

# Injury or illness welfare benefits & tax credits

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# Introduction

You may be able to get extra money in the form of benefits or tax credits if any of the following apply to you:

- You are no longer working because of your injury or illness, or you are only working for reasons that help your injury or illness.
- You are no longer working or only working part time because you are caring for someone.
- You have recently been widowed.
- You have been injured at work or your job has made you ill, and/or you are injured or ill through war or military service.
- You have walking difficulties.
- You need help and attention from another person or you are doing the caring.
- You have difficulties paying your mortgage, rent and Council Tax because of low income or have difficulty with other basic living expenses.

The benefits system can be very confusing, particularly for people who have not made a claim before. This booklet will help you to access the benefits system so you can claim the allowances that you are entitled to.

If you require any additional copies of this booklet, please email your details to: **[brochure.requests@irwinmitchell.com](mailto:brochure.requests@irwinmitchell.com)** or call **0870 1500 300** and we will send them to you free of charge.

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# Recent changes to benefits

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# Where do I start?

## What you need to do

You first must make a telephone call to the correct office - see below.

Before you contact a benefit office, now called **Jobcentre Plus**, even for sickness and retirement benefits, it is a good idea to have the following ready:

- The name of the benefit
- Your National Insurance number.

## The different Benefit Offices and Tax Credit Offices

### Benefits

There are different offices that deal with different benefits which can cause confusion. The old Job Centres and Benefit Agency Offices have now merged in many towns and cities and are called **Jobcentre Plus**. However you will need to make a claim for benefit over the phone. The telephone directory should give the number under **Jobcentre Plus**. If you cannot use a phone, contact your local **Citizens Advice** for assistance in making a claim.

Staff at **Jobcentre Plus** offices and at **Citizens Advice** can help with your claim for any of the benefits listed in this booklet.

**Jobcentre Plus** - Incapacity Benefit, Retirement Pensions, Income Support, Jobseekers Allowance

**Carer's Allowance** - Carer's Allowance Service, Palatine House

**Disability Benefits Service** - Disability Living Allowance, Attendance Allowance.

**Regional Specialist Offices** - Industrial Injury Disablement Benefit.

Contact your local office for telephone numbers for the above or look at the back of this book

### Websites

[www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)  
[www.adviceguide.org.uk](http://www.adviceguide.org.uk)  
[www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk)  
[www.thedisabilityservice.gov.uk](http://www.thedisabilityservice.gov.uk)  
[www.dwp.gov.uk](http://www.dwp.gov.uk)  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### A very useful telephone number

**Benefit Enquiry Line 0800 88 22 00**  
(Northern Ireland 0800 22 06 74)  
Textphone 0800 24 33 55

### Tax Credits

The new **Tax Credits** are administered by the Inland Revenue. There are no Tax Credit Offices on the High Street. However use the following numbers for advice and enquiries.

**Tax Credits helpline 0845 300 3900**  
(Northern Ireland 0845 603 2000)  
Textphone 0845 607 6078

## How do you claim?

All benefits, allowances and Tax Credits should be claimed in writing on a special form (see below for more details). There are different forms for different benefits, allowances and Tax Credits.

## Where do you get the forms from?

### Requesting forms by telephone

All forms can be requested by telephone. It is advisable to use the telephone because the claim for benefit will be registered on the day of the phone call. This means that even if the benefit is awarded several weeks later it will be backdated to at least the date of the phone call (if you cannot use the telephone, another person can phone on your behalf).

To obtain a form call:

- Freephone **Benefit Enquiry Line 0800 88 22 00** (Northern Ireland 0800 22 06 74). This can be used for requesting forms and making enquiries.
- **Child and Working Tax Credits**  
Please contact the **Tax Credit Helpline 0845 300 3900**.
- **For all other benefits**  
You will need to telephone a **Jobcentre Plus** Office.
- **Claiming on the internet**  
It is now possible to claim through their website [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

## What do you do with the forms?

- When you receive the forms you will be given a date by which you should return the form to the benefit office.
- An extension of time can be given but you will need to telephone or write to the office that sent you the form. If you telephone, always make a note of the date and name of the DWP worker.
- You should be given a stamped addressed envelope.
- You should always get help with completing the form from your local Citizens Advice Bureau, hospital or Social Services Department.

## Useful tips for completing benefit forms

- You should always complete all sections of the form even if the answer is 'No' or does not apply to your circumstances.
- You should always read the entire question and not just the first sentence. What may not appear to apply to you at first may do so later in the question.
- Get your carer, or family member to describe your disabilities. Remember to talk about your bad days.
- You should always keep a copy of the form at home as well as any additional letters from doctors and any letters that you send.
- If there is not enough space on the form you should write on your own paper, including your name and National Insurance number at the top of the page and enclose with the form.

### For Incapacity Benefit, Industrial Injuries Disablement Benefit, Disability Living Allowance and Attendance Allowance you should do the following:

Explain your medical condition and the way it affects your life. Give details of all the hobbies and interests that you are no longer able to do as a result of your disabilities.

#### If your pain and disability varies

- If the effects of your medical condition vary from day to day you should write a diary over a three to four week period of when you cannot do certain activities or carry out personal care. Get a friend or member of your family to help.

#### If you live alone

- Remember that you can still claim if you live alone and are struggling to do anything because of pain, tiredness or stiffness without any help.

### Walking outside

When asked about distances that you can walk outside before you experience severe discomfort, remember the following:

- It is the distance you can walk outside until you have to stop, because of pain, that is relevant and not the overall distance including several stops.
- If you can walk outside for more than 50 metres before the first stop you will be unlikely to qualify for the higher rate of Disability Living Allowance (Mobility).

## Useful tips for dealing with Government Departments

- Always put enquiries in writing and keep a copy of all claim forms and letters sent to Government Departments.
- When you telephone Government Departments, always make a note of the date, time and what the call was about. Always make a note of the full name of the person you spoke to. Always have your National Insurance number ready.
- Before you claim any Benefits or Tax Credits, it is best to contact your local Citizens Advice Bureau for help, **but go as soon as possible because some benefits cannot be backdated.**
- Keep all papers sent to you.
- Always consider an appeal against refusal of Benefit, Allowance or Tax Credit. Always get help from your local advice centre with writing your appeal and with any future representation at a Tribunal **because you could end up with less benefit.**

- Always consider an application for backdated benefit (it is possible in some cases).
- If your condition deteriorates after the award of benefit you should consider an application to have it increased. **However it is very important to get expert help because you could end up with less benefit.**
- Always get advice from **Citizens Advice** before claiming **Industrial Injuries Disablement Benefit** and **Carer's Allowance** as they may affect any means tested benefits, such as **Income Support or Housing and Council Tax Benefit** that you are receiving.

# Are you unable to work because you are ill and are you still under a contract of employment?

You may be entitled to:

## Statutory Sick Pay

This is paid and administered by the employer and the Inland Revenue, not the Department for Work and Pensions. It is paid during the first 28 weeks of sickness (not paid for the first three days of sickness). You will need to notify your employer promptly of any sickness.

To qualify, your earnings must currently be at least **£90.00** per week.

Your employer is legally required to pay **Statutory Sick Pay** during the first 28 weeks of sickness unless you are no longer in their employment or your earnings are too low i.e. below **£90.00** per week.

### Dismissed during sickness

If your contract of employment is ended during the first 28 weeks of sickness you should claim **Incapacity Benefit** (if you have paid enough National Insurance Contributions). However, if it is the case that your employers have dismissed you solely to avoid paying **Statutory Sick Pay**, they will still be legally liable to pay it. If you suspect that this is the reason for your dismissal, you should contact the Department of Employment (local Jobcentre Plus Office) immediately or your local Advice Centre.

### Appeal within 3 months

If you have worked for your employer for at least one year you should consider a claim for Unfair Dismissal by taking your employer to an Employment Tribunal. You will need to send in your application within three months of the date of your dismissal. Contact your solicitor or local Advice Centre for advice.

### The amount of pay

It is paid at a minimum of **£75.40** per week. Some employers may pay more than this basic minimum.

### If you are late claiming

There is usually a specified time limit for claiming **Statutory Sick Pay**, arranged by your employer and incorporated into your contract of employment. If no time limit has been specified, you will need to notify your employer within seven days of the first day of your sickness, unless you have special reasons for not being able to do so. If there are special reasons for the delay in contacting your employer (the delay must be no longer than 91 days) then benefit can be backdated for three months.

### What to do if Statutory Sick Pay is stopped

- Request a statement of reasons from your employer which should be provided on an SSP1 form.
- Complete the rest of the SSP1 form and send it to the Department for Work and Pensions.
- If your employer refuses to give you an SSP1 form you can simply write a letter to the Inland Revenue and inform the Department for Work and Pensions.
- Claim **Incapacity Benefit** and **Income Support** immediately from the Department for Work and Pensions.
- Write to the Inland Revenue and Department for Work and Pensions if you are still within the first 28 weeks of sickness.

### Income Support

You may be entitled to **Income Support** in addition to **Statutory Sick Pay** or as an alternative to it. See **page 33**.

### Housing Benefits

You may be entitled to **Housing** and **Council Tax Benefit**.

# Are you unable to work or only work for a limited number of hours and do not receive any Statutory Sick Pay?

You may be entitled to:

## Incapacity Benefit

- This benefit is normally claimed from the Department for Work and Pensions after 28 weeks of sickness and after your Statutory Sick Pay has stopped.
- You can claim this benefit during the first 28 weeks of sickness when you cannot claim **Statutory Sick Pay** from your employer, for example if you have been dismissed from your job.
- You must have paid the required amount of National Insurance Contributions.

### The amount of benefit

It is paid at three rates which is dependent upon the length of time that you have been incapable of work.

**First 28 weeks of sickness:** if you are not entitled to **Incapacity benefit**, it is paid at **£63.75** per week.

**After 28 weeks of sickness: Incapacity Benefit** is paid at **£75.40** per week. If you are terminally ill you will receive the amount below.

**After 52 weeks of sickness: Incapacity Benefit** is paid at **£84.50** per week, **£50.55** for a dependent partner who is getting child benefit or is over pension age. The following additional amount may apply depending on your age:

under 35 - **£17.75**  
under 45 - **£8.90**

### Income Support

You may be entitled to **Income Support** in addition to **Incapacity Benefit** or as an alternative to it. See **page 39**.

### Medical test

After 28 weeks of sickness you will need to satisfy a medical test. This test does not relate to your capacity to do a particular job. The test only considers your ability to carry out certain physical and mental tasks i.e. your ability to get out of a chair or sit or stand for certain periods, or your ability to concentrate, answer the telephone and reliably take a message. Contact Citizens Advice for which other activities count. You get points for not being able to do certain activities. If you do not score enough points, i.e. 15 points for physical activities, you will have the right to appeal to a Tribunal – see **page 47**.

Terminally ill people and a number of other people with specified medical conditions are exempt from the medical test. Please contact your local **Citizens Advice** for further advice if you think you may be exempt.

The Department for Work and Pensions do not take into account any **savings** when assessing you for this benefit. The only income that they will take into account will be 50% of your Occupational Pension (above £85.00 per week) and earnings above a certain amount.

### Savings and Income

The rules about working whilst claiming benefit changed in 2002 and it is no longer necessary to get permission from your GP. It is still advisable to inform the **Jobcentre Plus** before you do any work, although you will now be able to have the earnings specified below in the following circumstances.

### How much can I earn?

The rules about working whilst claiming **Incapacity Benefit** have changed from April 2006. You do not need to obtain permission from your GP to work whilst claiming this benefit.

It is still advisable to inform the **Jobcentre Plus** before you do any work. You will now be able to have the earnings specified below in the following circumstances:

#### Work that does not require permission from your GP and the DWP

- You can earn up to **£20.00** net per week after reasonable expenses have been deducted, for as many hours as you like, for as long as you like.

#### Supervised work for people with disabilities

- You can earn up to **£88.50** per week after reasonable expenses have been deducted for up to 16 hours per week.
- You can do this work for as long as you like if it is supervised.
- Supervision can be face to face or by telephone.

#### Work which tests your ability before moving off benefits

- You can earn up to **£88.50** net per week after reasonable expenses for up to 16 hours per week. The 16 hours can be calculated as an average.
- You can do this work for 52 weeks after which you will lose your benefit.
- After a break you may be able to get back on Benefit. Ask at an Advice Centre.

### How to claim

#### • If you still have an employer

In some areas you should be sent a claim form. If you do not receive an **Incapacity Benefit** claim form you should contact your local Department for Work and Pensions or telephone the **Benefit Enquiry line** on **0800 88 22 00** (Northern Ireland 0800 22 06 74). You must have paid some National Insurance Contributions. You must continue to send in sick notes from your GP. Get help from an advice centre and talk about your bad days.

#### • If you do not have an employer and become sick

You need to claim on an SC1 form which you can obtain from the freephone **Benefit Enquiry Line 0800 88 22 00**.

#### • Extra money in the form of Income Support or Pension Credit

After you have been incapable of work for 12 months you may get extra money in the form of a **Disability Premium** which is a component of **Income Support**.

