

Attendance Allowance

About this factsheet

This factsheet covers Attendance Allowance, a tax-free and non-means-tested benefit paid to people who are 65 years old or over with attention or supervision needs. Unlike Disability Living Allowance (DLA), it does not have a mobility component. Attendance Allowance rates are identical to the highest and middle rates of DLA care component.

The information in this factsheet is correct for the period April 2012 – March 2013. Benefit rates and other figures are expected to increase again in April 2013 but rules and figures sometimes change during the year.

The information given in this factsheet is applicable in England and Wales. Different rules may apply in Northern Ireland and Scotland. Readers in these nations should contact their respective national offices for information specific to where they live – see section 9 for details.

Section 9 also has details of how to order other Age UK factsheets and information materials and the telephone number for Age UK Advice.

If you need more detailed advice or representation, it is often best to find a local service offering this. Sometimes this is suggested in the text. Age UK Advice can give you contact details for a local Age UK, or you could contact one of the independent organisations listed in section 8.

Inside this factsheet

1	Recent developments	3
2	What is Attendance Allowance?	3
3	Who qualifies for Attendance Allowance?	3
	3.1 Rules about your age	4
	3.2 The disability tests	4
	3.3 Examples of people who may be entitled to the allowance	5
4	Making a claim	6
	4.1 Ways of claiming	6
	4.2 When to apply	6
	4.3 Terminal illness	7
	4.4 Filling in the claim form	7
	4.5 If more information is needed	10
5	Decisions and payment	11
	5.1 If you disagree with a decision	11
	5.2 Payment	11
6	Changes of Circumstances	12
	6.1 If your condition changes	12
	6.2 Going Abroad	12
	6.3 Hospital and care homes	13
7	Attendance Allowance and other benefits	15
	7.1 Attendance Allowance as income	15
	7.2 Overlapping benefits	15
	7.3 Effect on means-tested benefits	15
	7.4 Council Tax	16
	7.5 Benefits for carers	16
8	Useful organisations	17
9	Further information from Age UK	21

1 Recent developments

The Attendance Allowance weekly rates for 2012/13 are:

Higher rate	£77.45
Lower rate	£51.85

2 What is Attendance Allowance?

Attendance Allowance is a benefit for people who are 65 years old or over who need help with personal care, or need supervision by day or someone to watch over them by night, because of physical or mental disability. The allowance is based on the help you need – not the help you actually get.

Action: Attendance Allowance may help you to stay independent in your own home. Make a claim if you need help because of a disability or illness.

Attendance Allowance is not taxable, is not based on national insurance contributions and is not means-tested, so you won't have to give details of your income or savings.

Attendance Allowance is paid on top of any other benefits or pensions, other than Constant Attendance Allowance and War Pensioners' Mobility Supplement. If you receive Attendance Allowance you are more likely to qualify for other benefits as well – see section 7.

3 Who qualifies for Attendance Allowance?

To qualify for Attendance Allowance you must fulfil all the following conditions:

- you are aged 65 or older, and
- you satisfy one of the disability tests described in section 3.2 and have done so for 6 months (but if you are terminally ill there are special rules – see section 4.3), and

- you are normally living in the UK when you make your claim and have been in the UK for at least 26 out of the last 52 weeks (unless you are applying under the special rules for terminally ill people), and
- you are not subject to immigration control.

Some people can be treated as having been in the UK while abroad, including service personnel and some people from European Economic Area states.

3.1 Rules about your age

If you are under 65, you should claim Disability Living Allowance (DLA) instead of Attendance Allowance. If you are over 65 and you are already receiving DLA, you should apply for an increase in DLA if your needs increase, rather than Attendance Allowance. See Age UK's Factsheet 52, *Disability Living Allowance*, for information instead.

3.2 The disability tests

You can claim Attendance Allowance if you need help with personal care, supervision or watching over because of physical or mental disability. It does not matter if you live alone or with other people, or whether you have a carer - what matters is that you need help with personal care, supervision or watching over. Whether you are actually getting any help is irrelevant, and you do not have to spend the allowance on paying for care: it is up to you how you use it.

