

Child Disability Payment



If you're looking after a child who is under 16 with a health condition or disability, they may qualify for a benefit called Child Disability Payment. This replaces Disability Living Allowance in Scotland.

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What is Child Disability Payment (CDP)?

If you are looking after a child with a long-term health condition or disability who is under 16, they may be entitled to CDP. You can apply even if your child does not yet have a diagnosis. This can help towards the extra costs of bringing up a disabled child. CDP is not means-tested which means that your financial circumstances will not be taken into account, and it is also a tax-free benefit.

In Scotland, the Scottish Government has introduced this benefit to replace DLA for children. It has the same qualifying criteria and is open for **new** applications. This will be paid until your child reaches 18. If your child is currently receiving DLA for children, you do not need to do anything as this will continue until they are transferred to the new benefit. Generally, there will be no change in the amount your child receives or the payment dates and you won't have to make a new claim or go through a reassessment.

CDP does not reduce other benefits. In fact, it may even increase another benefit you receive or help you to qualify for other benefits (such as Carer's Allowance and Universal Credit). If your child is aged 16 or over and is not currently receiving CDP, they would need to claim Adult Disability Payment instead for which we have [separate information](#).

▶▶ **Note:** Social Security Scotland will contact you when your child is being moved over to Child Disability Payment. You will not have to do anything unless your circumstances change. Social Security Scotland will use information from your Disability Living Allowance award to pay you the same Child Disability Payment rate.

Who can claim CDP?

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

- They must live in Scotland or another qualifying country
- They must need care, attention or supervision because of a physical or mental disability or health condition (they do not need to have an actual diagnosis).

- They must have needed this care, attention or supervision for at least 13 weeks before the claim, and be likely to need this for a further 26 weeks (you can make the claim before the 13 weeks have passed, but you will not receive any payment until they have).
- They must need substantially more care, attention or supervision than other children of the same age who do not have a disability or health condition.
- They must not have any immigration conditions attached to their stay in the UK, subject to some exceptions. (If they have immigration restrictions on their stay in the UK, claiming benefits may affect their future right to remain in the UK.) Seek specialist immigration advice before claiming – you can search for immigration specialists at find-legal-advice.justice.gov.uk
- They meet the residence and presence conditions.

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

How much is CDP worth?

There are two components of CDP paid at different levels. This is the breakdown for the weekly rate:

	Lower	Middle	Higher
Care component	£28.70	£72.65	£108.55
Mobility component	£28.70		£75.75

The care component

The care component of CDP can be paid to a child who needs a lot of extra help with personal care, supervision or being watched over. The help they need must be substantially more than the help needed by a child of the same age without a disability or health condition.

Generally, you can be paid the care component once your child is three months old. However if your child is terminally ill, they can be paid from birth (see page 9 for more details).

<p>Lower rate component</p>	<p>For children who need help in connection with their personal care for a significant proportion of the day with their ‘bodily functions’. (This generally means at least an hour a day – but not necessarily all at once – the help can be needed once or multiple times during the day.)</p>
<p>Middle rate component</p>	<p>For children who meet either the daytime or night-term tests (see below). Special rules apply for some children undergoing renal dialysis at least twice a week during the day or at night.</p>
<p>Higher rate component</p>	<p>For children who meet both the daytime and night-time tests (see below). Your child will automatically get the higher rate if they are terminally ill. If your child undergoes dialysis both in the daytime and at night-time, they should meet the conditions for the highest rate.</p>

Daytime test

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

- frequent help with personal care (ie about three times a day or more) throughout the day
- someone to check on them continually (ie frequently or regularly) throughout the day to prevent accident or injury and make sure they are safe.

This does not mean that they require care on any particular day and/or night; on a specific number of days or nights a week or more than 50% of the time.

Night-time test

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

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

Explanation

Help with personal care includes activities such as:

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

A child is considered to need **someone to check on them** if they need to be checked on regularly during the day to avoid 'substantial danger' to themselves or others. There must be a real possibility of harm occurring. The likelihood of the risk along with the seriousness of the possible harm are taken into account. At night, you may be awake and listening as well as getting up to check on your child.

The mobility component

If your child needs help getting around, they may qualify for the mobility component. You need to show that your child is unable or virtually unable to walk and/or needs substantially more guidance and supervision than a child of the same age without a disability or health condition. The test looks at the child's ability to walk outside and considers the speed and manner of walking as well as the distance covered.