#### If you are late claiming

If you are late claiming it can be backdated for up to three months and possibly more but you will need to get help from an Advice Centre.

#### What to do if you disagree with a benefit decision

See section on **What to do if you disagree with a decision** on **page 47**. You need to put something in writing within one month of the date on the letter containing the decision.

# Are you unable to work and have not paid any/enough National Insurance contributions?

## Incapacity Benefit in Youth

### Are you between the age of 16 and 20?

- This is paid by the Department for Work and Pensions after 196 continuous days (28 weeks) of sickness and you have not paid any or enough National Insurance contributions.
- It can be paid from age 16. If you have a child aged 15 and they have a disability which is likely to stop them from working you should claim this benefit for them from age 15 years 6 months which means payment will start from age 16.

The child/young person should make the claim themselves if possible. If this is not possible, the parent or guardian should act on their behalf and contact the Department for Work and Pensions.

### Are you under the age of 25 and you were a student before the age of 20?

You may be able to claim:

- if you are aged between 20 to 24 **and**;
- you were registered on a full time course (part time if you were not able to attend full time because of your disability) for at least three months before the age of 20.

### Savings

The Benefit Office do not take in to account any savings for **Non Contribution Incapacity Benefit**.

### The amount of benefit

#### First 28 weeks (196 days) of sickness

You do not receive any **Non Contribution Incapacity Benefit** during this period. However you may be entitled to **Statutory Sick Pay** if you are currently employed by someone and you may receive **Income Support**.

#### After 28 weeks sickness

**Non Contribution Incapacity Benefit** is paid at **£72.55** per week. Terminally ill people will receive the amount below.

#### After 52 weeks of sickness

**Non Contribution Incapacity Benefit** is paid at **£98.45** per week, **£46.95** for a dependant live-in partner.

#### How to claim

All claim forms can be requested by telephone from the Department for Work and Pensions or on freephone **0800 88 22 00** (Northern Ireland 0800 22 06 74). The claim will be registered on the day of the phone call. Get help from an Advice Centre with completing the form and talk about your bad days.

#### Extra money in the form of Income Support

After you have been incapable of work for 12 months you may get money in the form of a **Disability Premium** which is a component of **Income Support**.

#### How much can I earn?

The rules about working whilst claiming **Incapacity Benefit** have changed from April 2006. You do not need to obtain permission from your GP to work whilst claiming this benefit.

It is still advisable to inform the **Jobcentre Plus** before you do any work. You will now be able to have the earnings specified below in the following circumstances:

#### Work that does not require permission from your GP and the DWP

- You can earn up to **£20.00** net per week after reasonable expenses have been deducted, for as many hours as you like, for as long as you like.

#### Supervised work for people with disabilities

- You can earn up to **£88.50** per week after reasonable expenses have been deducted for up to 16 hours per week.
- You can do this work for as long as you like if it is supervised.
- Supervision can be face to face or by telephone.

### Work which tests your ability before moving off benefits

- You can earn up to **£88.50** net per week after reasonable expenses for up to 16 hours per week. The 16 hours can be calculated as an average.
- You can do this work for 52 weeks after which you will lose your benefit.
- After a break you maybe able to get back on Benefit. Ask at an Advice Centre.

### How to claim

#### • If you still have an employer

In some areas you should be sent a claim form. If you do not receive an **Incapacity Benefit** claim form you should contact your local Department for Work and Pensions or telephone the **Benefit Enquiry line** on **0800 88 22 00** (Northern Ireland 0800 22 06 74). You must have paid some National Insurance Contributions. You must continue to send in sick notes from your GP.

#### • If you do not have an employer and become sick

You need to claim on an SC1 form which you can obtain from the freephone **Benefit Enquiry Line 0800 88 22 00**.

#### • Extra money in the form of Income Support or Pension Credit

After you have been incapable of work for 12 months you may get extra money in the form of a **Disability Premium** which is a component of **Income Support**.

### If you are late claiming

If you are late claiming it can be backdated for up to three months and possibly more but you will need to get help from an Advice Centre.

### What to do if you disagree with a benefit decision

See section on **What to do if you disagree with a decision** on **page 47**. You need to put something in writing within one month of the date on the letter containing the decision.

# Are you caring for a person who is ill or who has a disability?

## Carer's Allowance

- This is paid to people who are caring for a person with a disability or illness **and**;
- The disabled person receives either **Attendance Allowance** or **Disability Living Allowance (Care Component)** at one of the higher or middle rates or **Constant Attendance Allowance** at one of the three upper rates **and**;
- You are aged 16 or more. Since October 2003 there is no upper age limit.

It is possible to claim **Carer's Allowance** after retirement age as well as if you are under retirement age but incapable of work because of injury or illness. However if you receive a retirement pension or **Incapacity Benefit** you will not be able to receive payment of **Carer's Allowance** on top. It is still important to make a claim for **Carer's Allowance** for the following reasons.

- It may help you to get extra **Income Support** or **Pension Credit**.
- You will be accredited with National Insurance Contributions which may help you qualify for other Benefits later on such as **Incapacity Benefit** and **Job Seeker's Allowance**.

It is important to obtain expert advice i.e. from **Citizens Advice** before claiming **Carer's Allowance**. This is because when the main carer receives this allowance it may cause the disabled person to lose benefit in the form of **Income Support** or **Pension Credit**.

### The amount of benefit

The basic amount is **£50.55** per week.

### Savings, Income Support and Pension Credit

The Department for Work and Pensions does not take into account any savings when assessing you for these benefits. It can reduce your **Income Support** or **Pension Credit** and **Housing/Council Tax Benefit** but ask about **Carer's Premium**.

### How to claim

All claim forms can be requested by telephone from freephone **Benefit Enquiry Line 0800 88 22 00** (Northern Ireland 0800 22 06 74).

If you have difficulty filling in the form, get help from your local Advice Centre.

### How much can I earn?

You are allowed to earn up to **£89.00** net per week after deductions and other work related expenses.

### If you are late claiming?

It is important to claim **Carer's Allowance** at the same time as:

- **Disability Living Allowance (Care Component)**
- **Attendance Allowance**
- **Constant Attendance Allowance**
- **Income Support**
- **Pension Credit**

The basic rule is that benefit can only be backdated for a period of three months without there being special reasons for the delay.

However, it is possible to get benefit backdated for a period of more than three months if it is the case that a previous claim had been refused because the disabled person had not yet received the appropriate level of **Disability Living Allowance** or **Attendance Allowance** and you were awaiting that decision. If this is the case then seek advice from an Advice Centre.

### What to do if you disagree with a benefit decision

See section on **What to do if you disagree with a decision** on **page 47**. You need to put something in writing within one month of the date on the letter containing the decision.

# Have you recently been widowed and are you under the age of 60 (women) or 65 (men)?

## Has your wife or husband died on or after 9th April 2001?

The Widowed Benefits Scheme has now been extended to include State Registered Partners for single sex couples. You may be able to claim the **Bereavement Payment** and one of the **Bereavement Allowances** if you are under the age of 60 (women) and 65 (men).

### Over age 60 (65)

If you are over this age now you may still be able to claim if your late married partner was not entitled to a Retirement Pension.

### There are three Benefits:

- **Bereavement Payment, and**
- **Widowed Parents Allowance, or**
- **Bereavement Allowance.**

You can only claim the **Bereavement Payment** and **one** of the above allowances.

A woman whose husband died prior to 9th April 2001 may be entitled to the old Widows Benefit. A man whose wife died prior to this date will not be able to claim these old benefits.

## Bereavement Payment

- This is a **single payment of £2,000** paid to either a woman or a man whose married partner died on or after the 9th April 2001 **and**;
- Your late married partner had paid enough National Insurance Contributions (the National Insurance Contributions Office on **0845 915 4655** will be able to tell you) **or**;
- Your late married partner died as a result of an accident or illness caused by their job or working conditions/environment.

This payment of £2,000 should be claimed within three months of your late married partner's death and can be paid in addition to one of the allowances mentioned below.

## Widowed Parents Allowance

- This is a weekly allowance paid to a man or a woman whose married partner died on or after 9th April 2001 and you are now caring for a child for whom Child Benefit is received **and**;
- Your late married partner had paid enough National Insurance Contributions (see section on Bereavement Payment) **or**;
- Your late married partner died as a result of an injury or illness caused by their job or working conditions/environment.

## Bereavement Allowance

- This is a weekly allowance paid to a man or a woman for 52 weeks whose married partner died on or after 9th April 2001 and you are age 45 or over at the time you claim **and**;
- Your late married partner had paid enough National Insurance Contributions **or**;
- Your late married partner died as a result of an injury or illness caused by their job or working conditions/environment.

**The law about the 52 week period is not clear and it is suggested that you challenge a decision that only pays the allowance for 52 weeks from the date of death and not from the date of becoming entitled i.e the date from which you claim.**

### The amount of benefit

Both allowances are paid up to **£90.70** per week. However if your late married partner did not pay enough National Insurance Contributions you may receive less than this amount. If you have any dependants you should also claim the new Child Tax Credit at the same time. See **page 36** for more details and how to claim.

For **Bereavement Allowance** you will receive less than **£90.70** if you are under 55 years old.

### Savings and Income

The Department for Work and Pensions does not take into account any savings when assessing you for this benefit. These allowances can reduce your **Income Support** but ask about the **Bereavement Premium** which is a component of **Income Support**.

### How much can I earn

There is no limit to the amount you can earn.

### How to claim

You will need to make a claim on form BB1. All claim forms can be requested by telephone from the Department for Work and Pensions or on freephone **0800 88 22 00** (Northern Ireland 0800 22 06 74).

### If you are late claiming

The **Bereavement Payment** of £2,000 should be claimed within three months of the late married partner's death. However this time limit has been extended to 12 months because of the difficulties encountered by the relatives of victims of the Asian Tsunami disaster. Many relatives failed to have a death confirmed within the three months.

This new law is a little unclear so people should still claim within three months if possible.

The **Widowed Parents** and **Bereavement Allowances** can only be backdated for a period of three months if you are late claiming. You will not need to show special reasons for the delay.

### What to do if you disagree with a benefit decision

See section on **What to do if you disagree with a decision** on **page 47**. You need to put something in writing within one month of the date on the letter containing the decision.

# Have you been injured at work or has your job made you ill?

Are you suffering an injury or illness that has been caused by your current job or any previous job?

## Industrial Injuries Disablement Benefit

This forms the basis of the State Industrial Injuries Scheme.

It is paid by the Department for Work and Pensions to people who have been injured through an accident or who have developed an illness through work.

- There is no lower or upper age limit for claiming.
- You can work full time and still claim.
- You do not need to have paid any National Insurance Contributions.
- It may be possible to claim even if you are self-employed.

### The amount of benefit

The basic amount of payment is as follows:

10%	£12.71	per week
20%	£27.36	per week
30%	£41.04	per week
40%	£54.72	per week
50%	£68.40	per week
60%	£82.08	per week
70%	£95.76	per week
80%	£109.44	per week
90%	£123.12	per week
100%	£136.80	per week

Any **Income Support, Pension Credit** or **Housing/Council Tax Benefit** you receive will however be reduced, so seek advice before claiming.

### Mesothelioma

If you believe that you are suffering from Mesothelioma, you will need to send in a report from a doctor which refers to a diagnosis of the condition. If Mesothelioma is diagnosed, you will be given a 100% disability assessment.

### Savings and Income

The Benefits Office do not take into account any savings or income when assessing you for this benefit.

### How much can I earn?

You can work full time and still claim **Industrial Injuries Disablement Benefit**. The amount of benefit that you receive will not be affected by any amount of earnings.

### How to claim

All claim forms can be requested by telephone from the **Benefits Enquiry Line** on Freephone **0800 88 22 00** (Northern Ireland 0800 22 06 74) or from your local **Jobcentre Plus**.

The following references need to be quoted for obtaining **claim forms** for the following:

- **Accidents B1(100 A)**
- **Occupational Deafness B1(100 OD)**  
You must claim within 5 years of exposure to excessive work related noise.
- **Occupational Asthma B1(100 OA)**  
You must claim within 10 years of exposure to chemicals or dust.
- **Pneumoconiosis, Byssinosis, Mesothelioma B1(100 pn)**
- **Chronic Bronchitis & Emphysema B1 (100C)**
- **All other illnesses B1(100 B)**

Remember to put all details about your pain, discomfort and disabilities resulting from your injury or illness on the form.

## Important

**The effect on Income Support and Housing and Council Tax Benefit.**

When getting Industrial Injuries Disablement Benefit the above benefits will be reduced or stopped. Get advice before claiming.

### How to claim if you are the widow, widower or other dependant

It is possible to claim after the sufferer has died. You need to claim within 12 months of the date of death, but a late application will be considered. You will only receive three months benefit if the claim is accepted.

### If you are late claiming

If you are late claiming it can be backdated for up to three months and possibly more but you will need to get help from an Advice Centre.