However, your local authority may take your Attendance Allowance into account when assessing whether, and how much, you need to pay for any care services you receive. See Age UK's Factsheet 41, *Local Authority assessment for community care services*, and Age UK's Factsheet 46, *Paying for care and support at home*, for more detailed information.

You will receive the lower rate of Attendance Allowance, £51.85 a week, if you fulfil either the day or the night conditions. You will get the higher rate, £77.45 a week, if you fulfil both day and night conditions.

3.2.1 Daytime disability conditions

You may meet the daytime conditions if, because of your disability, you require frequent help throughout the day in connection with your normal bodily functions, such as eating, getting in or out of bed, going to the toilet, washing, dressing and taking medication. Seeing and hearing are also bodily functions. For example, if you are visually impaired and need someone to read your post, or you are deaf and need help with communicating, this could help you satisfy the requirement for needing 'frequent help'. You may also meet the condition if you need someone with you when you are on renal dialysis or if you need continual supervision throughout the day to avoid putting yourself or others in substantial danger. Supervision might be needed if you are in danger of falling, or you get confused, or have fits or seizures or your condition is likely to deteriorate or relapse without warning.

3.2.2 Night-time disability conditions

You may meet the night-time conditions if, because of your disability, you require prolonged (generally at least 20 minutes) or repeated (generally at least twice nightly) attention during the night to help you with your bodily functions – for example, going to the toilet or getting in and out of bed. You may also qualify if another person needs to be awake for a prolonged period or at frequent intervals throughout the night to watch over you to avoid putting yourself or others in substantial danger.

3.3 Examples of people who may be entitled to the allowance

Sarah is 68 and had a stroke six months ago that left her unable to walk and needing a lot of help – for example with washing, dressing and eating. She can apply for Attendance Allowance because she needs help with her personal care.

Hazel is 77 and has dementia. During the day, her husband or another relative stays with her all the time because she is forgetful and sometimes wanders off or turns on the gas without lighting it. She normally sleeps all through the night. Her husband applied for Attendance Allowance on her behalf and she was awarded the lower rate, because she needs supervision during the day.

4 Making a claim

4.1 Ways of claiming

You can claim Attendance Allowance by:

- telephoning the Benefit Enquiry Line on 0800 88 22 00 (textphone 0800 24 33 55) and asking for a claim form to be sent to you
- downloading a claim form from the direct.gov website
- claiming online via the direct.gov website
- getting a claim form from an advice agency
- completing and returning the tear-off slip from DWP leaflet AAA5DCS available from Jobcentre Plus offices.

If the claim form is sent to you because you rang the Benefit Enquiry Line or returned a tear-off slip, it will be dated. As long as you return the form in the envelope provided within six weeks, your claim, if successful, will start on the day your request was received. 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 Disability and Carers Service.

4.2 When to apply

You normally need to have satisfied the conditions for six months before you can receive Attendance Allowance. If you have recently become disabled, you should still apply straight away, as it may take some weeks to deal with your claim.

If you have already needed help for at least six months, claim as soon as possible, making it clear when your need for help started. Your allowance cannot be backdated to cover any period before the date of your claim.

If you are receiving the lower rate of Attendance Allowance and your condition has changed so you might now qualify for the higher rate, you can ask for your case to be reconsidered. You will need to satisfy the conditions for the higher rate for six months before it can be paid, but you can put in a request for the higher rate before the six months have passed.

4.3 Terminal illness

People who are terminally ill can claim Attendance Allowance without the six-month waiting period, under 'special rules' that make the application process quicker and simpler. You will be considered to be terminally ill if you have a progressive illness that is likely to limit your life expectancy to six months or less. It is impossible to say exactly how long someone will live and some people who receive Attendance Allowance under these rules live much longer than six months.

To claim ask your doctor for a DS1500 report, which is free of charge and gives details of your condition. If you are sending the DS1500 report with an Attendance Allowance claim form, make sure you have ticked the special rules box. You will not need to complete the whole form – information next to the special rules box explains which parts you need to fill in.