<p>Lower rate mobility component</p>	<p>This can be paid to a child from the age of five years. It is for a child who can walk, with or without equipment, but who needs guidance and/or supervision most of the time from another person when moving around outdoors in an unfamiliar place.</p>
<p>Higher rate mobility component</p>	<p>This can be paid to a child from the age of three years. It is for children who are unable or virtually unable to walk outdoors, or where the exertion required to walk would be likely to lead to a serious deterioration in their health. Children can also qualify if they have a severe visual impairment, are both deaf and blind, are severely mentally impaired, or are terminally ill.</p>

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

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

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

If your child has a severe learning disability but doesn’t meet the above criteria, they may still qualify for the higher rate if they are virtually unable to walk. See advice if you are unsure. Contact Scotland has helpful guidance: <https://contact.org.uk/scotland/>.

How to claim CDP

- Call Social Security Scotland on **0800 182 2222** or apply online: www.mygov.scot/child-disability-payment/how-to-apply
When you first call Social Security Scotland, you can ask them to arrange an appointment with a local adviser if you would prefer help to complete the form. You can also get help from a local advice centre.
- If you're a British Sign Language user, you can download an app to contact Social Security Scotland by video relay: <https://contactscotland-bsl.org>
- If you've already applied for DLA for your child, the Department of Work and Pensions will send your application to Social Security Scotland to be considered for CDP instead.

The claim is carried out in two parts. Part one involves registering the claim and you can do this online or by phone. If you start the claim by phone, you will be sent a paper application form.

For part two, you will be asked about your child's disability or health condition and how it affects them. The date of your claim begins when you register it, but you must complete part two within six weeks. If this is not possible, you would need to phone them as soon as possible to request an extension, but you would need to show that there is a good reason for any delay (eg your child has a hospital admission). CDP cannot be backdated unless your child is terminally ill (see page 9).

Read the form and the notes that go with it before you start to complete the form. You can attach pages to the application form if you think there is not enough space to explain the help that your child needs. Remember to add your child's name and date of birth to the extra pages. Also include the heading, 'Child Disability Payment'.

Tips for completing the claim form

- The form is long and detailed so take your time to complete it, and remember that you don't have to complete it all in one go.
- List all of the help your child needs before completing the claim form.

- If you are not sure about how much help your child needs, or how long things take, keep a diary for a week or so to give you an idea.
- Say how often your child needs help, rather than how often they get help.
- This can be hard to do, but try to concentrate on the difficulties your child has and the extra support they need compared to other children of the same age, such as classmates and friends.
- Try to use examples to describe your child's needs where possible – don't just rely on the tick boxes.
- When answering questions, don't worry if you feel you are repeating yourself – some issues may be relevant to more than one question.
- Remember that the person who is looking at the form will not know your child and may not know much about the condition, but they will consult with specialist advisers and experienced medical practitioners.
- In most cases you will need to provide one piece of information from a professional to support your claim. This might be a letter from a teacher, a GP or other healthcare professional. Don't delay returning part two of the form while you're getting this – as this can be posted on/ submitted online at a later date.
- If you put down the details of a professional, make sure the person is relevant. For example, if your child's needs are mainly night-time needs, there may be little point asking the school for details of their condition.
- If you give details of more than one professional on the form, make it clear which one knows your child the best.
- If you provide consent, Social Security Scotland may write to one of the professionals you list on the form, so make sure you inform the professionals that you are including their details.
- With your permission, Social Security Scotland can also help to gather information from people and organisations that can support your claim.
- If Social Security Scotland asks for further information, you need to provide this in time, otherwise the claim could be refused or it could result in no decision being made.
- You could ask for help to complete the claim form from a local advice agency - see 'Further help' section.

If your child has a terminal illness

Special rules allow children who are terminally ill to get help quickly. A child is considered to be terminally ill if they have a progressive illness that is likely to limit their life expectancy. There is no set time period for how long they might live for.

If your child is terminally ill, they will automatically qualify for the enhanced rate of daily living and once they reach three years of age, they can receive the higher rate for mobility.

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

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

You'll be able to send them the Benefits Assessment under Special Rules in Scotland (BASRiS) form if you have it or they can request this from your healthcare provider if you ask them to. There is a shorter form to complete and this can be done with assistance over the phone in one go.

The application handler will ask some questions about how the person is affected by the condition and how it affects their ability to get around. The form you will need to complete is the BASRiS form. They will aim to make a decision within seven working days. The award can be backdated by up to 26 weeks if the terminal illness was diagnosed some time before you made the claim.

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

The decision

Social Security Scotland will make a decision about your application using the form and supporting information. You will not have to have a face-to-face assessment or consultation. Social Security Scotland disability benefits are ongoing. This means that they don't have an end date after which your child has to reapply in order to remain entitled to assistance. When your child turns 18, the CDP will end and they will move to [Adult Disability Payment](#).