### What to do if you disagree with a benefit decision

See section on **What to do if you disagree with a decision** on **page 47**. You need to put something in writing within one month of the date on the letter containing the decision.

Has your work injury or illness forced you to take lighter work, less hours or to give up work all together?

## Reduced Earnings Allowance

This benefit is only for people whose accidents or illness occurred before 1st October 1990.

You must have claimed Industrial Injuries Disablement Benefit first and have been given at least a 1% disability assessment by a Benefits/Pensions Doctor for any work accident or work illness.

You will need to show that your wages have been reduced as a direct result of the accident or illness.

### The amount of benefit

You will receive the difference between your gross earnings (including overtime and tips) in your job before the accident or development of the disease and your current gross earnings up to a maximum of **£54.72** per week. You can also get this benefit if you have no earnings because you are incapable of work and receiving **Statutory Sick Pay** or **Incapacity Benefit**.

### Savings, Income and other Benefits

The Department for Work and Pensions does not take into account any savings when assessing you for this benefit. Any **Income Support**, **Pension Credit** or **Housing/Council Tax Benefit** you receive may be reduced or stopped so seek advice before claiming.

### How to claim?

All claim forms can be requested by telephone from the Department for Work and Pensions or on freephone **0800 88 22 00** (Northern Ireland 0800 22 06 74).

You will need to make a separate claim for **Reduced Earnings Allowance** on **form BI 103**. It will not be paid automatically. The amount of payment will be reduced once you reach retirement age.

### If you are late claiming

If you are late claiming it can be backdated for up to three months and possibly more but you will need to get help from an Advice Centre.

### What to do if you disagree with a benefit decision

See section on **What to do if you disagree with a decision** on **page 47**. You need to put something in writing within one month of the date on the letter containing the decision.

Do you need care and attention from another person as a result of your work injury or illness?

## Constant Attendance Allowance

This allowance can be paid to people who:

- need care and attention from another person **and**;
- the amount of care that is required is directly caused by the work accident or illness **and**;
- have been given a 95% disability assessment in your claim for Industrial Injuries Disablement Benefit.

### The amount of benefit

The amount of benefit depends on the level of care that you need.

- The exceptional rate (day and night) **£109.60** per week.
- The intermediate rate (day) **£82.20** per week.
- The normal maximum rate (most of day) **£54.80** per week.
- The part time rate (part of day) **£27.40** per week.

### How to claim?

If you are awarded at least a 95% industrial assessment you should automatically be assessed for this allowance by the Department for Work and Pensions. If not contact the Department for Work and Pensions or telephone the **Benefits Enquiry Line** on freephone **0800 88 22 00** (Northern Ireland 0800 22 06 74).

### What about the ordinary Attendance Allowance and Disability Living Allowance?

You should claim the ordinary **Disability Living Allowance** or **Attendance Allowance** in the meantime, especially if you are terminally ill. These benefits can be processed more quickly.

If you are awarded the **Constant Attendance Allowance** at one of the two higher rates it will simply top up the higher rate of **Disability Living/Attendance Allowance** which is currently **£64.50**.

### Savings and income and other Benefits

The Benefits Office do not take into account any savings or income for this allowance or the **Exceptionally Severe Disablement Allowance**. Both can be paid on top of any savings or income (including **Income Support** and **Pension Credit**) and **Housing/Council Tax Benefit**.

## Exceptionally Severe Disablement Allowance

This allowance should automatically be awarded:

- if you are paid **Constant Attendance Allowance** at one of the two higher rates **and**;
- the amount of care that you need is likely to be permanent. It is currently paid at **£54.80** per week.

### If you are late claiming

Both these allowances should be backdated to the date of the first payment of Industrial Injuries Disablement Benefit.

### How to appeal

At present there is no right of appeal to a Tribunal against a refusal to award either of these allowances.

If you are refused the **Constant Attendance Allowance** at one of the two higher rates you should request a reconsideration of the decision and seek expert advice.

## Extra Income Support and Pension Credit

If you receive any of these allowances your **Income Support** or **Pension Credit** entitlement may go up, so it is important that you have all of your benefits checked again.

## Have you been told that you are suffering from any of the following illnesses?

- Byssinosis
- Pneumoconiosis (including asbestosis and silicosis)
- Diffuse Pleural Thickening
- Lung cancer with evidence of asbestosis or exposure to asbestos
- Mesothelioma

You may be entitled to a **lump sum payment** under the Pneumoconiosis etc. (Workers' Compensation) Act 1979 Scheme in addition to **Industrial Injuries Disablement Benefit** and many other benefits mentioned in this booklet if:

- you have been awarded **Industrial Injuries Disablement Benefit** and;
- you do not have a reasonable chance of obtaining compensation through a solicitor because the employers have ceased trading or due to another reason.

## How to claim if you are the sufferer

### If you have not yet claimed Industrial Injuries Disablement Benefit

You should claim this lump sum at the same time as claiming **Industrial Injuries Disablement Benefit**. Do not wait for a decision on this benefit before claiming. As soon as you have received a decision on your **Industrial Injuries Disablement Benefit** and it is at least 1% you should contact the **Jobcentre Plus** office in Barrow-in-Furness, Cumbria on **01229 842700** or **freephone 0800 279 2322** and ask for an application form under the Workers Compensation Scheme. The lump sum payment claim will then be considered.

### If you have been awarded Industrial Injuries Disablement Benefit

You need to claim the lump sum payment within **12 months** of an award of Industrial Injury Disablement Benefit. A late claim can be accepted, but you will have to explain why the claim is late.

To claim you should contact the **Jobcentre Plus Office**.

## How to claim if you are a relative of someone who has died as a result of one of the illnesses listed above

You may be able to claim a lump sum payment if you are: (people will be considered in the following order)

- a surviving husband or wife,
- the children of the sufferer who are under the age of 16 or under the age of 21 and not in paid employment,
- any child of the sufferer who is permanently incapable of supporting themselves at the time the sufferer died,
- the sufferer's partner who was not legally married but lived with the sufferer,
- any other person who was dependant on the sufferer at the time of his or her death.

Only one of the above people may be entitled to a lump sum payment in addition to the Bereavement Payment and many of the other benefits mentioned in this booklet if:

- A claim for **Industrial Injuries Disablement Benefit** has been sent to **Jobcentre Plus** (this must be applied for within 12 months of the date of death) and;
- it has been accepted that the person who has died was suffering from Byssinosis, Pneumoconiosis, Diffuse Pleural Thickening, an Asbestos Disease or Mesothelioma.

To claim you should contact your local **Jobcentre Plus Office**.

# Are you suffering from an injury or illness caused by military service in peace or war that began before 6 April 2005?

## War Pension

This is paid by the Veterans Agency to people injured or made ill by the effects of war or military service. The injury or illness can be through peace time military service.

If your injury or illness has been caused by military service (war or peace time) you should claim a war pension instead of Industrial Injuries Disablement Benefit.

## Civilian War Pension

This is paid by the Veterans Agency to civilians who have suffered an injury or illness because of war time activity, for example bomb explosions, breathing dust or gas. Seek advice particularly if the injury or illness was caused in another country.

### How to claim

It is advised to claim either of the above by calling the Veterans Agency helpline on freephone **0800 169 2277**.

### Savings and Income Support

The Veterans Agency does not take into account any savings when assessing you for these Pensions. However, your **Income Support, Pension Credit and Housing/Council Tax** benefit may be reduced.

## Asbestos related illness through Military Service

If you are suffering from an asbestos related illness through military service (war or peace time) you should claim a **War Pension**.

If your service was on board a ship and prior to 1971, exposure to asbestos will be automatically accepted.

Do you have walking difficulties and care needs that are a direct result from your war/military injury or illness?

## War Pensioners' Mobility Scheme

### Walking difficulties

You may be able to get the **War Pensioners' Mobility Supplement** if your walking difficulties are due to the effects of war or military service and your disability has been assessed as at least 40%.

You will not be able to get it at the same time as **Disability Living Allowance (Mobility)** but it is worth claiming since the mobility supplement pays at the higher rate of **£52.25** per week and there is no upper age limit so you can claim after the age of 65. If you qualify for both, you will be paid the higher rate.

Some amputees and some other seriously injured people can also get an automatic gearbox and hand adaptations paid for by the Veterans Agency up to certain limits when using a Mobility car.

### Care needs

You may be able to get **Constant Attendance Allowance** if your care needs are due to the effects of a war or military service and your disability has been assessed at 80%.

You will not be able to get it at the same time as **Disability Living/Attendance Allowance** but it may be worth claiming since it is paid at four rates and the two higher rates pay more than the highest rates of **Disability Living Allowance** and **Attendance Allowance**. The amount of benefit depends on the level of care that you need. There are four rates of benefit:

- The exceptional rate **£109.60** per week.
- The intermediate rate **£82.20** per week.
- The normal maximum rate **£54.80** per week.
- The part time rate **£27.40** per week.

You can see from the above amounts that with the two higher rates you will be better off than with just ordinary **Disability Living Allowance** and **Attendance Allowance** so it is always best to claim both. If you are already in receipt of **Disability Living Allowance** or **Attendance Allowance** you will be paid whichever is the highest.

## War Widows Pension

The other major benefit of **Constant Attendance Allowance**, as with an 80% War Pension is that the individual's spouse automatically qualifies for a **War Widows Pension**.

Ask about Clothing and Treatment Allowances.

### If you are late claiming

If you are late claiming it can be backdated for up to three months and possibly more but you will need to get help from an Advice Centre.

### What to do if you disagree with a benefit decision

See section on **What to do if you disagree with a decision** on **page 47**. You need to put something in writing within one month of the date on the letter containing the decision.

## The effect of savings, income & other Benefits

- From July 2007, Local Authorities who administer Housing & Council Tax Benefits have been given the discretion to ignore War Pensions and Armed Forces Payments when calculating entitlement to both these benefits.
- This means that people in receipt of War Pensions or Armed Forces Payments may now get Housing and Council Tax Benefits or get an increase in these Benefits.
- This will cause unfairness around the country so if your Local Authority is not giving you extra Housing and Council Tax Benefit contact your local MP or the Veterans Agency.

**NB** Some Local Authorities may choose not to use their discretion to ignore War Pensions and Armed Forces Payments.

### What you need to do

- Contact your local town hall
- Ask about War Pensions and Armed Forces Payments and whether they are ignored as income for the purpose of claiming Housing and Council Tax Benefit.

# Are you suffering from an injury or illness caused by military service in peace or war that began after 6 April 2005?

## Armed Forces Compensation Scheme (AFCS)

The Armed Forces Compensation Scheme is a new compensation scheme for members of the Armed Forces. The new legislation replaces the previous arrangements under the War Pensions Scheme. The AFCS is designed to provide compensation irrespective of who was at fault. In other words you do not have to show that the MoD was in any way at fault, only that your injury or illness was caused mainly by service.

The AFCS covers all Regular and Reserve service personnel whose injury, ill health or death is caused by service on or after 6 April 2005.

You or your dependants may be able to claim compensation where service is the only or main cause of an injury, illness or death. For example, the loss of a limb when on an operational deployment, or a back injury when on duty driving a military vehicle which was involved in an accident. Also included in the scheme are injuries caused by adventurous training or a service-related sporting activity.

### Lump Sum Payment

The AFCS will compensate you for pain and suffering by making a lump sum payment for injuries caused mainly by service. The lump sum payment is awarded tax free and can be applied for whether you are still serving or about to be medically discharged. The value of the sum awarded is determined by a tariff level.

### The Guaranteed Income Payment (GIP)

For more serious illnesses and injuries, where a loss of earnings capacity is expected, a GIP will be awarded. The value of the payment will be determined by your earnings and the nature of your condition. The GIP is not payable immediately if you are able to remain in service, but will be awarded the day after discharge.

### Time limits

A claim under the Armed Forces Compensation Scheme must be made within 5 years from the date of the incident or illness whilst in service, or 5 years after leaving military service.

**The AFCS does not prevent service personnel pursuing a civil claim for compensation if the MoD has been negligent and a civil claim may lead to a higher award in respect of damages.**

Any payment made under the AFCS will be taken into account when determining civil damages.

A civil claim must be commenced (i.e. court proceedings started or the claim settled) within 3 years of the date of the accident.

### How to claim

Contact the Veterans Agency on **0800 169 22 77**, tel (overseas) **+44 1253 866043**, or **www.veteransagency.mod.uk** for more information and for the relevant claim forms. The Veterans Agency should be able to assist you with completing the forms.

### What happens after you have sent in the completed application forms?

You will be sent for a medical examination by a medical practitioner who will carry out an assessment of your physical, mental, cognitive and learning difficulties.

### What to do if you disagree with the decision

If you are not satisfied with the decision because you believe that your difficulties warrant a higher disability assessment, you will need to do the following:

- Write a letter to the Veterans Agency requesting a review of the decision within 90 days of the date of the letter containing the decision.
- The letter should contain a statement that you wish to exercise your right to review. You need to give detailed reasons as to why you think the decision is wrong. It is important to put in as much information about your personal circumstances in terms of your domestic situation, causes of injury and resulting disablement in the letter. Indicate all the facts of your medical condition as it may be difficult to introduce new facts about your condition later on.