If you are awarded Attendance Allowance under the special rules, you will automatically receive the higher rate. Claims should be handled within 10 to 14 days and a medical examination will not normally be necessary.

An application can be made by another person, on behalf of someone who is terminally ill, with or without their knowledge. This makes it possible for people to receive Attendance Allowance under the special rules without knowing their prognosis.

4.4 Filling in the claim form

The intention is that you can describe how your disability affects you on the claim form and that a medical examination will not normally be necessary. The form is quite long and you may want some assistance filling it in. You can get help from:

- a friend or relative who could fill the form in for you
- a local, independent advice agency
- the DWP's Benefit Enquiry Line: the staff can provide information and advice, and can also arrange for help to complete forms over the phone or, in some circumstances, arrange for someone from the local office to come and help you complete the form.

Many people prefer to get advice from an independent agency rather than from the DWP, because an independent agency may also be able to help if there are problems with the claim, for example, processing delays or appeal matters.

Filling in the form yourself

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

Take your time

Read the notes and form before you start and then go through the questions carefully. Once you have finished, read through what you have written to make sure it is clear and check that you have not missed anything out – don't worry if you make mistakes and need to cross things out. The form does not have to be tidy.

Give full details

Give any information that explains your situation bearing in mind the rules described in section 3. Remember that Attendance Allowance is for people needing help with personal care and/or supervision and these are the things to concentrate on. Tasks like housework and shopping are not relevant and it is not worth mentioning any difficulties you have with them.

The form asks you to say how often you need help with certain things. If you're not sure how many times you need to do a certain activity, for example going up and down stairs or going to the toilet, then count it up one day, or take an average over several days if it varies. If you think that you have not given a complete picture and need some more space, add a covering letter or extra paper. Put your name and your national insurance number on the letter or extra sheets; then sign it and attach it securely to the rest of the claim pack.

Help you might need

In some places the form asks if you 'need help' with certain activities. Remember it doesn't matter whether or not you actually receive help. You may live alone and not have anyone to help; or you may prefer to manage on your own, even though you need help. For example, you may not take a bath because you cannot get into it safely on your own – but you might be able to if you had some help. Describe the help you would need to take a bath safely.

Or you may get dressed on your own but only very slowly, or you get out of breath or experience discomfort, or you can only put on certain types of clothes. Give as much information as possible to describe your situation fully.

The form asks about any aids or adaptations you have to help you. Describe any problems that you have using them, any help you need to use them, and any help you need from another person despite the aids and adaptations. It is important to explain the help that another person could give you – because this is how you qualify for Attendance Allowance.

Keep notes or a diary

If your illness or disability means you need substantial help on a regular basis it may be easy to complete the form and qualify for the allowance. For other people it may not be so clear-cut.

Perhaps your condition changes so that you have good days and bad days, or you have a mental illness or learning disability and many of the questions don't seem relevant. It may help to spend a few days keeping a note of all the times when you needed help or you had difficulty doing something on your own, or you felt you needed someone there to keep an eye on you. If you are the relative or carer of a disabled person you could do this on their behalf. This may be particularly useful if they are not always aware when they need help or supervision.

If you have any trouble keeping notes or a diary please contact one of the organisations in Section 8 for help.

Your disability or medical condition

The claim form asks for information about your illness or disability, but what is most important is the effect it has on your everyday life. The people who make decisions about entitlement have a book of guidance which outlines the main needs likely to arise from the different conditions. But people's situations vary – you may have more than one medical condition, your situation may be unusual or your condition may be particularly severe. This is why it is important to describe your particular needs.

Statements from other people

There is a section which can be completed by someone who knows you – for example, a friend or relative or a professional such as a nurse or doctor.

The person who knows you is asked to give details about your illness or disability and how this affects you. It may be better to include a personal statement from a carer or relative who has observed how your disability affects you and the help you need. A healthcare professional will still be able to provide a supporting letter if required.

It helps if the person knows a little about the rules for the allowance so that they can include the most relevant information.