The award letter may have scheduled dates for review which are normally between two and ten years. These reviews are 'light touch'. They may be as simple as confirming your child's disability and needs have not changed or permitting Social Security Scotland to gather information on your behalf to check if there are any changes to your child's needs that may affect their entitlement.

Challenging the decision

If your child is not awarded CDP or is awarded it at a lower rate than you expected, you can ask Social Security Scotland to look at the decision again. If you want to go on to appeal the decision, you must do this before you appeal. This is called a re-determination and there is a particular form you will need to complete and submit which is available on the mygov.scot website: mygov.scot/request-redetermination-paper-form

There are accessible alternative options shown on the website page too.

If you still disagree once they have reviewed the decision, you can go on to lodge an appeal with the Tribunal Service and attach a copy of the re-determination notice with the appeal.

It is important to challenge a decision or get advice promptly. You normally have 42 days to ask for a re-determination, although late requests may be accepted in certain circumstances. If you then decide to go on to appeal, this should be within 31 days of receiving the re-determination. For more information about appealing a benefit decision, see the Citizens Advice [online page on challenging a decision](#).

What to do if your circumstances change

At some point, your child's situation may change affecting how much support they need. You should contact Social Security Scotland and let them know if your situation has altered or if your child's circumstances have changed. It's important to do this as soon as possible – there is more guidance here: mygov.scot/child-disability-payment-if-your-circumstances-change

If you ask for a CDP award to be looked at again, there is always the risk that the award could be decreased rather than increased. Therefore, it is a good idea to seek guidance from a local advice agency. It is important to register changes otherwise you/they may receive payments that they are not entitled to and be asked to pay these back in the future. This webpage outlines the different ways you can let them know: mygov.scot/child-disability-payment-if-your-circumstances-change/letting-social-security-scotland-know To call them, the number is 0800 182 2222.

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

Going into hospital or a care home

CDP can be affected by your child having overnight stays away from home. There are different rules that apply depending on the situation.

Stays in hospital or a hospice

If your child is under 18 when they enter hospital or a hospice, their CDP will continue to be paid for the whole time they are there.

Stays in a residential school

If your child goes into a residential school or care home, they will continue to receive the care component (if applicable) for 28 days, after which it will end. However, after 28 days, they can be paid a daily rate of the care component for any day they stay in your home, including the day they come home and the day they return. The mobility component is not affected by stays in a residential school or care home.

The rules differ if your child's stay in a care home is not funded by a local authority or if you pay for the care home yourself. If this situation applies to your child, seek further advice – see 'Further help'.

What is the linking rule?

Any stays your child has in a residential school or care home separated by 28 days or fewer are added together when the assessors work out when their CDP needs to stop. This is known as the 'linking rule'.

What happens if you leave Scotland?

Your entitlement to CDP will end after 13 weeks if you stop living in Scotland so you must let Social Security Scotland know and apply for DLA or PIP (if your child is aged 16 or above) as soon as possible.

Other help you may qualify for

Some benefits and tax credits

The Child Disability Payment award pack will include a Certificate of Entitlement and a personal ID for anyone who gets the higher rate of the mobility component. This, for example, can be used to apply for a Blue Badge (see page 15).

If your child has been awarded CDP, it is always a good idea to check if you are entitled to an increase in any means-tested benefits, tax credits or Universal Credit that you are already getting. You should notify all of the offices paying them to let them know that your child is now receiving CDP. You could also check if you might be entitled to anything for the first time.

Please note – you can still get the extra amounts below in Child Tax Credits and Universal Credit even if your child is not included in your claim due to the 'two child limit'.

CDP and Child Tax Credits

Child Tax Credit is assessed more generously when a child receives any rate of CDP. This is because families will qualify for an extra disability element which will increase the amount of Child Tax Credits they are awarded. If your child is certified as severely sight impaired or blind or is awarded the higher rate of the care component of CDP, a severe disability

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

Income Support and CDP

If you still receive an amount for your child in your Income Support award, your child's award of CDP means you will qualify for a disabled child premium in your Income Support calculation. If your child is awarded the higher rate of the care component of CDP, an enhanced disability premium will increase the amount of Income Support even more.