### What to do if you are still not satisfied with the review decision:

- Keep the letter stating the decision from the Veterans Agency in a safe place. Do not give letters to anyone without first taking a copy for your records.
- You have the right of appeal to the Pensions Appeal Tribunal. You normally have 6 months to make this appeal from the date you were notified of the decision on your claim.

# Do you need to be accompanied most of the time when walking outside in unfamiliar places and you are under the age of 65?

Do you need to be accompanied when walking outside for any of the following reasons: anxiety, mental health problems, visual impairment, deafness or safety reasons?

## Disability Living Allowance (Mobility Component) at the Lower Rate

If you are you under the age of 65 you may be able to get this benefit.

The **lower rate** is claimed instead of the **higher rate** if you can physically walk but still need to be accompanied for one of the reasons listed above.

You may be able to get this allowance if:

- You are at least five years old. There is a three month waiting period so it is best to claim as early as possible i.e 4 years 9 months,
- if you are nearly 65 years old, do not delay in claiming
- you need guidance and supervision from another person when walking outside on unfamiliar routes. For example, you may be able to walk to the local shops yourself because the route is known to you but you would find it difficult to travel to the centre of the city to visit a new shop or cope with the railway station.

### The amount of benefit

It is paid at **£17.75** per week. Please note that it is paid instead of the **Higher Rate** and not in addition to it.

### Savings, income and other benefits

This allowance is paid regardless of any other income or savings you may have. It can be paid on top of any other benefit mentioned in this booklet including **Income Support**, **Pension Credit** and **Housing/Council Tax Benefit**.

### How much can I earn?

There is no limit to what you can earn.

### How to claim

All claim forms can be requested by telephone on the **Benefits Enquiry Line 0800 88 22 00** (Northern Ireland 0800 22 06 74).

You will need to obtain **form DLA434** that has two separate sections.

It is important to complete all the relevant parts of each section which relate to walking. It is most important that you obtain help with completing the form from an Advice Centre. Remember to talk about your bad days.

### The effect on Means Tested Benefits

**Disability Living Allowance** is completely ignored as income when assessing you for **Income Support**, **Housing/Council Tax Benefit** or **Pension Credit** and may even give you **extra Income Support and Pension Credit**.

If you receive this allowance, your **Income Support** or **Pension Credit** entitlement may go up, **so it is important that you have all of your benefits checked again**.

### If you are late claiming

It is very important to claim **Disability Living Allowance** as soon as possible because this benefit cannot be backdated as a matter of legal right.

Benefit can only be backdated on an ex-gratia (i.e. a totally discretionary) basis and only if the Department of Work and Pensions caused the delay by giving wrong or misleading information.

It is worth noting that the Benefits Office are more inclined to award backdated **Disability Living Allowance** on a discretionary basis because of the severe level of disablement involved and the effect this has on the carers.

### What to do if you disagree with a benefit decision

See section on **What to do if you disagree with a decision** on **page 47**. You need to put something in writing within one month of the date on the letter containing the decision.

# Do you have physical walking difficulties or do you have a severe mental disability causing disruptive behaviour and are you under the age 65?

## Disability Living Allowance (Mobility Component) at the Higher Rate

If you are you under the age of 65 you may be able to get this benefit. It can be claimed by itself just for walking difficulties or in addition to the **Disability Living Allowance (Care Component)**. See the following section for people that need care and attention from another person.

You may be able to get this allowance if you:

- Are at least three years old. There is a three month waiting period so it is best to claim as early as possible i.e 2 years 9 months,
- have not yet reached your 65th birthday. Please note that if you are coming up to 65 years old you must act now because you cannot claim once you reach your 65th birthday.
- are unable to walk or can only walk a short distance before you feel severe discomfort **or**;
- have a severe mental impairment causing dangerous and disruptive behavioural problems. If you have this mental condition you also need to be getting the higher rate **Care Component of Disability Living Allowance**. Contact your local Advice Centre for more information.

### Walking outside

When asked about distances that you can walk before you experience severe discomfort remember the following:

- It is the distance you can walk outside until you have to stop because of pain that is relevant, and not the overall distance including several stops.
- If you can walk outside for more than 50-70 metres before the first stop you will be unlikely to qualify for the higher rate of **Disability Living Allowance (Mobility)**.
- If you are able to walk for more than 70m on some days, but not all of the time, you may still be able to qualify for the higher rate.

### The amount of benefit

It is paid at **£46.75** per week.

### Savings, income and other benefits

The Department for Work and Pensions does not take into account any savings and income.

It will be paid on top of savings and income which includes **Income Support, Pension Credit** and **Housing/Council Tax Benefit**.

### How much can I earn?

There is no limit to what you can earn.

### How to claim

All claim forms can be requested from the **Benefits Enquiry Line** on freephone **0800 88 22 00** (Northern Ireland 0800 22 06 74).

You will need to obtain **form DS2** which has two separate sections.

It is necessary to complete all the relevant parts of each section which relate to walking. It is important that you obtain help with completing the form from an Advice Centre. Remember to talk about your bad days.

### The effect on Means Tested Benefits

Disability Living Allowance is completely ignored as income when assessing you for **Income Support, Housing/Council Tax Benefit and Pension Credit** and may even give you **extra Income Support and Pension Credit**:

If you receive this allowance, your **Income Support** or **Pension Credit** entitlement may go up.

### If you are late claiming

It is very important to claim **Disability Living Allowance** as soon as possible because this benefit cannot be backdated as a matter of legal right.

Benefit can only be backdated on an ex-gratia (i.e. a totally discretionary) basis and only if the Department for Work and Pensions caused the delay by giving wrong or misleading information.

It is worth noting that the Benefits Office are more inclined to award backdated **Disability Living Allowance** on a discretionary basis because of the severe level of disablement involved and the effect this has on the carers.

#### What to do if you disagree with a benefit decision

See section on **What to do if you disagree with a decision** on **page 47**. You need to put something in writing within one month of the date on the letter containing the decision.

[Do you need help with parking costs or do you need help with getting a car?](#)

## Blue Badge Scheme

You can apply for a disabled badge for parking your car in most places without charge or time limit.

You need to:

- Be a disabled person or be responsible for a disabled person who is at least 2 years old and;
- be receiving the **Disability Living Allowance (Mobility Component)** at the Higher Rate, or;
- be responsible for someone receiving the above allowance, or;
- be registered blind, or;
- have a substantial and permanent disability which causes you difficulty in walking or in moving your arms.

## Further Information

The Blue Badge Scheme - **020 7944 6100**.

Ask the Department for Transport for leaflets on travelling abroad and the European Parking Card for people with disabilities.

### Department for Transport

Great Minster House  
76 Marsham Street  
London  
SW1P 4DR

**Telephone helpline: 020 7944 8300.**

## Exemption from Road Tax

You can apply for exemption from Road Tax if you receive **Disability Living Allowance (Higher Rate Mobility Component)**.

The person receiving this allowance does not need to be the driver of the vehicle.

The vehicle will be exempt if it is being used solely by or for the purpose of the disabled person.

It is possible to get the exemption backdated so write to the DVLA.

### How to claim

You can get an application form from the Department for Work and Pensions.

## Exemption from congestion charges in Central London

You can apply for exemption if you are a Blue Badge holder. Telephone Congestion Charging Office - **0845 900 1234**.

Do you or your partner or main carer of a person with walking difficulties need help with getting access to a car?

## The Motability Scheme

The Motability Scheme has now been extended to give more people access to a car.

Motability is a voluntary organisation which helps people who receive **Disability Living Allowance (Higher Rate Mobility Component)** to gain access to a car through either a **Hire Scheme** or **Hire Purchase Scheme**.

Hiring a car – the **Disability Living Allowance (Mobility Component)** should have been given to you at the higher rate (£46.75 per week) for at least **one year**. If you have been receiving the benefit for less than one year you will not qualify.

Buying a car on hire purchase – the Mobility Component must have been paid with at least two years left to run for a used car and with four years left to run for a new car.

You can also use Motability to buy an electric wheelchair.

### How to apply

You can get an application form from:

#### MOTABILITY

Goodman House  
Station Approach  
Harlow  
Essex  
CM20 2ET  
tel 0845 456 4566

### Other sources of information on mobility or driving matters

Around the country you will find a network of mobility centres offering advice and support on driving difficulties. Whatever your driving problem we suggest that you contact one of the following:

#### Queen's Elizabeth Foundation Mobility Centre

Damson Way  
Fountain Drive  
Carlshalton  
Surrey  
SM5 4NR  
tel 020 8770 1151

This centre offers the following services.

- Advisory service on the types of vehicles available for disabled people.
- An assessment centre for adaptations and aids.
- Overnight stay facilities in a purpose built adapted bungalow.

#### Mobility Advice and Vehicle Information Service (MAVIS)

O Wing  
Macadam Avenue  
Old Workingham Road  
Crowthorne  
Berkshire  
RG45 6XD  
tel 01344 661000

This centre offers the following services:

- Advisory service on the types of adaptations available for vehicles.
- Assessment and advice on driving with a disability.

# Do you need care and attention from another person and are you under the age of 65?

Do you need care & attention from another person and you are under the age of 65?

## Disability Living Allowance (Care Component)

If you are under the age of 65 you may be able to get this benefit. This is paid to people who need care and attention from another person because of a physical injury, illness, learning disability or mental health problem. You do not have to show that you are getting the care. People living alone who are struggling to do things because of pain and/or fatigue may qualify if:

- The disabled person is at least three months old (you can claim from birth although it will not be paid for three months), and;
- The disabled or ill person has not yet reached their 65th birthday. (If you are aged 65 now you will have to claim **Attendance Allowance**). See opposite for details. If you are approaching 65 years old do not delay in claiming.

### The amount of benefit

The amount of benefit that is paid depends on the level of care that you are receiving. There are three rates:

- **Higher Rate**  
When care is needed both during the day and night - **£67.00** per week.
- **Middle Rate**  
When care is needed during the day or night - **£44.85** per week.
- **Lower Rate**  
When only a limited amount of care is needed, such as first thing in the morning, on a few other occasions during the day, or help is only needed with preparation and/or cooking of meals (you must be aged 16 or over if you only need help with meals) - **£17.75** per week.

### For people who are terminally ill

If you are terminally ill or are caring for someone who is terminally ill, the allowance should be paid automatically. The carer can claim without the terminally ill person's knowledge. A factual report (on form **DS1500**) needs to be obtained from the GP or Hospital Consultant which needs to be sent with the claim form. See the section opposite on how to claim.

### Savings, income and other benefits

The Department for Work and Pensions does not take into account any savings and income. It will be paid on top of savings and income which includes **Income Support, Pension Credit** and **Housing/Council Tax Benefit**.

### How much can I earn?

There is no limit to what you can earn.

### How to claim

All claim forms can be requested by telephone on freephone the **Benefits Enquiry Line 0800 88 22 00** (Northern Ireland 0800 22 06 74).

You will need to get a claim form **DLA434** which has two separate sections.

It is important to complete all the relevant parts of each section. It is most important that you obtain help with completing the form from an Advice Centre. Part of the form relates to walking difficulties. Remember to talk about your bad days.

See **Disability Living Allowance (Mobility Component)** under **Walking Difficulties** for details. If you are aged 65 or over you will not be able to get the mobility component.

### The effect on Income Support

It is completely ignored as income when assessing you for **Income Support** and may give you **extra Income Support and Pension Credit**.

**If you receive this allowance, your Income Support or Pension Credit entitlement may go up, so it is important that you have all of your benefits checked again.**

**If you are late claiming**

It is very important to claim **Disability Living Allowance** as soon as possible because both these benefits cannot be backdated as a matter of legal right.

Benefit can only be backdated on an ex-gratia (i.e. a totally discretionary) basis and only if the Benefits Office caused the delay by giving wrong or misleading information.

It is worth noting that the Benefits Office is more inclined to award backdated **Disability Living Allowance** on a discretionary basis because of the severe level of disablement involved and the effect this has on the carers.

**What to do if you disagree with a benefit decision**

See section on **What to do if you disagree with a decision** on **page 47**. You need to put something in writing within one month of the date on the letter containing the decision.

# Do you need care and attention from another person and you are aged 65 or over?

## Attendance Allowance

This is paid to people who need care and attention from another person because of a physical injury, illness, learning disability or mental health problem.

You can claim this if you have reached your 65th birthday and you have not claimed **Disability Living Allowance**.

You do not have to show that you are getting the care so people living alone who are struggling to do things because of pain and/or fatigue may qualify.

### The amount of benefit

The amount of benefit that is paid depends on the level of care that you are receiving. There are two rates:

- **Higher Rate**  
When both day and night care is needed  
- **£67.00** per week.
- **Lower Rate**  
When either day or night care is needed  
- **£44.85** per week.