This section is optional, but it is a good idea to complete it if possible.

Helping someone else to apply

People may need help in applying, for example because they don't like filling in forms, they have problems expressing themselves, or they have difficulty writing.

In these circumstances discuss the questions with them and help them decide the best way to explain their needs. When the form is complete you should ask them to read through (or be read) the information and sign the form to say that the details are correct.

If the person you are helping cannot sign the form – perhaps because they are too ill, or they have a mental impairment or disability – you can complete the form and sign it. There is a section on the form to complete if you are signing it on behalf of someone else. You do not have to do this if you are simply helping the disabled person to write down their answers on the form.

4.5 If more information is needed

After you return the form the decision maker may contact you, your doctor, or someone you mentioned on the form, to ask for more information or to arrange for a doctor to visit you.

If an appointment is made for a doctor to visit, you may want a friend or relative to be present at that time. This will be particularly important if you have difficulty making yourself understood. The doctor will not be your own doctor but one appointed by the Department for Work and Pensions (DWP). He or she will probably examine you and ask further questions. It may be useful to make a note beforehand of the things you want to tell the doctor about the help you need and any difficulties you experience. Some people may be reluctant to admit that they have problems or cannot do something, but it is important to give a picture of your normal range of activities – not just the things you can do on a ‘good day’.

5 Decisions and payment

You will be sent a decision on your claim in writing. Attendance Allowance may be awarded indefinitely or for a fixed period depending on your circumstances. If you are awarded the allowance for a fixed period you will be sent a renewal claim form – normally about four months before the end of the period.

5.1 If you disagree with a decision

If you disagree with a decision about your allowance, you can ask for the decision to be reconsidered or make an appeal. You will be sent details of how to do this when you receive the decision. It is important to challenge a decision or get advice as quickly as possible because there are time limits that generally mean you must take action within one month. See Age UK’s Factsheet 74, *Challenging welfare benefit decisions*, for more information.

5.2 Payment

Attendance Allowance is normally paid directly into your bank, building society or post office account. It can be paid to an appointee (someone else on your behalf) if you are not able to act for yourself. Attendance Allowance can sometimes be paid by cheque, cashable at a Post Office, if you are unable to open or manage an account. The government intends to phase cheques out in 2012 and introduce a new system called ‘simple payments’ which will be collectable from some Paypoint outlets.

Attendance Allowance can be paid at any interval as long as it is not more than four weeks.

If you leave hospital or a care home, but expect to return within 28 days, Attendance Allowance can be paid at a daily rate for days at home.

If you are receiving State Pension or another social security benefit, your Attendance Allowance might be combined with that benefit so that you receive a single payment.

6 Changes of Circumstances

The decision letter will include information about your responsibility to inform the DWP of any changes in your circumstances that might affect your claim.

6.1 If your condition changes

If you are receiving the lower rate of Attendance Allowance, and your condition changes so that you think you may qualify for the higher rate, you can contact the DWP and ask for your case to be looked at again. Write to them at the address on your award letter or telephone the Attendance Allowance helpline. You will probably be asked to complete a form giving details of how your needs have changed.

You need to satisfy the conditions for six months to get a higher rate of Attendance Allowance. If your needs have increased and you tell the DWP within a month of completing the six-month qualifying period for the higher rate, the increase is backdated to the date you completed the six-month period.

6.2 Going Abroad

6.2.1 Temporary absence abroad

Attendance Allowance can be paid for the first 26 weeks of a temporary absence abroad. If you are away for more than 26 weeks, you may have difficulty re-qualifying when you return because you usually need to be present in Great Britain for 26 of the last 52 weeks to get Attendance Allowance (see section 3).

You can be paid for longer than 26 weeks if your absence is temporary and you are going abroad to be treated for an illness or disability that began before you left the country and the DWP agrees to pay you for longer.

6.2.2 **Exporting Attendance Allowance to the EEA and Switzerland**

Sometimes Attendance Allowance, Carers Allowance and Disability Living Allowance can be paid if you leave the UK to live in another European Economic Area (EEA) state or Switzerland. If you have already moved to another EEA state or Switzerland and your Attendance Allowance was stopped when you left, you may be able to get it reinstated.

