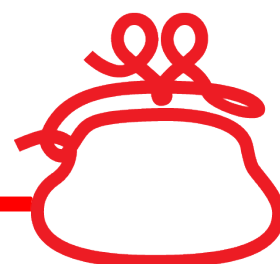


Child Disability Payment



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, Child Disability Payment has now replaced Disability Living Allowance for children. It has very similar qualifying criteria to DLA and is paid at the same rate.

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 Support Payment and Universal Credit). CDP can be paid until your child is 18 years, but if your child is aged 16 or over and is not currently receiving CDP, they could consider applying for Adult Disability Payment (ADP) instead for which we have [separate information](#). If they are terminally ill, different rules apply – see page 9.

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 current and 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	£29.20	£73.90	£110.40
Mobility component	£29.20		£77.05

The care component

The care component of CDP can be paid to a child who needs a lot of extra help with personal care, additional supervision or to be 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).

Lower rate component	For children who need help in connection with their personal care for a significant proportion of the day. (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.)
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Middle rate component	This is 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.
Higher rate component	This is 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.

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, but not all the time) throughout the day to prevent accident or injury to themselves or others.

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 to themselves or others.

Explanation

Help with personal care would involve help from another person to do personal things that the child cannot do for themselves. The help they need might be because of a physical or mental disability and must be in connection with their bodily functions. 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 outdoors, 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>The guidance or supervision is needed because of physical or mental disability or health condition and must be much more than would be expected for someone of a similar age who doesn't have a disability or health condition.</p>
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<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.</p> <p>Children can also qualify if they have a severe visual impairment, are both deaf and blind, are severely mentally impaired with severe behavioural difficulties, or are terminally ill.</p>
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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 and severe behavioural difficulties**, the child has to meet all the following criteria:

- > be entitled to the higher rate care component of CDP.
- > have a low level of intelligence and social functioning because the brain hasn't developed or grown in the way that's normally expected. This could include children with developmental delay, severe learning difficulties or for example, some children with Autistic Spectrum Condition who may have a high IQ but who may not always apply their intelligence to everyday life. For example, they don't have an expected understanding or awareness of danger.
- > has severe behavioural difficulties. This is characterised by 'disruptive behaviour' which is extreme. They regularly need someone to intervene with care and support/treatment 'to prevent or reduce the likelihood of them causing injury to themselves or to another'.
- > 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 for example. Seek advice if you are unsure. Contact Scotland has some 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. You can alternatively start it online or request a paper application form. They should only ask for the information they need to make a decision about your application. In the application, you will be asked for some information about you.

Only a registered healthcare professional can complete the Assessment under Special Rules in Scotland (BASRiS) form and will usually submit it directly to Social Security Scotland. You may be able to send the BASRiS form directly if you have it, or they can request this from your healthcare provider if you ask them to.

They will also need to know a bit about how the person is affected by the condition and how it affects their ability to get around. Once Social Security Scotland have the shortened application form and the BASRiS form, they will be able to make a decision on the claim. 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.

As mentioned at the beginning of this factsheet, a young person who is terminally ill will normally transfer to Adult Disability Payment when they

turn 18, but they can choose to continue to get Child Disability Payment. If they do decide to move to Adult Disability Payment, they will be transferred automatically and will not have to complete an application form. 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. However you would need to report any changes that would affect your child's entitlement or the level of their award. When your child turns 18, the CDP will end and so if they are still in need of support, it is recommended that they then apply for [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. If you report a change to your child's condition, a review may take place to check that they are still entitled or receiving the correct level of award. This is explained further on page 11.

Challenging the decision

If your child is not awarded CDP or you think the level of the award is incorrect, 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

It is important to report any changes to your circumstances or the child's circumstances to Social Security Scotland promptly. At some point, your child's situation may change affecting how much support they need, for example.

For more information including details of what changes need to be reported you can visit the government website: 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, or it could be lost altogether. Therefore, it is always 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 online page outlines the different ways you can let them know: mygov.scot/child-disability-payment-if-your-circumstances-change/letting-social-security-scotland-know.

If you would prefer to call Social Security Scotland, 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 still 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 if you are moving from Scotland to another part of the UK. You can then 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. 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 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 and your claim began before April 2004 and you have not been awarded Child Tax credits, your child’s award of CDP means you may qualify for a disabled child premium in your Income Support calculation.

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 £27.15 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 2025-26, Child Winter Heating Assistance will be paid at £255.80. This payment is for families with a disabled child under 19 (who receives the highest rate of the care component for CDP or DLA or the highest rate of the daily living component of PIP or ADP) to help with winter heating costs. Find out more and see the current rate at: www.mygov.scot/child-winter-heating-payment.