### For people who are terminally ill

If you are terminally ill or are caring for someone who is terminally ill, the allowance should be paid automatically.

The carer can claim without the terminally ill person's knowledge. A factual report (on **form DS1500**) needs to be obtained from the GP or Hospital Consultant which needs to be sent with the claim form.

### Savings, income and other benefits

The Department for Work and Pensions or Disability Benefits Centre do not take into account any savings and income. It will be paid on top of savings and income which includes **Income Support, Pension Credit** and **Housing/Council Tax Benefit**.

### How much can I earn?

There is no limit to what you can earn.

### Injury or illness occurring at work

See **page 20** for details of benefits if you need care and help from another person as a result of a work injury or illness.

### How to claim

All claim forms can be requested by telephone on the **Benefits Enquiry Line 0800 88 22 00** (Northern Ireland 0800 22 06 74).

You will need to obtain **form DS2** which has two separate sections.

It is important to complete all the relevant parts of each section. It is most important that you obtain help with completing the form from an Advice Centre. Remember to talk about your bad days.

### The effect on Income Support and Guarantee Pension Credit

It is completely ignored as income when assessing you for **Income Support** and may give you **extra Income Support** and **Pension Credit**.

**If you receive this allowance, your Income Support or Pension Credit entitlement may go up, so it is important that you have all of your benefits checked again.**

**If you are late claiming**

It is very important to claim **Attendance Allowance** as soon as possible because this benefit cannot be backdated as a matter of legal right.

Benefit can only be backdated on an ex-gratia (i.e. a totally discretionary) basis and only if the Benefits Office caused the delay by giving wrong or misleading information.

It is worth noting that the Benefits Office is more inclined to award backdated Attendance Allowance on a discretionary basis because of the severe level of disablement involved and the effect this has on the carers.

**What to do if you disagree with a benefit decision**

See section on **What to do if you disagree with a decision** on **page 47**. You need to put something in writing within one month of the date on the letter containing the decision.

# Do you have difficulty with basic living expenses or with paying your mortgage?

Do you work less than 16 hours per week or do you not work at all?

## Income Support or Income Based Jobseekers Allowance

If you are you under the age of 60 you may be able to get one of these benefits if you or your partner:

- Are at least aged 16 and under the age of 60;
- your earnings or income if you are not working are low enough (the amount will depend on your circumstances) and;
- have savings of less than £16,000 and;
- you work less than 16 hours per week and;
- your partner works less than 24 hours per week.

You will receive **Income Support** if you are not required to be available for work, e.g. disabled/sick, lone parents, retired, carer.

You will receive **Income Based Jobseekers Allowance** if you are required to "sign on" at the Jobcentre Plus office.

Both these benefits are made up of a number of components which may increase with age, and/or disability. You should ensure that you are getting the correct components. Seek advice from your local **Citizens Advice**.

Are you aged 60 or over?

## Pension Credit

You may be able to get this if:

- You are aged 60 or over
- Your income is low enough. It can be paid on top of Retirement Pension in certain circumstances.
- There is no upper savings limit. You will just be deemed to have a weekly income of £1.00 per week for every £500 over £6,000, e.g. if you have £10,000 you will have an income of £8.00 per week.

## Savings

From April 2006, you can now have savings of up to £6,000, without any effect upon your **Income Support** or **Income Based Job Seekers Allowance**. If your savings are over £6,000 your benefit will be reduced by £1.00 for every £250.00 until £16,000 when benefit will stop.

## How to claim

All claim forms can be requested by telephone on the **Benefits Enquiry Line 0800 88 22 00** (Northern Ireland 0800 22 06 74).

You will need to ask an Advice Centre if your earnings are low enough and for help with completing the forms.

Have you been incapable of work for at least 52 weeks or are you getting Disability Living Allowance?

You may be entitled to **extra Income Support** called **Income Support Premiums**. If you are now in the above situation you should contact the Benefits Office and ask about:

- **Disability Premium**
- **Severe Disability Premium**  
If you are getting **Disability Living Allowance Care Component** - middle/higher rate or **Attendance Allowance**. Please remember that if someone claims **Carer's Allowance** for you, this premium may be stopped.
- **Enhanced Disability Premium**  
If you are getting **Disability Living Allowance (Care Component)** - higher rate and you are under the age of 60.
- **Carer's Premium**  
You need to have claimed **Carer's Allowance** to claim this premium. If you are not receiving the allowance because you are receiving **Retirement Pension** or **Incapacity Benefit** you may still be able to get this extra premium if you have simply registered for **Carer's Allowance**.

## Backdating this extra Income Support (Premiums)

You should ask for these premiums to be backdated to the date from when all the other benefits first started to be paid.

**If you are late claiming**

If you are late claiming it can be backdated for up to three months and possibly more but you will need to get help from an Advice Centre.

**What to do if you disagree with a benefit decision**

See **page 47**. You need to put something in writing within one month of the date of the letter containing the decision. Obtain **Form GL24** from your Benefit Office or **Citizens Advice** or if you cannot get hold of a form simply write a letter indicating that you wish to appeal. The form or letter can be hand delivered to any Benefit Office.

Are you in paid work for 16 hours or more per week and either have a child, a disability or are aged 50 or over?

**Working Tax Credit**

You may be eligible for this if you have:

- a relatively low income. You will need to contact your local Advice Centre for an assessment of your income. Although it depends on your individual circumstances it is still possible to claim and have an income over £40,000 per annum.

**You need to show that you fall into one of the following groups:**

**People with children**

You need to be a lone parent or a couple with at least one child. You may also qualify for the **Child Tax Credit** or;

**People with a disability**

You need to have a disability that puts you at a disadvantage in getting a job or;

**People aged 50 or over**

You must be aged 50 or older and, within the previous six months before the application for a **Tax Credit**, have claimed one of the following Benefits:

- **Job Seeker's Allowance**
- **Income Support or minimum income guarantee**
- **Carer's Allowance**
- **Incapacity Benefit**
- **Widows Benefits**

**How to claim**

You can claim by telephoning the **Tax Credit** helpline **0845 300 3900** (Northern Ireland 0845 607 6078). They will send you an application pack which includes a claim form. When you have completed the form send it to:

**Tax Credit Office**

Inland Revenue  
Comben House  
Farriers Way  
Netherton  
Merseyside L69 1BY

**If you are late claiming**

If you have delayed making a claim for whatever reason contact your local Advice Centre for assistance. You may be able to have your payment of **Tax Credit** backdated for up to three months.

**Overpayments**

You will find that **Tax Credits** are awarded on a provisional basis and based on the previous year's income. This system will unfortunately cause frequent overpayments which the Inland Revenue has the discretion to recover. In the case of an overpayment of a tax credit to a couple both parties will be legally responsible for repaying the money.

Contact your Advice Centre for assistance if you have received a letter asking for a repayment of **Tax Credit**.

**How to challenge a decision by the Inland Revenue**

You can appeal to a Tribunal if the Inland Revenue has:

- refused all payment of **Tax Credit**, or;
- given you less **Tax Credit** than you consider is appropriate for your circumstances.

**What to do if you disagree with a benefit decision**

See section on **What to do if you disagree with a decision** on page 47. You need to put something in writing within one month of the date on the letter containing the decision.

Are you aged 25 or over, have no children and work 30 hours or more per week?

**Working Tax Credit**

You may be eligible for this if you have:

- a relatively low income. You will need to contact your local Advice Centre for an assessment of your income. Although it depends on your individual circumstances it is still possible to claim and have an income of as much as £13,000 per annum.

You must also be:

- aged 25 or more **and**;
- working 30 hours or more per week.

**How to claim**

You can claim by telephoning the **Tax Credit** helpline **0845 300 3900** (Northern Ireland 0845 603 2000). They will send you an application pack which includes a claim form. When you have completed the form send it to:

**Tax Credit Office**

Inland Revenue  
Comben House  
Farriers Way  
Netherton  
Merseyside L69 1BY

**If you are late claiming**

If you have delayed making a claim for whatever reason contact your local Advice Centre for assistance. You may be able to have your payment of **Tax Credit** backdated for up to three months.

**Overpayments**

You will find that **Tax Credits** are awarded on a provisional basis and are based on the previous year's income. This system will unfortunately cause frequent overpayments which the Inland Revenue has the discretion to recover. In the case of an overpayment of a **Tax Credit** to a couple both parties will be legally responsible for repaying the money.

Contact your Advice Centre for assistance if you have received a letter asking for a repayment of **Tax Credit**.

**How to challenge a decision by the Inland Revenue**

You can appeal to a Tribunal if the Inland Revenue has:

- refused all payment of **Tax Credit**, or;
- given you less **Tax Credit** than you consider is appropriate for your circumstances.

**What to do if you disagree with a benefit decision**

See section on **What to do if you disagree with a decision** on page 47. You need to put something in writing within one month of the date on the letter containing the decision.

Are you a parent or guardian of at least one child (whether you are working or not working)?

## Child Tax Credit

This benefit is intended to help families who move between relatively low paid work and periods of being unemployed.

You may be able to claim if you have:

- a relatively low income. You will need to contact your local Advice Centre for an assessment of your income. How much you receive will depend on your family circumstances **and**
- you are aged 16 or over,
- you are responsible for at least one child or young person up to the age of 20 who is completing a course of non-advanced education or training. The course must have started before the age of 19 and does not include university courses.
- you will also be able to claim **Child Benefit** for a child or young person in non-advanced education.

### How to claim

You can claim by telephoning the **Tax Credit** helpline **0845 300 3900 (Northern Ireland 0845 603 2000)**. They will send you an application pack which includes a claim form. When you have completed the form send it to:

#### Tax Credit Office

Inland Revenue  
Comben House  
Farriers Way  
Netherton  
Merseyside L69 1BY

### If you are late claiming

If you have delayed making a claim for whatever reason contact your local Advice Centre for assistance. You may be able to have your payment of **Tax Credit** backdated for up to three months.

### Overpayments

You will find that **Tax Credits** are awarded on a provisional basis and based on the previous year's income. This system will unfortunately cause frequent overpayments which the Inland Revenue has the discretion to recover. In the case of an overpayment of a **Tax Credit** to a couple both parties will be legally responsible for repaying the money.

Contact your Advice Centre for assistance if you have received a letter asking for a repayment of **Tax Credit**.

### How to challenge a decision by the Inland Revenue

You can appeal to a Tribunal if the Inland Revenue has:

- refused all payment of **Tax Credit**, or;
- given you less **Tax Credit** than you consider is appropriate for your circumstances.

### What to do if you disagree with a benefit decision

See section on **What to do if you disagree with a decision** on **page 47**. You need to put something in writing within one month of the date on the letter containing the decision.

### Are you a parent or guardian of a disabled child or young person under the age of 20?

When your child is age 16, it may be in their interest to claim the following Benefits in their own right:

- **Incapacity Benefit**
- **Income Support**

When your child claims these Benefits you will lose entitlement to **Child Benefit** and **Child Tax Credit**.

We recommend that you speak to your local **Citizens Advice** centre for an assessment of which Benefits to claim.

# Do you need help with paying your rent and are you living in Council owned property?

## Housing Benefit

You can get help even if you are working full time or you are aged 60 or over and have savings.

This is only for help with rent and is not for help with a mortgage, which comes from **Income Support** or **Income Based Job Seekers Allowance** or the new **Guarantee Pension Credit**.

You may be entitled to **Housing Benefit** if:

- you are working and have low earnings **or**;
- you are not working and have a low income, pension and/or benefits **and**;
- your low income is below a certain amount (you will need to get advice about this) **and**;
- you have savings of less than £16,000 unless you are aged 60 or over, for whom there is technically no upper savings limit. However you may be considered to have an income from your savings.

People on **Income Support** receive 100% payment towards rent unless they have savings over £3,000 (£6,000 for someone aged 60 or over), when it will be reduced.

### How to claim

If you are receiving **Income Support** or **Job Seekers Allowance**, you should be receiving full **Housing/Council Tax Benefit**. If you are not you should first check with your local Advice Centre to see if you are entitled to claim.

If you do not qualify for the above benefits and credits you may still qualify for **Housing Benefit**. You must therefore contact your local **Council Housing Department** for a form.

## Backdating for people under the age of 60

It is possible for benefit to be backdated for a period of 12 months if there are special reasons for the delay.

This is a very complex area of the law so it is important to seek expert help from an Advice Centre or **Citizens Advice**.

## 12 months backdating for people aged 60 or over

No special reasons are needed:

- When someone of this age claims **Housing Benefit** the local Council should automatically consider a claim for backdating without special reasons needed.
- **Housing Benefit** should be backdated for 12 months.

## What to do if you disagree with a benefit decision

See section on **What to do if you disagree with a decision** on page 47. You need to put something in writing within one month of the date on the letter containing the decision. Obtain **Form GL24** from your Benefit Office or Local Advice Centre/**Citizens Advice** or if you cannot get hold of a form simply write a letter indicating that you wish to appeal. The form or letter can be hand delivered to any Benefit Office.

