. The letter will also explain what to do if you disagree with the decision.

Challenging a decision

Once you've received the decision letter, you could ask Social Security Scotland to look at the decision again if:

- you think you should have been awarded ADP but haven't
- you feel the amount you have been awarded is incorrect.

You can call them on 0800 182 2222 (8am-6pm, Monday to Friday) or you can complete a [paper re-determinations form](#). This form will also be enclosed with the decision letter you receive. You can also ask for a reconsideration called a 're-determination' through the Text Relay Service: 18001 +0300 244 4000 if you have hearing difficulties or using the [contactScotland app](#) if you're a British Sign Language user.

How long do I have?

You'll have 42 days (six weeks) from the day you receive the decision letter to ask them to reconsider their decision concerning your application for Adult Disability Payment. If it is later than this for reasons that can't be avoided, you must explain to Social Security Scotland why this is the case and ensure this happens within 12 months of the original decision date.

Social Security Scotland has 56 days from getting your request to make a re-determination decision. If not, you can make an appeal directly to the First-Tier Tribunal for Scotland. If they still refuse the request for the re-determination, you can attach a copy of the mandatory reconsideration notice with the appeal. The appeal can be made within 31 days of the decision letter being received. If it is later than this, you'll need permission from the First-tier Tribunal for Scotland and it must take place within a year of you receiving the decision letter.

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 42 days. 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 the Citizens Advice website to find out how you can [challenge a Social Security Scotland benefit decision](#).

If you still disagree with the new decision

If you disagree with the new decision, a possible next step would be to appeal Social Security Scotland's re-determination decision about your ADP claim. Again, you can appeal by phone or in writing using a [paper form](#).

You can alternatively contact the Text Relay Service by calling **18001 +0300 244 4000** if you have hearing difficulties or using the [contactScotland app](#) if you're a British Sign Language user.

You have 31 days from receiving your re-determination decision to appeal. If you miss the deadline, you might still be able to make a late appeal, but you will need a good reason for missing the deadline. You can make a late appeal within one year of the re-determination decision. Seek advice if you are in this position.

How to make a complaint

If you are unhappy with the way your claim has been dealt with (eg long delays or lost forms), you can contact Social Security Scotland: mygov.scot/complain-social-security-scotland/how-to-complain. Their web page provides clear steps to follow or you can call **0800 182 2222** or write to PO Box 10304, Dundee, DD1 9FZ.

You can also use the Text Relay Service: **18001 +0300 244 4000** if you have hearing difficulties or use the [contactScotland app](#) if you're a British Sign Language user.

Note

If you're challenging a decision to reduce or stop your Adult Disability Payment and you are in financial difficulties you may be able to get [short-term assistance](#).

If you are eligible, you can apply on the re-determination or appeal form or asking Social Security Scotland over the phone (0800 182 2222).

What to do if your circumstances change

Any change in your daily living or mobility needs may affect your entitlement to ADP or the amount you receive. Let Social Security Scotland know about changes that could reasonably be expected to affect your entitlement as soon as you can, so that they can review your ADP award and make sure you are receiving the right support. If in doubt, report the change. It is important to keep Social Security Scotland updated, otherwise you may receive less than you are entitled to, or get payments that you are not entitled to – and be asked to pay these back. There is more guidance here: mygov.scot/adult-disability-payment-changes.

If you ask for a ADP award to be looked at again, there is always the risk that the award could be decreased rather than increased or it could be lost altogether. Therefore, it is always best to get help from a local advice agency before you contact Social Security Scotland. Once you've asked for a re-determination, the law says that it must be carried out even if you change your mind. To find out about advice agencies in your area, please see the 'Further help' section.

Going into hospital, a care home or a hospice

You, or someone acting on your behalf, should also tell Social Security Scotland if you have been admitted to a hospital, a care home or a hospice, or have been imprisoned, as this may also affect your benefit. You can report a change in circumstance by contacting them on **0800 182 2222**, registering the change [online](#) or using the [contactScotland app](#) if you're a British sign language user.

Changes to your ADP because of a change in circumstances may affect any other benefits you're also receiving, so remember to notify other benefit providers too if this applies.

Other help you may qualify for

Other benefits

ADP is not treated as income when other benefits are considered and you do not have to pay tax on it.

If you are already receiving certain benefits, you may be able to get top-up payments. This may apply to benefits such as Income Support, income-related Employment and Support Allowance, income-based Jobseeker's Allowance, Pension Credit, Housing Benefit, Council Tax Reduction or Working Tax Credits.

You may become entitled to an increase in your means-tested benefits or tax credits (such as Universal Credit, Housing Benefit, Council Tax Reduction or Child Tax Credit) if you're looking after someone who is eligible for ADP.

If you or your partner gets means-tested benefits or tax credits, you should tell the offices that pay them if you or the child you look after has been awarded ADP.

An award of ADP for you or for a child or qualifying young person can also mean that you become eligible for certain benefits or tax credits for the first time, so it would be a good idea to get a benefits check.

Getting a benefits check

You can find out what benefits you are entitled to and how much you should be paid by getting a benefits check. You can request one by contacting a Carers UK adviser on advice@carersuk.org or you can call [Turn2us](https://www.turn2us.org/) for free on 0808 802 2000. If you would prefer to speak to someone face to face, you can contact your [local Citizens Advice](#).

Note: You can find out about what benefits you might be entitled to online, for example at: [carersuk.org/help-and-advice/financial-support/benefits-calculator/](https://www.carersuk.org/help-and-advice/financial-support/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.