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 Support Payment

If your child is awarded the middle or higher rate of the care component of CDP, you may be able to claim Carer Support Payment for providing them with care. To find out more about Carer Support Payment and to download our factsheet, visit [Carer Support Payment | Carers Scotland](#). Carers in Scotland receiving Carer Support Payment are also entitled to a twice yearly payment of Carer's Allowance Supplement. You can find out more at www.mygov.scot/carers-allowance-supplement.

Young Carer Grant

The Young Carer Grant is £390.25 and is paid once a year to young carers in Scotland who meet the criteria. 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, who get certain disability benefits, for an average of 16 hours a week for at least the last 13 weeks. You can combine the hours you're caring to average 16 hours a week if you care for more than one person.

You can't claim Carer Support Payment when applying for this, but you can go on to make a claim after you have been awarded the grant. 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 for help through the Accessible Vehicles and Equipment Scheme (AVES). 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, visit the government website at mygov.scot/lease-accessible-vehicles. For Motability's contact details, see page 20.

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

Young people aged from 5-21 years old who live in Scotland are eligible for free bus travel. They can apply to receive a National Entitlement Card or Young Scot Card.

The National Entitlement Card scheme also allows certain disabled people and people aged 60 plus to travel free of charge. Find out more at: [A Guide to Concessionary Travel](#) or contact your local council.

Can I get a card if I'm accompanying them?

If you need to accompany someone with a disability who is eligible (including children under 5), you can also apply for a National Entitlement Card. This section of Transport Scotland's website tells you in detail what the eligibility requirements are: [Eligibility and Conditions](#). The website also provides information about [other travel discounts that are available](#).

What happens when your child turns 16?

When a young person claiming CDP reaches 16 years, they can choose to claim Adult Disability Payment (ADP) instead. However, as the criteria for this benefit are different from CDP, it is important to seek advice before applying.

A young person who is terminally ill will normally be moved on to ADP automatically when they turn 18, but they can choose to continue to receive CDP.

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 (ADP)

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

Before you decide whether to apply for ADP at this point, it is a good idea to seek advice (from a trustworthy organisation like Citizens Advice) to help you make an informed choice as certain other benefits you or your child may already be receiving could be affected. If the application is successful, the CDP payments will end and they will receive ADP instead.

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 (or periods that add up to 26 weeks) in the last 52 weeks before claiming. This is called the past presence test.
- > You must be habitually resident in the Common Travel Area.
- > If you're claiming for a baby under 6 months old, a 13-week presence test is applied. The 13 weeks don't have to be continuous.
- > 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. It also won't apply to anyone who has left certain countries because of conflict or who lives with a member of the UK armed forces who is serving abroad.

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. Seek 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 habitual residence test is a test to see if your child normally lives in the United Kingdom, the Channel Islands, the Republic of Ireland or the Isle of Man. The test will be applied to all claimants including, for example a British Citizen who has lived abroad and has now returned to the Common Travel Area. There is no precise legal definition of 'habitual residence'. The following should be considered:

- where they normally live

- where they expect to live in future
- their reasons for coming to this country
- the length of time spent abroad before they came here, and
- any ties they still have with the country where they have come from.

The AIRE Centre can also provide further 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 lots of useful information about financial and practical matters related to caring. Visit [Help and advice | Carers Scotland](#) and click on 'Help and Advice' in the main menu. You can find details of your local carers' organisation on our website at [Support where you live | Carers Scotland](#).

You can contact the Carers UK Helpline on 0808 808 7777 for general information or email advice@carersuk.org if you have a more detailed query.

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/

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

Citizens Advice Scotland

Provides free, independent, confidential and impartial advice

w: cas.org.uk

Money Talk Team

Confidential, impartial advice to help maximise income, deal with debt and reduce bills. **w:** moneytalkteam.org.uk **t:** 0800 085 7145

Scottish Courts and Tribunals Service

To search for a tribunal in Scotland.

w: 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

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: spso.org.uk/spso | **t:** 0800 377 7330

Benefit helplines

(The textphone number is provided if you are deaf, have hearing loss or tinnitus, or have speech and communication needs.)

Social Security Scotland

For Carer Support Payment/ Carer's Allowance Supplement/ Young Carer Grant/ Child Disability Payment/ Adult Disability Payment/ Child Winter Heating Assistance/ Scottish Child Payment/ Pension Age Disability Payment

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

Attendance Allowance

England and Wales

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

Carer's Allowance Unit

England and Wales

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

Disability Living Allowance

England, Wales and Northern Ireland

- 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)

Jobcentre Plus

(England, Wales and Scotland)

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

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 1441)




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

Please email us your feedback on this factsheet by sending your comments to info@carersuk.org
This factsheet was updated in April 2025. Next review due April 2026.

Carers UK Helpline

For 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

However caring affects you, we're here

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

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

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

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

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