# Are you living in private rented accommodation and did you move into the property after 7 April 2008?

- You may be entitled to a payment of the new **Housing Allowance**.
- This may be less than any previous payment of **Housing Benefit**

From April 2008 any help with payment of your rent to a private Landlord, formally known as **Housing Benefit** will be calculated differently and known as **Housing Allowance**.

## What is Housing Allowance?

- **Housing Allowance** is a new benefit that replaces **Housing Benefit** for payment of rent in privately rented accommodation.
- It is means tested like **Housing Benefit** and will not be paid to anyone under the age of 60 who has more than £16,000 in savings
- Your income needs to be low enough but you can still be working.
- The Allowance will be paid to the tenant and not to the Landlord as is often the case with **Housing Benefit**.

### How much of your rent will it cover?

The Allowance will not always cover the full amount of your rent as **Housing Benefit** did even if you are receiving **Income Support**. This is because the new allowance is based on the following:

- Size of the property. You will not get the full rent if you are living in accommodation that is bigger than your needs. For example one adult living in a 2 bedroom flat may be considered excessive unless there is a reason for the second room such as a carer coming to stay from time to time.
- The average rental for properties in your area. This will vary around the country.

However, if you are receiving **Income Support**, you will receive the full amount towards your rent if your rent is no higher than the official average rental for your area (see below for where to find out this figure)

### Who will continue to receive Housing Benefit

- People who moved into their private rented accommodation prior to 7 April 2008 will continue to receive **Housing Benefit** at the amount agreed with the council.
- You will claim **Housing Allowance** if you move into privately rented accommodation after 7 April 2008.

### How much will you get?

- If you are on **Income Support** you will only receive the full amount towards you rent if it is not higher than the average rental value for your area.
- The average rental value is decided by the Council each month.
- It is published at the end of the month for the following month. For example the average rental value for July is decided at the end of June
- At the time of going to print the average rental value for much of South Yorkshire is £75.00
- You will need to check the local **Housing Allowance** maximum rate for your area

### What happens if my rent is more than the average rental value for my area?

- You will have to pay the excess out of your salary/wages or weekly benefits.
- Although there appears to be no provision for the council to exercise any discretion and help pay the excess, you should contact the council or Carolynne Radcliffe (contact details at the front of this book) if it will cause you problems and hardship to pay the excess rent.
- Although the legislation is not clear, there should be exemptions for people with disabilities or people who are having to move house because of domestic violence.

### What happens if my rent is less than the average rental value for my area?

- You will be able to receive any excess up to a maximum of £15.00 per week
- For example if your average rental value has been set at £75.00 per week and your weekly rent is £65.00 you will receive the full £75.00.

#### How to claim

- Contact your local council office and ask for a claim form for **Housing Allowance**
- Whether telephoning or calling in personally, always ask for the latest local **Housing Allowance** rates which are published every month
- Get help with completing the form from your local **Citizens Advice**
- Always keep a copy of the form
- Always keep a record of any conversations with the Council including the date of the conversation
- Always make a note of the name of the person with whom you speak.

#### Where are the official rental rates for your area published?

- The official rental rate will become the local **Housing Allowance** rate.
- The **Local Housing Allowance** rate will be published on the local council's website or by visiting the The Rent Service website
- The local **Housing Allowance** rate may change every month for example July rates will be available at the end of June.

#### What happens if my circumstances change?

Whatever changes happen in your life you should contact your local Council Office because you may have to make a new claim for benefit and even switch from the old **Housing Benefit** to the new **Housing Allowance**.

Such circumstances could be any of the following:

- Your health changes
- Your income changes such as new job or you claim new benefits
- New or additional people enter your home
- You enter into a new tenancy agreement

#### What to do if you disagree with a benefit decision

See section on **What to do if you disagree with a decision** on page 47. You need to put something in writing within one month of the date on the letter containing the decision. Obtain **Form GL24** from your Benefit Office or Local Advice Centre/Citizens Advice or if you cannot get hold of a form simply write a letter indicating that you wish to appeal. The form or letter can be hand delivered to any Benefit Office.

It appears that you will not be able to appeal the designated rent at a tribunal unless you come into an excepted category. Please contact Carolynne Radcliffe if you have any queries.

# Have you recently received or are you about to receive a personal injury compensation payment?

**And** are you receiving Income Support, Job Seekers Allowance, Housing Benefit, Housing Allowance or Council Tax Benefit?

Usually any capital over £16,000 not held in trust or in the Court of Protection, will cause you to stop receiving all the following benefits

- **Income Support**
- **Job Seeker's Allowance**
- The new **Housing Allowance** for under age 60 (but check this with your solicitor)
- **Housing Benefit** for under age 60
- **Council Tax Benefit** for under age 60

## The rules changed from October 2006

The rules about compensation payments for personal injuries changed from October 2006.

Any compensation payment resulting from a personal injury claim of any amount will be ignored for up to 52 weeks when considering your entitlement to any of the above 5 Benefits. In other words you will continue to receive these Benefits if your compensation payment for a personal injury is over £16,000 but only for a period of 52 weeks from receipt of payment.

## Can we spend all of the compensation during this 12 month period?

Yes, since your compensation is largely for your financial losses, expenses and your care and mobility needs resulting from your injury or illness, there should be no problem with spending all of your compensation during this 12 month period if you so desire.

However, we strongly advise that you talk with your solicitor about how you spend the money and setting up a Special Needs Trust immediately or in the future.

## What happens when the 52 weeks has expired?

After 52 weeks your payment of these Benefits will stop if you have more than £16,000 that is not held in a Special Needs Trust or in the Court of Protection.

## Very important advice

- Always seek advice about a setting up a Special Needs Trust in which to place your compensation payments. You can do this even if your case has been settled.
- When you receive your compensation payment contact your local **Income Support** or **Housing Benefit** office or get your solicitor to telephone and write on your behalf.
- If possible inform the relevant government office in the form of a letter that you have received a compensation payment of more than £16,000.

If you cannot write a letter to a particular government department and can only telephone, always do the following:

- Have your National Insurance number ready
- Make a written note of the name of the person you talk too
- Make a written note of the date and time of the telephone call

## Please check and seek advice about any of the above information

# Do you need help with fuel bills, removal expenses and other household expenses?

## Winter Fuel Payments

If you are aged 60 or over you should get this annual lump sum.

- Single people receive **£200**.
- Couples residing in the same household receive **£100** each.
- People aged 80 or more receive **£300**.

You may also get the following lump sum payments:

## Cold weather payments of £8.50 per week

If the temperature is recorded at zero degrees Celsius over 7 consecutive days **and**;

- you are getting **Income Support** or **Income Based Jobseekers Allowance** and have a child under the age of 5 **or**;
- you are getting a disability addition in your **Income Support**.

## Community Care Grants

These grants are given for furniture, household equipment, clothing, travelling expenses, rent in advance, and possibly other home expenses. These grants are not repaid.

You need to be getting **Income Support**, **Income Based Jobseekers Allowance** or be about to leave residential or hospital care. You need to have less than £1,000 savings if you are under 60, or less than £2,000 savings if you are over 60.

## Budgeting Loans

You can receive a loan for the items outlined in the Community Care Grants section:

- You must be receiving the benefits
- have done so for a period of 26 weeks **and**;
- have less than £1,000 savings if you are under 60, or less than £2,000 savings if you are over 60.

## Crisis Loans

If you are not getting or about to get any of the above benefits or even if you are working you may be able to get a **Crisis Loan**. You may be able to get as much as £1,000 if you need some money as a result of a crisis.

### How to claim Grants and Loans

Contact your local **Jobcentre Plus Office**. Alternatively telephone the **Benefit Enquiry Line 0800 88 22 00** (Northern Ireland 0800 22 06 74).

### What to do if refused these payments

You need to put something in writing within one month of the date of letter containing the decision. See Section on **What to do if you disagree with a decision** - page 47.

You can have an internal review but there is no legal right to have your claim considered by a independent Tribunal. You need to put something in writing within 28 days of the date of the letter containing the decision.

Contact your local **Citizens Advice** for assistance.

# Do you need help with the cost of a funeral?

## A Funeral Expenses Payment

You need to be receiving **one** of the following benefits or credits:

- **Income Support**
- **Income based Job Seeker's Allowance**
- **Child Tax Credit**
- **Working Tax Credit with a disability element**

**and** have been a close relative with a reasonable amount of contact. Some close relatives can be excluded so contact your local **Citizens Advice** for more information.

### How to claim

You will need to obtain **form SF200** from your local **Jobcentre Plus Office**. Alternatively you can request information from the **Benefit Enquiry Line 0800 88 22 00** (Northern Ireland 0800 22 06 74).

### Time limit for claiming

You must claim within three months of the date of the funeral. However if you miss the time limit you should still see if it is possible to make a late claim.

### What to do if you are refused a payment?

See Section on **What to do if you disagree with a decision** - **page 47**. You need to put something in writing within one month of the date of letter containing the decision.

## Do you need help with prescriptions, dental treatment or spectacles?

You should be able to receive all the above without any payment if you are in receipt of:

- **Income Support or;**
- **Income Based Job Seeker's Allowance**

Please note people aged 60 or over, or people of all ages with certain illnesses can claim free prescriptions without receiving the above benefits.

Contact a Benefits Office for further details.

### Benefits available

You may be able to get:

- Free or reduced cost prescriptions.
- Free dental treatment.
- Help with the cost of spectacles (this means that you will still have to pay something).
- Help with the cost of travelling to and from hospital.

# Do you get Income Support, Guarantee Pension Credit or do you have a child aged 5 to 16 with a disability who does not attend school?

You may be able to get the following for your family.

- Free school meals and other educational benefits.
- Free school milk and vitamins for children under age five.
- Extra payments during spells of cold weather (ask the Department for Work and Pensions for a **Cold Weather Payment** from the Social Fund Department).
- Maximum renovation grants from the Housing and Social Services Departments.
- Access to **Community Care Grants** and **Budgeting Loans** from the Social Fund Department at the Department for Work and Pensions for such things as household items, for example cookers, floor covering, curtains, clothing and other unexpected expenses.

## How to claim

You should contact your local Department for Work and Pensions, or the **Benefit Enquiry Line on 0800 88 22 00** (Northern Ireland 0800 22 06 74) or an Advice Centre for more details.

# Are you going into hospital, residential care or a nursing home?

## A stay in hospital

In April 2003 the rules concerning hospital admissions and claiming benefits/credits became more generous. The rules are now as follows:

### In hospital for more than 28 days

The following benefits will stop being paid:

- Attendance Allowance
- Disability Living Allowance Care Component
- Disability Living Allowance Mobility Component.

### But

- **Mobility Agreement** will continue to be paid for the full term of the agreement.

### In hospital for more than 52 weeks

You will no longer be treated as occupying your own home after 52 weeks in hospital or NHS funded Nursing Home so the following Benefits will end:

- Housing Benefit
- Council Tax Benefit

You need to contact your local advice centre for more information on the actual amounts that you will receive in hospital.

## From April 2006

The following benefits will not be reduced even if your stay in hospital is for more than 52 weeks:

- Income Support
- Incapacity Benefit
- Retirement Pension
- Industrial Injuries Disablement Benefit

If you were receiving **Disability Living Allowance** or **Attendance Allowance** prior to your stay in hospital.

The extra **Income Support** that you can get as a result of being on **Disability Living Allowance** or **Attendance Allowance** will stop.

### Children in hospital for more than 12 weeks

If a child for whom you are responsible is in hospital for more than 12 weeks:

- The amount of **Income Support** that you receive for that child will be reduced to **£17.70** per week.

### Resident in Nursing home and fees being fully paid by NHS

If you are resident in a Nursing home and the fees are paid by NHS you will be deemed to be in hospital. You will therefore be governed by hospital rules on benefits.

### A stay in residential care or Nursing home

Benefits may be affected when you enter either of these homes. How they are affected will depend upon whom is paying the home fees.

If you are paying your own fees no benefits will be affected.

If the fees are paid by a third party no benefits will be affected.

If the Local Authority Social Services are helping with fees the following will stop after 28 days:

- Attendance Allowance
- Disability Living Allowance Care Component.

## What to do when you leave hospital or residential care or a Nursing home?

### What you should do about your benefits

Even if your benefits have not changed or been stopped, you or someone on your behalf should still:

Contact your local **Jobcentre Plus Office** so as to inform of the current situation.

Contact the **Benefit Enquiry Line 0800 88 22 00** (Northern Ireland 0800 22 06 74) if you need to claim the following:

- **Income Support**
- **Disability Living Allowance (Care Component)**
- **Attendance Allowance**
- **Disability Living Allowance (Mobility Component)**

Contact the Pension Credit helpline on 0800 99 1234 regarding:

- **Savings Pension Credit**

Contact your local city council Housing and Council Tax Office if you are receiving or wish to claim:

- **Housing Benefit**
- **Council Tax Benefit**

### What you should do if you have a temporary absence from hospital

If you leave hospital for a trial run or you have regular visits home you should do the following.