The rules are complex, especially because the rights you have under European Union law depend on when you made your claim for benefit. In addition, the law in this area is still being challenged and clarified.

For further information and/or to request a claim form write to: Exportability Co-ordinator, Room C216, Pension, Disability and Carers Service, Warbreck House, Warbreck Hill Road, Blackpool FY2 OYE or email exportability.team@dwp.gsi.gov.uk. If you have internet access there is more information on the Government website: www.direct.gov.uk. Or seek advice from a local Age UK or another independent organisation.

6.3 **Hospital and care homes**

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

6.3.1 **Attendance Allowance in hospital**

If you are receiving Attendance Allowance, it stops 28 days after you enter an NHS hospital or 'similar institution' (this is not defined but could be a care home where you are fully funded by the NHS).

If you are already in an NHS hospital, you cannot start receiving Attendance Allowance. But if you make a claim and satisfy the disability conditions you may be able to start receiving the allowance when you go home.

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

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

6.3.2 Attendance Allowance in a care home

Whether or not you can receive Attendance Allowance in a care home depends on how the fees are being met. If you are paying the full charges in a care home, with or without the help of benefits like Pension Credit, you can claim and receive Attendance Allowance provided you fulfil the other conditions for it. You can also get Attendance Allowance if you are self-funding apart from contributions from the NHS towards nursing care payments.

If the NHS pays all of your care home fees, through NHS continuing healthcare funding, you will normally be treated as if you are in hospital and your Attendance Allowance will be affected as described in section 6.3.1.

If you get local authority financial support towards your care home fees, you cannot start to receive Attendance Allowance. If you are already getting Attendance Allowance, it stops 28 days after admission or sooner if you have been in hospital. But you will still retain an 'underlying entitlement' to the allowance, so that if you move out of the home you could start to receive it again.

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

The linking rule described in section 6.3.1 also applies to people who go into care homes for temporary periods, perhaps for regular respite care. If your respite care is funded in full or in part by a local authority or by NHS continuing care funding, your Attendance Allowance will stop after 28 days of respite care, whether the 28 days occur in one block or in one or more linked periods. If you need regular periods of respite care in a care home, it may be possible to plan these periods so that Attendance Allowance is not affected. Seek advice if this applies to you.

Action: For more information on living in a care home please see our other factsheets on care and care homes. Details of how to order them are in section 9.

7 Attendance Allowance and other benefits

7.1 Attendance Allowance as income

Income from Attendance Allowance is ignored in the calculation for means-tested benefits including Pension Credit, Housing Benefit, Council Tax Benefit, Child Tax Credit and Working Tax Credit.

7.2 Overlapping benefits

You will not get Attendance Allowance if you are already receiving Disability Living Allowance. Constant Attendance Allowance paid with industrial injuries disablement benefit or a war pension overlaps with Attendance Allowance and if you are entitled to both, you will be paid whichever is higher.

7.3 Effect on means-tested benefits

Entitlement to Attendance Allowance can sometimes help you to get a higher amount of means-tested benefits such as Pension Credit, Housing Benefit and Council Tax Benefit. You may be entitled to extra amounts in these benefits if you are getting Attendance Allowance. And any deductions that are being made from these benefits because other adults share your household will be removed if you get Attendance Allowance.

For example, you may start to qualify for the extra amount for severe disability which is worth £58.20 a week on Pension Credit. This is usually payable if you live alone and is sometimes payable even if you live with other people.

If you are already receiving Pension Credit, Housing Benefit or Council Tax Benefit when you are awarded Attendance Allowance, it is important to make sure that the relevant benefit office is told of the award and reviews your claim. DWP offices should be aware of the Attendance Allowance award without the need for you to tell them, but it is your responsibility to inform your local authority so that they can review your Housing Benefit or Council Tax Benefit claim.