Universal Credit and CDP

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

Housing Benefit and CDP

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

Scottish Child Payment

If you or your partner receive certain benefits, you may be eligible for a Scottish Child Payment. This is a weekly payment of £25 that you can get for every child you look after who's under 16 years of age. Find out more at: mygov.scot/scottish-child-payment

Best Start Early Learning and School Payments

If you receive certain benefits, you may be able to receive a payment to help with costs when your child starts in early learning and school. Find out more at: mygov.scot/best-start-grant-best-start-foods/how-it-works

Getting a benefits check

You can find out about any benefits you might be entitled to and how much you should be paid by having an online benefits check (see following note). For a detailed check, you can contact one of our Carers UK advisers on advice@carersuk.org They will need to request some information for this.

▶▶ **Note:** You can also try using an online benefits calculator as a starting point, for example at: carersuk.org/benefits-calculator It will take about 20 minutes to complete.

These online tools are not suitable for everyone. Special rules apply to some groups of people, for example students, people under 18, people in permanent residential care, UK nationals who live abroad and people who are not British or Irish citizens.

Child Winter Heating Assistance

For winter 2023-24, Child Winter Heating Assistance provided a £235.70 payment to families with a disabled child under 19 (who receives the highest rate of the care component for CDP, DLA, PIP or ADP) to help with winter heating costs. Find out more and see the current rate at: mygov.scot/child-winter-heating-assistance/overview

Exemption from the benefit cap

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

CDP and Carer's Allowance

If your child is awarded the middle or higher rate of the care component of CDP, you may be able to claim Carer's Allowance for providing them with care. To find out more about Carer's Allowance and to download our factsheet, visit carersuk.org/carersallowance Carers in Scotland receiving Carer's Allowance are also entitled to a twice yearly payment of Carer's Allowance Supplement.

Young Carer Grant

The Young Carer Grant is usually £383.75 and is paid every for young carers in Scotland. You must be 16,17 or 18 years old to claim this grant. To be eligible, you need to be caring for one, two or three people for an average of 16 hours a week for at least the last three months. You can combine the hours you're caring to average 16 hours a week if you care for more than one person. Find out more at: carersuk.org/scotland/help-and-advice/financial-support/support-for-young-carers

Help with transport costs

Motability

If your child is awarded the higher rate mobility component of CDP, you may be able to apply to the Motability scheme. Through this scheme you can use your child's mobility component to lease or buy a car, wheelchair or scooter. If you're unable to drive and need help with paying for lessons or require help in getting a deposit for a car through the scheme, you may qualify for a grant. To find out more or apply for the scheme, contact Motability – see page 17 for contact details.

Blue Badge Scheme

If your child is awarded the higher rate mobility component of CDP, you should qualify for a Blue Badge, which will give you parking concessions. You might also qualify for a Blue Badge if your child isn't awarded the higher rate mobility component of CDP but meets certain conditions. You can apply online: mygov.scot/apply-blue-badge or contact your local council for further information. The council will want to see all pages of the award letter.

You may also be eligible for a blue badge if your child is younger than three and needs to be close to a vehicle for medical treatment or who uses bulky medical equipment. You can also apply through your council for a Blue Badge if your child's mental condition means that they lack awareness about the danger of traffic when making journeys (you can call and request a paper form).

Road tax

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

Public transport concessions

All children aged from 5-21 years old who live in Scotland are eligible for free bus travel. They can apply to get a National Entitlement card or Young Scot card. Find out more: transport.gov.scot/concessionary-travel/young-persons-free-bus-travel-scheme/#69510

As part of Scotland's free bus travel scheme for disabled people, you may be entitled to free travel. However, you need to apply to have the

'companion element' added.

Companion Entitlement

You can apply for a Companion Card if:

- your child receives the middle or the higher rate of the care component of CDP, or
- they are registered blind, or
- they live in a care home and are eligible to receive the middle or the higher rate of the care component of CDP.

This allows a companion to travel with them for free. You should contact your council or visit Transport Scotland for further information at transport.gov.scot/concessionary-travel/60plus-and-disabled

What happens when your child turns 16?

CDP will continue to be paid to your child until they are 18 (and in certain cases for longer).

When your child is approaching 16, you as the parent, guardian or appointee of the child will receive a letter from Social Security Scotland to see if they can manage their own payments. This letter will explain that they can now claim Adult Disability Payment (ADP) instead if they'd like to. They also have the option to remain on CDP until they are 18 and delay making a claim for ADP if that is preferable.

If they are unable to, you can continue to manage their payments on their behalf.

Adult Disability Payment

There will also be the option for them to apply for Adult Disability Payment (ADP) 13 weeks before they turn 16. The conditions are different so payments may not be the same.

If their application is successful, the CDP payments will end and they will receive ADP instead. However, you may wish to seek advice from your local Citizens Advice centre if you have this decision to make as certain other benefits you or your child may already be receiving could be affected.