Contact your local Benefit/Social Security Office or **Jobcentre Plus Office**.

Ask them to pay the full amount of any benefit for the days that you are at home.

Get your hospital to write a note which states exactly how many days you stay at home.

## What to do about managing your care needs at home

In order to ensure that you are returned home with adequate care and support you need to do the following:

- Ask a nurse or another member of hospital medical staff to make sure that you are referred to a care manager for an assessment of what your care needs will be in the home.
- Ask a care manager to arrange a care plan and then fully explain the arrangements for your care.

If the care manager suggests that you move to a care home, make sure that you know:

- for how long;
- how the costs of care and living expenses will be met;
- that all of your benefits will be reassessed including **Disability Living Allowance** and **Attendance Allowance**.

### What you should do when you leave hospital or Residential care:

- Contact the DWP immediately when you know your discharge date.
- Benefits that have been stopped such as **Disability Living Allowance** and **Attendance Allowance** will be reinstated from your discharge date. You must inform the DWP otherwise they will not be restated.
- If you return to hospital or residential care you must inform the DWP.

# What to do if you disagree with a decision on your benefits or tax credits?

**It is very important to get expert advice from your local Citizens Advice before challenging any decision. This is because you can have your current level of Benefit/Tax Credit reduced or even taken away altogether.**

## For Benefits, Tax Credits and Pension Credits

You must put something in writing within one month of the date of the letter containing the decision.

**You will need to do the following.**

- 1 Keep the letter stating the decision from the Department of Work and Pensions/Tax Credit Office in a safe place. It is very useful to take a copy of the decision. Do not give letters to anyone without first taking a copy.
- 2 Write a letter on a **special appeal form GL24**. This should have been enclosed with the letter containing the decision. Don't worry if you have not got a **GL24 form** or if you have lost it. You can write the appeal as an ordinary letter and sign it.
- 3 Send it to the Department for Work and Pensions/Tax Credit Office within one month of the date of the letter containing the decision.
- 4 The letter should contain the following information.

You need to start the letter with "I wish to appeal the decision as per you letter dated (*insert date of the decision letter*)"

- You need to give detailed reasons as to why you think the decision is wrong. It is important to put as much information about your personal circumstances in terms of your medical condition. Describe your problems in terms of your bad days, causes of illness/injury and resulting disablement in the letter. The reason for this is that under new legislation it may now be difficult to introduce new facts or evidence at the Tribunal hearing that is not contained in the original appeal letter.
- Your National Insurance number
- A statement that you request an oral hearing at the Tribunal.
- The name and address of the advice worker who has agreed to be your representative at the Tribunal hearing.

## 5 What happens next?

The person appealing may receive a request to provide further information within 14 days. It is important to try to send in the information requested within the 14 days from the date of the letter requesting the information. If not, the appeal may not be accepted into the Tribunal system and therefore will not be given an independent hearing.

Once the appeal has been accepted and registered with the Appeals Service, you will receive a Standard Form asking if you want a paper or an oral hearing. It is very important to request an oral hearing and to visit your Advice Centre or **Citizens Advice** to get help from your Welfare Rights Advisor. A Welfare Rights Advisor will be able to assist with obtaining evidence to support your appeal and represent you at the Tribunal Hearing.

You must return the form within 14 days.

## Late appeals

- It is possible for an appeal to be accepted outside the time limit if there are special circumstances causing the delay and relevant to the claim for benefit.
- Any application for a late appeal must be sent to the office that made the original decision within 13 months of the date of the letter containing the decision.
- Always get help if you are sending in a late appeal.

What can you do if you are unhappy with a Tribunal Decision?

In the event of a Tribunal still not giving you a favourable decision you can appeal to a Social Security Commissioner.

It is very important to seek advice from a Welfare Rights Advisor at an Advice Centre because:

- you must first request written reasons for the Tribunal's decision within one month of the hearing date,
- you cannot appeal on the facts of the case. You can only appeal on how the law has been applied or on a question of Natural Justice,
- you must then send in a letter within one month of the date of the letter containing reasons for the Tribunal's decision, to the Appeals Service of your region.

Always get help from a Welfare Rights Advisor with the letter because you must give legal reasons for the Tribunal's decision being wrong.

#### **Fresh Hearing**

It is usually the case that the result of an appeal is a fresh hearing in front of different people. You can sometimes get another Tribunal Hearing without even going all the way to the Commissioner.

# What can you do if your condition has deteriorated since an award of benefit was made?

If your condition has deteriorated

You can ask to have your assessment of benefit looked at again.

This is particularly useful in cases involving:

- **Industrial Injury Benefits**
- **Disability Living Allowance**
- **Attendance Allowance**

These have different rates for different assessments of care needs and disability.

**It is important that you seek expert advice before doing so.**

This is because your claim will be looked at completely afresh and you may have your current amount of benefit reduced or completely taken away.

## What you can do if your circumstances change?

You must contact the **Jobcentre Plus Office** or the Disability Benefits Centre if any or several of the following occur:

- You enter a hospital, residential or nursing care home.
- You leave a hospital, residential or nursing care home.
- You change address.
- New people enter or leave your home.
- Your income or earnings change.
- You receive new benefits.
- You receive a lump sum of money.

# Useful contacts

## Welfare Benefit Offices

The following offices should be contacted to assist you with your claim.

### Claims for Incapacity Benefits, Industrial Injury Benefits and Income Support for people of working age

Contact your nearest **Jobcentre Plus Office** or call the **Benefit Enquiry Line** freephone **0800 88 22 00** and be ready to quote your post code (Northern Ireland 0800 22 06 74).

### Claims for Retirement Pensions and Pension Credits for people who have retired

Contact the Pension Service, on **0845 300 0168** or visit [www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk)

### Claims for Carer's Allowance

Contact your nearest Benefit Office or **Jobcentre Plus Office** or Benefit Enquiry Line (see above) or: **Carer's Allowance Enquiries**

Palatine House  
Lancaster Road  
Preston  
PR1 1HB  
tel **01253 856 123**

### Claims for War Pensions

#### Veteran's Agency

Norcross  
Thornton Cleveleys  
Lancashire  
FY5 3WP  
tel **0800 169 2277**  
[www.veteransagency.mod.uk](http://www.veteransagency.mod.uk)

## Claims for Disability Living Allowance and Attendance Allowance can be claimed from Disability Benefit Centres (DBC)

The following offices deal with people that are claiming benefits for the first time.

### England and Wales

#### Newcastle

Newcastle DBC no longer exists. All claims previously processed at this office have been transferred to other offices. See below for more details.

#### Disability Living Allowance (DLA)

#### Northumberland and Tyne and Wear (postcodes NE, SR and TD)

New DLA claims for people living in the Northumberland and Tyne and Wear area (postcodes NE, SR and TD) are now processed by Bootle DBC:

#### Bootle Disability Benefits Centre

St Martins House  
Stanley Precinct  
Bootle  
L69 9BN

textphone **0151 934 6056**

tel **0151 934 6000**

#### Tees Valley and County Durham (postcodes TS, DH and DL)

New DLA claims for people living in the Tees Valley and County Durham area (postcodes TS, DH and DL) are now processed by Wales DBC:

#### Wales Disability Benefits Centre,

Government Buildings,  
St Agnes Road  
Gabalfa  
Cardiff  
CF14 4YJ

textphone **0292 058 6267**

tel **0292 058 6264**

Any new claims for DLA should be sent to the appropriate office.

**Leeds DBC**

(covers North Lincolnshire, Yorkshire, Humberside)  
 Government Buildings  
 Otley Road, Lawnswood  
 Leeds  
 LS16 5PU  
 tel **0113 230 9000**

**Manchester DBC**

(covers Greater Manchester, East Lancashire,  
 Derbyshire, High Peak, East Cheshire)  
 Albert Bridge House  
 Bridge Street  
 Manchester  
 M60 9DA  
 tel **0161 831 2000**

**Midlands DBC**

(covers West Midlands, Shropshire, Staffordshire,  
 Leicestershire, Warwickshire, Northamptonshire,  
 Derbyshire, Nottinghamshire, Lincolnshire)  
 Disability Benefits Centre  
 PO Box 34  
 Birmingham  
 B99 1AR  
 tel **0121 626 2000**

**Wembley DBC**

(covers Buckinghamshire, Bedfordshire,  
 Cambridgeshire, Essex, Hertfordshire, Middlesex  
 [except Hounslow and Twickenham] Oxfordshire,  
 Suffolk, Norfolk)  
 Disability Benefits Centre  
 PO Box 31  
 London SW95 9BD  
 tel **020 8795 8400**

**Wales DBC**

Government Buildings  
 Block 3  
 Gabalfa  
 Cardiff  
 CF14 4YJ  
 tel **029 2058 6002**

**Scotland****Edinburgh DBC**

(covers all of Scotland except Strathclyde)  
 PO Box 38  
 Edinburgh  
 EH91 5AJ  
 tel **0131 222 5467**

**Glasgow DBC**

(covers West of Scotland and Outer Hebrides)  
 Corunna House  
 29 Cadogan Street  
 Glasgow  
 G2 7BN  
 tel **0141 249 3507**

**Northern Ireland****Belfast DBC**

Disability and Carer's Service  
 Castle Court  
 Royal Avenue  
 Belfast  
 BT1 1HR  
 tel **028 9090 6186**  
 Carer line **028 9090 6186**

**Claims for Tax Credits****England, Scotland, Wales or Northern Ireland****Working Tax Credit**

Inland Revenue  
 PO Box 145  
 Preston  
 Lancashire  
 PR1 0GP  
 tel **0845 300 3900**

## Appeals Services

### General Enquiries England, Scotland and Wales

Fox Court  
14 Gray's Inn Road  
London  
WC1X 8HN

### Northern Ireland

6th Floor, Cleaver House  
3 Donegall Square North  
Belfast  
BT1 5GA  
tel **028 9051 8518**

## Office of Social Security Commissioners

### England and Wales

5th Floor  
Newspaper House  
8-16 Great New Street  
London  
EC4A 3BN  
tel **020 7029 9850**

### Scotland

23 Melville Street  
Edinburgh  
EH3 7PW  
tel **0131 225 2201**

### Northern Ireland

1st Floor, Headline Building  
10-14 Victoria Street  
Belfast  
BT1 3GG  
tel **028 9033 2344**

## General Offices

### Child Benefit Office

PO Box 1  
Newcastle-Upon-Tyne  
NE88 1AA  
tel **0845 302 1444**

### Disability and Carer's Service

Room 606/7  
Elizabeth House  
Lancaster House  
Preston  
PR1 1HB  
tel **0845 712 3456**

### National Insurance Contributions Office

Inland Revenue  
Longbenton  
Newcastle-Upon-Tyne  
NE98 1ZZ  
tel **0845 915 4655**

### Department for Transport

Great Minster House  
76 Marsham Street  
London  
SW1P 4DR  
[www.dft.gov.uk](http://www.dft.gov.uk)  
tel **020 7944 8300**

### Parliamentary Ombudsman

Millbank Tower  
Millbank  
London  
SW1P 4QP  
tel **0845 015 4033**

### Occupational Pensions Advisory Service

11 Belgrave Road  
London  
SW1V 1RB  
tel **0845 601 2923**

### The Pension Service

PO Box 50101  
London  
SW1P 2BY  
tel **0845 60 60 265**

**Scottish Public Services Ombudsman**

4 Melville Steet  
Edinburgh  
EH3 7NS  
tel **0800 377 7330**

**Public Services Ombudsman for Wales**

1 Ffordd yr Hen Gae  
Pencoed  
CF35 5LJ  
tel **01656 641 150**

**Northern Ireland**

33 Wellington Place,  
Belfast  
BT1 6HN  
tel **0800 343 424**

## Advice Centres

**Citizens Advice**

Look in the phone book under Citizens Advice for your nearest centre or contact:

**Citizens Advice**

Myddleton House  
115-123 Pentonville Road  
London  
N1 9LZ  
www.adviceguide.org.uk  
tel **020 7833 2181**

## Voluntary Support Groups

**Acquire (Support for People with Acquired Brain Injury)**

Manor Farm House  
Wendlebury  
Bicester  
Oxfordshire  
OX25 2PW  
fax: 01869 234 683  
email: info@acquire.org.uk  
www.acquire.org.uk

**Arthritis Care**

18 Stephenson Way  
London  
NW1 2HD  
email: info@arthritiscare.org.uk  
www.arthritiscare.org.uk  
tel **020 7380 6500**  
**helpline 0808 800 4050**

**Asian People with Disabilities Alliance (APDA)**

Suite 1  
4th Floor  
Alberton House  
Bridgewater Road  
Wembley  
HA0 1EH  
www.apda.org.uk  
tel **020 8902 2113**

**Assist UK**

Redbank House  
4 St Chad's Street  
Manchester  
M8 8QA  
email: general.info@assist-uk.org  
www.assist-uk.org  
tel **0870 770 2866**

**Asthma UK**

Summit House  
70 Wilson Street  
London  
EC2A 2DB  
email: webeditor@asthma.org.uk  
www.asthma.org.uk  
**helpline 0207 786 5000**