Does the benefit cap apply if you get ADP?

Households will be exempt from the benefit cap if you, your partner or a

child or qualifying young person is entitled to ADP.

Help with transport costs

Motability

If you are awarded the enhanced rate mobility component of ADP, you may be able to apply to the Motability scheme. Through this scheme you can use your 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, contact Motability – see 'Further help' section.

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.

If you are awarded mobility points of either 8 points or more in the 'Moving Around' activity, or 12 points in the 'Planning and Following a Journey' activity, or enhanced rate mobility under special rules for terminal illness, you can be automatically eligible for a Blue Badge. You may also be eligible if you have not been awarded one of these but have severe walking difficulties or a mental condition that means you lack awareness about the danger of traffic when making journeys.

You can find out more about applying on the mygov.scot website:

mygov.scot/apply-blue-badge

Vehicle tax

You may be exempt from paying vehicle tax if you get the enhanced mobility component of ADP. You may also get a 50% discount on your vehicle tax if you receive the standard mobility component of ADP.

Public transport concessions

In Scotland, if you receive the daily living or mobility component of ADP, you will be eligible for the Scottish National Concessionary Travel Scheme. Visit transport.gov.scot/concessionary-travel/60plus-and-disabled for details of the scheme. Contact Transport Scotland on **0141 272 7100** or your local council for more information.

Companion entitlement

If you receive the standard or enhanced rate of the daily living component of ADP, you will be eligible for a Companion Card, allowing a companion to travel with you for free. You should contact your local authority or visit Transport Scotland for further information at:

transport.gov.scot/concessionary-travel/60plus-and-disabled

Residence and presence

To receive Adult Disability Payment, you must usually be all of the following:

- ordinarily resident in Scotland – this means you normally live in Scotland
- habitually resident in the Common Travel Area (CTA) which includes the UK, Ireland, the Isle of Man or the Channel Islands
- present in the CTA which includes the UK, Ireland, the Isle of Man or the Channel Islands,
- and pass the past presence test.

‘Present’ means physically present in the CTA. The past presence test does not apply to some groups, for example – people recognised as refugees and their families. In addition, this doesn’t apply to those claiming under the special rules for terminal illness. They only need to have been present on the day they claim.

The past presence test means that you must have been present in Great Britain for 26 weeks (or periods that add up to 26 weeks) in the last 52 weeks.

There are different rules for some nationals of the EU, Iceland, Liechtenstein, Norway and Switzerland. Seek further advice if you are not sure if you qualify because of residence issues. You can get guidance and specialist help from your local 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

The habitual residence test is a test to see if you normally live in the

United Kingdom, the Channel Islands, the Republic of Ireland or the Isle of Man. The test will be applied if you have been living abroad. There is no precise legal definition of ‘habitual residence’.

They will take into account where you normally live, where you expect to live in future, your reasons for coming to this country, the length of time spent abroad before you came here, how long you have been here, and any ties you still have with the country where you have come from.

Exceptions

There are some exceptions to the above tests, such as if you have been granted refugee leave, have humanitarian protection, or are fleeing certain countries. You may also be exempt if you are a serving member of the armed forces or their family member, or if you have a terminal illness. Seek further advice from the AIRE Centre (mentioned above) if you are unclear on where you stand with your rights.

Further help

Our website contains a wealth of useful information on the financial and practical matters related to caring. Visit [carersuk.org](https://www.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/local-support](https://www.carersuk.org/local-support)

For information and advice, contact the Carers UK Helpline on **0808 808 7777** (Monday-Friday, 9am-6pm) or email advice@carersuk.org

Other organisations

Money Talk Team (Scotland)

Confidential, impartial advice to help maximise income, deal with debt and reduce bills.

w: [moneytalkteam.org.uk](https://www.moneytalkteam.org.uk) **t:** 0800 085 7145

Scottish Courts and Tribunals Service

Find out about the Scottish Courts and Tribunals Service at:

w: [scotcourts.gov.uk/the-courts/the-tribunals/about-scottish-tribunals](https://www.scotcourts.gov.uk/the-courts/the-tribunals/about-scottish-tribunals)

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)

Motability

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

w: motability.co.uk **t:** 0300 456 4566

Scottish Public Services Ombudsman

For escalated complaints in relation to services provided by Social Security Scotland

w: <https://www.spsso.org.uk/> **t:** 0800 377 7330

Social Security Scotland – advocacy

You can call Social Security Scotland for free on 0800 182 2222 and ask to be referred to the Independent Advocacy Service.

VoiceAbility

This organisation offers people advocacy support to access benefits.

w: voiceability.org/support-and-help/support-to-access-benefits-in-scotland
t: 0300 303 1600 **email:** helpline.scotland@voiceability.org

Benefit helplines

In Scotland: for Carer Support Payment, Carer's Allowance Supplement/Young Carer Grant/ Child Disability Payment/ Adult Disability Payment/ Pension Age Disability Payment:
Social Security Scotland

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

Attendance Allowance

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

Carer's Allowance Unit

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

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

Jobcentre Plus

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

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

Pension Credit and Pension Service

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

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

Tax Credits

(England, Wales, Scotland and Northern Ireland)

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

Universal Credit / New Style Employment and Support Allowance Helpline

(England, Wales and Scotland)


t: 0800 328 5644 (textphone: 0800 328 134)

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 to Friday 9am-6pm)

 advice@carersuk.org

Carers Scotland

0141 445 3070
info@carerscotland.org

Carers UK

20 Great Dover Street
London SE1 4LX
020 7378 4999
info@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 in the UK 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.