Special rules for terminally ill people

Those who are being paid CDP under the special rules for terminally ill people will be invited to claim ADP at the end of their existing CDP award.

Residence and presence

To satisfy the residence and presence tests you must meet both the following conditions:

- You must have been present in Great Britain (which for this purpose also includes Northern Ireland) for 26 weeks in the last 52 weeks before claiming.
- You must be habitually resident
- If you're claiming for a baby under 6 months old, a 13-week presence test is applied
- Be present in the Common Travel Area and ordinarily resident in Scotland. This covers the Republic of Ireland and the UK (as well as the Isle of Man and Channel Islands).

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

If your child does not meet the past presence test, you may be assisted by some rules and agreements between countries but this is a complex area and will depend on your circumstances.

See advice if you are not sure if your child will qualify because of residence issues. You can get advice and support from your local Citizens Advice: citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us. The AIRE Centre can also provide advice on individual rights in Europe and can be contacted on **020 7831 4276** or by email at info@airecentre.org

Further help

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

You can contact the Carers UK Helpline on 0808 808 7777 or email advice@carersuk.org

Other organisations

Contact

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

w: [contact.org.uk/help-for-families/information-advice-services/benefits-financial-help/welfare-benefits-in-scotland/](https://www.contact.org.uk/help-for-families/information-advice-services/benefits-financial-help/welfare-benefits-in-scotland/)

t: 0808 808 3555 **e:** helpline@contact.org.uk

Citizens Advice Scotland

Provides free, independent, confidential and impartial advice

w: [cas.org.uk](https://www.cas.org.uk)

Money Talk Team

Confidential, impartial advice to help maximise income, deal with debt and reduce bills. **w:** [moneytalkteam.org.uk](https://www.moneytalkteam.org.uk) **t:** 0800 085 7145

Scottish Courts and Tribunals Service

To search for a tribunal in *Scotland*.

w: [socialsecuritychamber.scot/](https://www.socialsecuritychamber.scot/)

Independent Case Examiner

A free complaints review service for people who have made complaints about their claim for benefits (UK wide).

w: [gov.uk/government/organisations/independent-case-examiner](https://www.gov.uk/government/organisations/independent-case-examiner)

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

Motability

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

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

The Scottish Public Services Ombudsman (SPSO)

The final stage for complaints about public service organisations in Scotland.

w: spsso.org.uk/spsso | **t:** 0800 377 7330

Benefit helplines

In Scotland: for Carer's Allowance Supplement/Young Carer Grant/Child Disability Payment/Adult Disability Payment/Child Winter Heating Assistance

Social Security Scotland

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

Attendance Allowance

England, Wales and Scotland

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

Carer's Allowance Unit

England, Wales and Scotland

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

Disability Living Allowance

England, Wales and Scotland

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

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

- If you were born after 8 April 1948:

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

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

Jobcentre Plus

(England, Wales & Scotland)

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

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

Pension Credit and Pension Service

(England, Wales and Scotland)

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

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

Personal Independence Payment

England, Wales and Scotland

New claims **t:** 0800 917 2222 (textphone: 0800 917 7777)

Enquiry line **t:** 0800 121 4433 (textphone: 0800 121 4493)

Tax Credits

England, Wales, Scotland and Northern Ireland

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

Universal Credit Helpline/ New Style Employment and Support Allowance

England, Wales and Scotland

t: 0800 328 5644 (textphone: 0800 328 1344)

Northern Ireland

t: 0800 012 1331 (textphone: 0800 012 14




This factsheet is designed to provide helpful information and advice. It is not an authoritative statement of the law. We work to ensure that our factsheets are accurate and up to date, but information about benefits and community care is subject to change over time. We would recommend contacting the Carers UK Helpline or visiting our website for the latest information.

Please email us your feedback on this factsheet by sending your comments to info@carersuk.org
This factsheet was updated in April 2024. Next review due April 2025.

Carers UK Helpline

For information and guidance about caring

 0808 808 7777

 advice@carersuk.org

Carers Scotland

0141 378 1065
info@carerscotland.org

Carers UK

20 Great Dover Street
London SE1 4LX
020 7378 4999
info@carersuk.org

Carers Wales

029 2081 1370
info@carerswales.org

Carers Northern Ireland

advice@carersuk.org

However caring affects you, we're here

Caring will affect us all at some point in our lives.

With your help, we can be there for the 6,000 people who start looking after someone each day.

We're the UK's only national membership charity for carers: join us for free at carersuk.org/join
We're both a support network and a movement for change.

Visit us at our website to join us, help us or access more resources: carersuk.org

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