**BABICM**

British Association of Brain Injury Case Mangers  
PO Box 149  
Bury  
BL8 9EJ  
email: secretary@babicm.org  
www.babicm.org  
tel **07002 222 426**

**Backcare**

16 Elmtree Road  
Teddington,  
Middlesex  
TW11 8ST  
tel **020 8977 5474**

**The Back-Up Trust**

Jessica House  
 Red Lion Square  
 191 Wandsworth High Street  
 SW18 4LS  
 email: [admin@backuptrust.org.uk](mailto:admin@backuptrust.org.uk)  
[www.backuptrust.org.uk](http://www.backuptrust.org.uk)  
 tel **020 8875 1805**

**BDF Newlife** (formerly the Birth Defects Foundation)

BDF Centre  
 Hemlock Business Park  
 Hemlock Way  
 Cannock  
 Staffordshire  
 WS11 7GF  
 email: [info@bdfnewlife.co.uk](mailto:info@bdfnewlife.co.uk)  
[www.bdfnewlife.co.uk](http://www.bdfnewlife.co.uk)  
 helpline **08700 707 020**

**BIRT (Brain Injury Rehab Trust)**

Daniel Yorath House  
 1 Shaw Close  
 Leeds  
 LS25 2HA  
 email: [director@birt.co.uk](mailto:director@birt.co.uk)  
[www.birt.co.uk](http://www.birt.co.uk)  
 tel **0113 287 3871**

**Brain and Spinal Injury Charity (BASIC)**

The Neurocare Centre, 554 Eccles New Road  
 Salford  
 M5 5AP  
 fax: 0161 787 4558  
[www.basiccharity.org.uk](http://www.basiccharity.org.uk)  
 tel **0161 707 6441**

**Break (Holidays for people with learning disabilities)**

Davison House  
 1 Montague Road  
 Sheringham  
 Norfolk  
 NR26 8WN  
 email: [office@break-charity.org](mailto:office@break-charity.org)  
[www.break-charity.org](http://www.break-charity.org)  
 tel **01263 822161**

**British Lung Foundation**

73 - 75 Goswell Road  
 London  
 EC1V 7ER  
[www.lunguk.org](http://www.lunguk.org)  
 tel **08458 50 50 20**

**CancerBACUP** (National Cancer Information Service)

3 Bath Place, Rivington Street  
 London  
 EC2A 3JR  
 email: [info@cancerbacup.org.uk](mailto:info@cancerbacup.org.uk)  
[www.cancerbacup.org.uk](http://www.cancerbacup.org.uk)  
 tel **0808 800 1234** (Monday to Friday 9am to 8pm)

**Care and Repair England**

The Renewal Trust - Business Centre  
 3 Hawksworth Street  
 Nottingham  
 NG3 2EG  
[www.careandrepair.org.uk](http://www.careandrepair.org.uk)  
 tel **0115 950 6500**

**Child Accident Prevention Trust**

4th Floor, Cloister Court  
 22-26 Farringdon Lane  
 London  
 EC1R 3AJ  
 fax: 020 7608 3674  
 email: [safe@capt.org.uk](mailto:safe@capt.org.uk)  
[www.capt.org.uk](http://www.capt.org.uk)  
 tel **020 7608 3828**

**Child Brain Injury Trust**

Unit 1  
 The Great Barn  
 Baynards Green  
 Nr Bicester  
 Oxfordshire  
 OX27 7SG  
 email: [info@cbituk.org](mailto:info@cbituk.org)  
[www.cbituk.org](http://www.cbituk.org)  
 tel: **01869 341 075**  
 helpline **0845 601 4939**

**Crossroads - Caring for Carers**

10 Regent Pace  
 Rugby  
 Warwickshire  
 CV21 2PN  
[www.crossroads.org.uk](http://www.crossroads.org.uk)  
 tel **0845 450 0350**

**CRUSE Bereavement Care**

PO Box 800  
 Richmond  
 Surrey  
 TW9 1RG  
 fax: 020 8940 1671  
 email: [info@cruse.org.uk](mailto:info@cruse.org.uk)  
[www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk)  
 tel **0844 477 9400**

**Depression Alliance**

212 Spitfire Studios  
 62-71 Collier Street  
 London  
 N1 9BE  
 email: [information@depressionalliance.org](mailto:information@depressionalliance.org)  
[www.depressionalliance.org](http://www.depressionalliance.org)  
 tel **0845 123 2320**

**Design and Manufacture for Disability (DEMAND)**

The Old Chapel, Mallard Road  
 Abbots Langley  
 Herts  
 WD5 0GQ  
 fax: 01923 682400  
 email: [info@demand.org.uk](mailto:info@demand.org.uk)  
[www.demand.org.uk](http://www.demand.org.uk)  
 tel **01923 681800**

**Dial UK**

Park Lodge  
 St Catherine's Hospital  
 Tickhill Road  
 Doncaster  
 DN4 8QN  
[www.dialuk.info](http://www.dialuk.info)  
 tel **01302 310123**

**Disability Equipment Register**

4 Chatterton Road  
 Yate  
 Bristol  
 BS37 4BJ  
 tel **01454 318818**

**Disability Sport England**

Belle Vue Leisure Park  
 Pink Bank Lane  
 Manchester  
 M12 5GL  
 fax 0161 953 2420  
 email: [info@dse.org.uk](mailto:info@dse.org.uk)  
 tel **0161 247 5294**

**Disabled Living Foundation (DLF)**

380 – 384 Harrow Road  
 London  
 W9 2HU  
 email: [info@dlf.org.uk](mailto:info@dlf.org.uk)  
[www.dlf.org.uk](http://www.dlf.org.uk)  
 tel 020 7289 6111  
 text phone 020 7432 8009  
**helpline 0845 130 9177** (10.00am to 4.00pm)

**Carers UK**

20-25 Glasshouse Yard  
 London  
 EC1A 4JT  
 email: [info@carersuk.org](mailto:info@carersuk.org)  
[www.carersuk.org](http://www.carersuk.org)  
 tel 020 7490 8818  
**freephone 0808 808 7777**

**Epilepsy Action**

New Anstey House  
 Gate Way Drive  
 Yeadon  
 Leeds  
 LS19 7XY  
 email: [epilepsy@epilepsy.org.uk](mailto:epilepsy@epilepsy.org.uk)  
[www.epilepsy.org.uk](http://www.epilepsy.org.uk)  
 tel **0113 210 8800**  
**helpline 0808 800 5050**

**Forum of Asbestos Victims Support Groups**

email: [mail@asbestosupport.co.uk](mailto:mail@asbestosupport.co.uk)  
[www.asbestosforum.org](http://www.asbestosforum.org)  
 tel **0161 636 7555**

**Headway - the brain injury association**

7 King Edward Court  
 King Edward Street  
 Nottingham  
 NG1 1EW  
 tel **0115 924 0800**  
[www.headway.org.uk](http://www.headway.org.uk)  
**helpline 0808 800 2244**

**Independent Living Funds**

PO Box 7525  
 Nottingham  
 NG2 4ZT  
 email: [funds@ifl.org.uk](mailto:funds@ifl.org.uk)  
[www.ifl.org.uk](http://www.ifl.org.uk)

**The June Hancock Mesothelioma Research Fund**

Adrian Budgen c/o Irwin Mitchell Solicitors  
 Riverside East  
 2 Millsands  
 Sheffield  
 S3 8DT  
 email: [adrian.budgen@irwinmitchell.com](mailto:adrian.budgen@irwinmitchell.com)  
[www.leeds.ac.uk/mesothelioma](http://www.leeds.ac.uk/mesothelioma)  
 tel **0114 274 4420**

**Macmillan Cancer Support**

89 Albert Embankment  
 London  
 SE1 7UQ  
 tel **020 7840 7840**  
 email: [cancerline@macmillan.org.uk](mailto:cancerline@macmillan.org.uk)  
[www.macmillan.org.uk](http://www.macmillan.org.uk)  
 helpline **0808 808 2020**

**Mesothelioma UK**

National Macmillan Mesothelioma Resource Centre  
 Hospital Management Offices  
 Glenfield Hospital  
 Groby Road  
 Leicester  
 LE3 9QP  
 email: [mesothelioma.uk@uhl-tr.nhs.uk](mailto:mesothelioma.uk@uhl-tr.nhs.uk)  
[www.mesothelioma.uk.com](http://www.mesothelioma.uk.com)  
 tel **0800 169 2409**

**Mobility Information Service**

20 Burton Close  
 Dawley  
 Telford  
 TF4 2BX  
 email: [mis@nmcuk.freemove.co.uk](mailto:mis@nmcuk.freemove.co.uk)  
[www.mis.org.uk](http://www.mis.org.uk)  
 tel **01743 340 269**

**Motability Car Scheme**

City Gate House  
 22 Southwark Bridge Road  
 London  
 SE1 9HB  
 tel **0845 456 4566**

**Motability Operations**

City Gate House  
 22 Southwark Bridge Road  
 London  
 SE1 9HB  
[www.mobility.co.uk](http://www.mobility.co.uk)  
 tel **0845 456 4566**

**Motability, Wheelchair & Scooter Scheme**

Newbury Road  
 Enham Alamein  
 Andover  
 Hampshire  
 SP11 6JS  
 tel **0845 60 762 60**

**Neurodisability Service – Advice For Children With Neuro Development Problems**

Ormond Street Hospital  
 Wolfson Centre  
 Mecklenburgh Square  
 London  
 WC1N 2AP

**Not Forgotten Association – Recreation Services for Ex servicemen**

2 Grosvenor Gardens  
 London  
 SW1 W0DH  
 tel **020 7730 2400**

**Occupational & Environmental Diseases Association (OEDA)**

Mitre House, 66 Abbey Road  
 Bush Hill Park  
 Enfield  
 EN1 2QH  
 tel **020 8360 8490**

**RoadPeace**

P.O. Box 2579,  
 London  
 NW10 3PW  
 fax 020 8838 5103  
 email: [info@roadpeace.org](mailto:info@roadpeace.org)  
[www.roadpeace.org](http://www.roadpeace.org)  
 tel **020 8838 5102**

**Rehab UK**

90 Abbeyfields Close  
 Park Royal  
 London  
 NW10 2EG  
[www.rehabuk.org](http://www.rehabuk.org)  
 tel **020 8961 3083**

**Relate (The relationship people)**

Herbert Gray College, Little Church Street  
Rugby  
CV21 3AP  
fax 01788 535007  
email: [enquiries@relate.org.uk](mailto:enquiries@relate.org.uk)  
[www.relate.org.uk](http://www.relate.org.uk)  
tel **0845 456 1310**

**Royal Association for Disability and Rehabilitation (RADAR)**

12 City Forum, 250 City Road  
London  
EC1V 8AF  
fax: 020 7250 0212  
minicom: 020 7250 4119  
email: [radar@radar.org.uk](mailto:radar@radar.org.uk)  
[www.radar.org.uk](http://www.radar.org.uk)  
tel **020 7566 0116**

**RSI (Repetitive Strain Injury) Awareness**

c/o Keytools Ltd  
P/O Box 700  
Southampton  
SO17 1LQ  
email: [rsia@keytools.com](mailto:rsia@keytools.com)  
[www.rsi.org.uk](http://www.rsi.org.uk)  
tel **023 8058 4314**

**Speakability**

(advice and support for people suffering from the effects of stroke or brain injury).

1 Royal Street  
London  
SE1 7LL  
e-mail: [speakability@speakability.org.uk](mailto:speakability@speakability.org.uk)  
[www.speakability.org.uk](http://www.speakability.org.uk)  
tel **020 7261 9572**  
**helpline 0808 808 9572**

**Spinal Injuries Association**

SIA House  
2 Trueman Place  
Oldbrook  
Milton Keynes  
MK6 2HH  
email: [sia@spinal.co.uk](mailto:sia@spinal.co.uk)  
[www.spinal.co.uk](http://www.spinal.co.uk)  
tel **0845 678 6633**  
**helpline 0800 980 0501**

# Notes

Use these spare pages to make a note of the following:

- Your National Insurance Number.
- Any phone calls to and from the Department for Work and Pensions.
- Names of people you deal with (they will always tell you if you ask).









telephone

0870 1500 300

[irwinmitchell.com/personalinjury](http://irwinmitchell.com/personalinjury)

Text CLAIM to 61993 and someone will call you back

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**Leeds** LS1 4BZ  
United Kingdom

150 Holborn  
**London** EC1N 2NS  
United Kingdom

Bauhaus  
Rossetti Place  
Quay Street  
**Manchester** M3 4AW  
United Kingdom

Gainsborough House  
34-40 Grey Street  
**Newcastle upon Tyne** NE1 6AE  
United Kingdom

Riverside East  
2 Millsands  
**Sheffield** S3 8DT  
United Kingdom

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Spain

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Avda Severo Ochoa 28, 5<sup>o</sup>, B/C  
**Marbella**  
29603 Malaga  
Spain