If you are not receiving one of these means-tested benefits or have had a claim refused in the past, a new award of Attendance Allowance may mean that you become entitled for the first time. You will need to make a new claim and you may be able to receive payments backdated to the time your Attendance Allowance started. It is often a good idea to make a claim for the relevant means-tested benefit at the same time as claiming Attendance Allowance to ensure you do not lose out. Your claim may initially be refused, but if Attendance Allowance is subsequently awarded, your award could be backdated to when you first made the claim. If you are not sure of your position, get help from a local advice agency – they may be able to check your entitlement and help you with any claims.

For more information about means-tested benefits see Age UK's Factsheet 48, *Pension Credit*, and Factsheet 17, *Housing and Council Tax Benefit*.

7.4 Council Tax

If you have a severe mental impairment and you are awarded Attendance Allowance at either rate, you may become entitled to a Council Tax discount. A severe mental impairment could be a learning disability, mental illness or a condition like dementia. See Age UK's Factsheet 21, *Council Tax*, for more information.

7.5 Benefits for carers

If you are awarded Attendance Allowance at either rate and you have a carer, they may be entitled to claim Carer's Allowance, or national insurance credits as a carer. Some carers also qualify for Council Tax discounts: see Age UK's Factsheet 21, *Council Tax*, for more information.

In some situations your benefits could be reduced if someone is paid Carer's Allowance to look after you. This could happen if you receive the severe disability premium or additional amount for severe disability as part of Pension Credit, Housing Benefit or Council Tax Benefit. Your benefits will not be affected if your carer is awarded an underlying entitlement to Carer's Allowance only.

Note: See Age UK's Factsheets 55, *Carer's Allowance*, Factsheet 48, *Pension Credit*, and Factsheet 17, *Housing and Council Tax Benefit*, for more information. Seek advice if you think your benefits may be affected if your carer claims Carer's Allowance.

8 Useful organisations

Action for Blind People

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

Tel: 0303 123 9999

Website: www.actionforblindpeople.org.uk

Action on Hearing Loss (formerly RNID – Royal National Institute for Deaf People)

Charity offering information and support for deaf and hard-of-hearing people.

Tel: 0808 808 0123 (free call)

Textphone: 0808 808 9000 (free call)

Website: www.actiononhearingloss.org.uk

Alzheimer's Society

Charity which can advise on how to apply the rules to somebody with dementia.

Tel: 0845 300 0336 (lo-call rate)

Website: <http://alzheimers.org.uk>

Arthritis Care

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

Helpline: 0808 800 4050 (free call)

Website: www.arthritiscare.org.uk

Attendance Allowance helpline

Government-run service with access to Attendance Allowance records. Provides advice once you have made a claim for Attendance Allowance.

Tel: 0845 712 3456

Textphone: 08457 22 44 33

Email: DCPU.Customer-Services@dwp.gsi.gov.uk

Benefit Enquiry Line

Government-run information line about benefits for people with disabilities, carers and representatives.

Tel: 0800 88 22 00 (free call)

Textphone: 0800 24 33 55 (free call)

Website: www.direct.gov.uk/disability-money

British Lung Foundation

Charity which may be able to provide useful information if you have chest problems and breathing difficulties.

Tel: 0845 850 5020 (lo-call rate)

Website: www.lunguk.org

Carers UK

Charity working on behalf of carers. Offers wide range of information on carers' rights and sources of help and contact details for local carers' support groups.

Tel: 0808 808 7777 (free call)

Website: www.carersuk.org

Citizens Advice

National network of free and independent advice centres. Depending on available resources may offer benefits check and help filling forms.

Tel: 020 7833 2181 (for local contact details only – not telephone advice)

Website: www.adviceguide.org.uk

Community Legal Service

National network of Legal Services Commission funded organisations and advice providers that fund, provide and promote civil legal aid services – free, confidential and independent legal advice for residents of England and Wales.

Tel: 0845 345 4345

DIAL UK

Charity providing a national organisation for a network of 140 local disability information and advice services run by and for disabled people.

