



**DWP** Department for  
Work and Pensions  
**Disability and Carers Service**

# Pension, Disability and Carers Service

- Pension, Disability and Carers Service (PDCS) is an Executive Agency of the Department for Work and Pensions (DWP)
- We help disabled people and carers to lead independent lives by administering and delivering, disability benefits, providing advice on benefits, and supporting the Government's commitment to increasing the inclusion of disabled people in society.
- We also work closely with disability groups and carers organisations, helping them in their work with disabled people and carers.

# Pension, Disability and Carers Service

PDCS administers and delivers the following benefits and payment:

- Disability Living Allowance (DLA)
- Attendance Allowance (AA)
- Carer's Allowance (CA)
- Vaccine Damage Payments
- It also has responsibility for the Benefit Enquiry Line (BEL)

# Disability Living Allowance

## Disability Living Allowance (DLA)

- **Is to help severely disabled people with some of the costs incurred due to the effects of their disability**
- **Is payable to the disabled person**
- **Is tax-free, not affected by savings and is non-contributory**

### **To be able to claim DLA a customer must**

- **Have personal care or mobility needs**
- **Normally have needed help for at least 3 months and likely to need it for a further six months**
- **Be under the age of 65 at date of claim**
- **Have the the right to remain in Great Britain and claim benefit**
- **Be resident at date of claim and have been present in GB for 26 weeks out of last 52 (Children – 13 weeks)**

# Disability Living Allowance

**DLA is made up of 2 components :**

**The first component is Mobility which has 2 rates - higher and lower  
This looks at your mobility outdoors.**

- \* Does your disability affect the way you walk ?  
Are things like speed, balance, distance, gait affected ?**
- \* Do you need someone with you when walking outdoors ?  
Are you safe crossing roads, do you get anxious or nervous in crowded situations ?  
Could you cope in unfamiliar places and find your way home ?**

# Disability Living Allowance

**DLA is made up of 2 components :**

**The second component is Personal Care which has 3 rates – highest, middle and lowest**

**This looks at how you cope with everyday personal tasks.**

- \* Do you have difficulty or need help from another person with some of the following -**
  - getting in / out of bed**
  - dressing / undressing**
  - bathing / showering**
  - coping in the toilet**
  - moving around your home safely**
  - seeing, hearing, communicating**

# Disability Living Allowance

**Do you have difficulty or need help from another person with :**  
preparing and cooking a meal for yourself  
eating and drinking  
coping with hobbies, social / religious events

**Does someone need to :**  
motivate, encourage, prompt, remind you

**Does someone help you cope with :**  
dangers, anxiety, memory, concentration

**Tell us what degree of help you require during the day compared to the night.**

# Disability Living Allowance

## DLA Rates (weekly)

Mobility	Higher	<b>£49.10</b>
	Lower	<b>£18.65</b>
Care	Highest	<b>£70.35</b>
	Middle	<b>£47.10</b>
	Lowest	<b>£18.65</b>

**DWP** Department for Work and Pensions  
Disability and Carers Service

### Disability Living Allowance claim for a person aged 16 or over

We received the request for this claim form on:   
We will take the claim from this date if you return it by the date in the next box.

Please send the claim form back by:   
Allow a few days for the form to reach us by post.

If you want help filling in this form you can phone the Benefit Enquiry Line (BEL) or contact an organisation like Citizens Advice.

BEL is open from 8.30am to 6.30pm Monday to Friday, and from 9am to 1pm on Saturdays.  
Phone 0800 88 22 00




If you have speech or hearing difficulties, you can contact us using a textphone on 0800 24 33 55.  
These textphones do not accept texts from mobile phones.

You can also use TYPETALK.

We can send you a claim form in Braille or in large print. Or, BEL can arrange to fill one in with you over the phone. They will send you the filled-in claim form in Braille or in large print.

We can also arrange for interpreters if you phone us or visit us. If you want any more information about this, please phone BEL.

Please tear off this page and keep it with the notes about claiming Disability Living Allowance. You may need it after you have sent the claim form back to us.



DLA1 Adult September 2008

# Attendance Allowance

## Attendance Allowance (AA)

- **Is to help severely disabled people with any extra costs incurred due to the effects of their disability**
- **Is payable to the disabled person**
- **Is tax-free and not affected by savings and is non-contributory**

### **To be able to claim AA a person must:**

- **Have personal care needs**
- **Normally have needed help for at least 6 months**
- **Be aged 65 at date of claim**
- **Have the the right to remain in Great Britain and claim benefit**
- **Be resident at date of claim and have been present in GB for 26 weeks out of last 52**

# Attendance Allowance

Personal Care for AA is very similar to DLA Care with a few notable exceptions :

- AA does not consider mobility outdoors
- AA does not consider food preparation / cooking but does include eating / drinking.
- AA does not consider housework, cleaning, washing, ironing, and gardening but it does include assistance at social / religious events

# Attendance Allowance

Attendance Allowance is made up of only one component, the **care** component.

There are 2 weekly rates:

Higher      **£70.35**

Lower      **£47.10**

**DWP** Department for Work and Pensions  
Disability and Carers Service

**Attendance Allowance**  
for people aged 65 or over

We received the request for this claim form on:   
We will take the claim from this date if you return it by the date in the next box.

Please send the claim form back by:   
Allow a few days for the form to reach us by post.

If you want help filling in this form you can phone the Benefit Enquiry Line (BEL) or contact an organisation like Citizens Advice.

BEL is open from 8.30am to 6.30pm Monday to Friday, and from 9am to 1pm on Saturdays.  
Phone 0800 88 22 00

If you have speech or hearing difficulties, you can contact us using a textphone on 0800 24 33 55. These textphones do not accept texts from mobile phones.

You can also use Tynetalk.

We can send you a claim form in Braille or in large print. Or, BEL can arrange to fill one in with you over the phone. They will send you the filled-in claim form in Braille or in large print.

We can also arrange for interpreters if you phone us or visit us. If you want any more information about this, please phone BEL.

Please tear off this page and keep it with the notes about claiming Attendance Allowance. You may need it after you have sent the claim form back to us.

AA1 September 2008

# Obtaining and completing the claim form

Claim forms are available from several sources :

- Benefit Enquiry Line **0800 88 22 00**
- Age Concern and Help the Aged
- Citizens Advice
- Midlands Disability Benefits Centre **0121 626 2000**

Help to complete claim forms is also freely available from these Organisations.

The Benefit Enquiry Line can arrange help to complete the claim by telephone or at a home visit.

# DLA & AA Special Rules

## Special Rules:

- Applies to customers who are terminally ill with a progressive illness, whose life expectancy is expected to be 6 months or less.
- The customer does not have to have been in GB for 26 weeks out of last 52.
- Customer does not have to satisfy 3 or 6 month qualifying period.
- Normally receive their allowance within eight working days.

# DLA & AA - Helpline

Once you have applied, if you require information regarding your application for DLA/AA there is a dedicated helpline you can call on:

**08457 123456**

Lines are open 7.30am to 6.30 pm Monday to Friday.

# Pension, Disability and Carers Service

And finally, if you need to contact me after today.....

**Colin Smith - Outreach Manager**

**Midlands Disability Benefits Centre, Birmingham**

**Tel. 0121 626 2491**

**[colin.a.smith@dwp.gsi.gov.uk](mailto:colin.a.smith@dwp.gsi.gov.uk)**