Tel: 01302 310 123 (national call rate)

Website: www.dialuk.info

Disability Law Service

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

Tel: 020 7791 9800

Textphone: 020 7791 9801

Website: www.dls.org.uk

Disability Rights UK

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

Website: www.disabilityrightsuk.org

Macmillan

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

Tel: 0808 808 00 00 (free call)

Website: www.macmillan.org.uk

MENCAP

Charity for people with learning disabilities and their families.

Tel: 020 7454 0454

Website: <http://www.mencap.org.uk>

MIND

Charity providing information and advice for people with mental health problems.

Helpline: 0845 766 0163 (lo-call rate)

Website: www.mind.org.uk

Parkinson's UK

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

Helpline: 0808 800 0303 (free call)

Website: www.parkinsons.org.uk

Royal National Institute of Blind People (RNIB)

Charity offering information and advice for people with sight problems.

Helpline: 0303 123 9999

Website: www.rnib.org.uk

9 Further information from Age UK

Age UK Information Materials

Age UK publishes a large number of free Information Guides and Factsheets on a range of subjects including money and benefits, health, social care, consumer issues, end of life, legal, issues employment and equality issues.

Whether you need information for yourself, a relative or a client our information guides will help you find the answers you are looking for and useful organisations who may be able to help. You can order as many copies of guides as you need and organisations can place bulk orders.

Our factsheets provide detailed information if you are an adviser or you have a specific problem.

Age UK Advice

Visit the Age UK website, www.ageuk.org.uk, or call Age UK Advice free on 0800 169 65 65 if you would like:

- further information about our full range of information products
- to order copies of any of our information materials
- to request information in large print and audio
- expert advice if you cannot find the information you need in this factsheet
- contact details for your nearest local Age UK

Age UK

Age UK is the new force combining Age Concern and Help the Aged. We provide advice and information for people in later life through our publications, online or by calling Age UK Advice.

Age UK Advice: 0800 169 65 65

Website: www.ageuk.org.uk

In Wales, contact:

Age Cymru: 0800 169 65 65

Website: www.agecymru.org.uk

In Scotland, contact:

Age Scotland: 0845 125 9732

Website: www.agescotland.org.uk

In Northern Ireland, contact:

Age NI: 0808 808 7575

Website: www.ageni.org.uk

Support our work

Age UK is the largest provider of services to older people in the UK after the NHS. We make a difference to the lives of thousands of older people through local resources such as our befriending schemes, day centres and lunch clubs; by distributing free information materials; and through calls to Age UK Advice on 0800 169 65 65.

If you would like to support our work by making a donation please call Supporter Services on 0800 169 80 80 (8.30 am–5.30 pm) or visit www.ageuk.org.uk/donate

Legal statement

Age UK is a registered charity (number 1128267) and company limited by guarantee (number 6825798). The registered address is Tavis House, 1-6 Tavistock Square, London, WC1H 9NA. VAT number: 564559800. Age Concern England (charity number 261794) and Help the Aged (charity number 272786) and their trading and other associated companies merged on 1 April 2009. Together they have formed Age UK, a single charity dedicated to improving the lives of people in later life. Age Concern and Help the Aged are brands of Age UK. The three national Age Concerns in Scotland, Northern Ireland and Wales have also merged with Help the Aged in these nations to form three registered charities: Age Scotland, Age Northern Ireland, Age Cymru.

Disclaimer and copyright information

This factsheet has been prepared by Age UK and contains general advice only which we hope will be of use to you. Nothing in this factsheet should be construed as the giving of specific advice and it should not be relied on as a basis for any decision or action. Age UK does not accept any liability arising from its use. We aim to ensure the information is as up to date and accurate as possible, but please be warned that certain areas are subject to change from time to time.

Please note that the inclusion of named agencies, companies, products, services or publications in this factsheet does not constitute a recommendation or endorsement by Age UK.

© Age UK. All rights reserved.

This factsheet may be reproduced in whole or in part in unaltered form by local Age UK/Age Concerns with due acknowledgement to Age UK. No other reproduction in any form is permitted without written permission from Age UK.