**Factsheet 34**

# Attendance Allowance

May 2025

## About this factsheet

This factsheet gives information about Attendance Allowance, a non-means-tested benefit for people over State Pension age (currently 66) who have care needs.

It explains what Attendance Allowance is, the eligibility criteria, and how to make a claim. It explains what to do if you have a change of circumstance.

If you have not reached State Pension age, you are not eligible for Attendance Allowance but you may be able to claim Personal Independence Payment (PIP) - see factsheet 87, *Personal Independence Payment and Disability Living Allowance,* for more information.

The information in this factsheet is correct for the period May 2025 to April 2026. Benefit rates are reviewed annually and take effect in April but rules and figures can sometimes change during the year.

The information in this factsheet is applicable in England and Wales. If you are in Northern Ireland, please contact Age NI for information.

Disability and carer benefits are being replaced with devolved benefits in Scotland. Pension Age Disability Payment is replacing Attendance Allowance and Adult Disability Payment is replacing PIP, see Age Scotland guides: *Attendance Allowance and Pension Age Disability Payment* and *Adult Disability Payment*. Contact Age Scotland for more information.

Contact details for any organisation mentioned in this factsheet can be found in the *Useful organisations* section.

DWP Guidance for important issues highlighted in this factsheet can be found in section 8.

# Contents

## Glossary

AA – Attendance Allowance
AFIP – Armed Forces Independence Payment
CTR – Council Tax Reduction/Support
DLA – Disability Living Allowance
DWP – Department for Work and Pensions
EEA – European Economic Area
PIP – Personal Independence Payment

# 1 What is Attendance Allowance?

Attendance Allowance (AA) is a benefit for people over State Pension age who need help with personal care or supervision by day, or someone to watch over them by night, because of a long-term health condition, a physical or a mental disability. Entitlement is based on the help you could reasonably do with, not help you actually receive. You can spend it on whatever you want but it can be taken into account for the social care means-test.

AA is not taxable, is not based on National Insurance contributions, and is not means-tested. You do not have to give details of your income or savings when you apply. It is paid on top of other benefits or pensions, except for Constant AA and War Pensioners' Mobility Supplement. If you receive AA, you may qualify for more or other benefits, see section 7.

# 2 Who qualifies for Attendance Allowance?

To qualify for AA, you must fulfil all the following conditions:

- be at least State Pension age of 66 years
- satisfy one of the disability tests (section 3.1) and have done so for six months (if you are terminally ill, there are special rules, see section 4.3)
- not be subject to immigration control
- satisfy the residence conditions.

**State Pension age increases**
From 6 May 2026, State Pension age starts increasing again and will reach 67 by 6 March 2028. You can find your own State Pension age at www.gov.uk/calculate-state-pension or phone the Future Pension Centre on 0800 731 0175.

### Residence conditions

Usually, you must have been present in Great Britain for at least 104 weeks out of the last 156 weeks when you claim AA. You must usually be habitually resident in the UK. The residence tests may not apply if:

- you claim under the special rules for terminally ill people
- you have been granted refugee status or humanitarian protection or left certain specific areas because of violence or conflict
- you are a UK citizen living in an EEA state or Switzerland and you are habitually resident there, and the UK is your competent state. The rules are complex, so seek specialist advice if this applies to you.
- you can be treated as having been in the UK while living abroad – this applies to service personnel.

### Competent state

If you are covered by certain protections since Brexit, perhaps because you have moved between the UK and an EEA State, the residence tests may not apply to you as long as the UK is your competent state. If you receive a State Pension from an EEA country, that country is normally your competent state for paying sickness benefits (in the UK, this includes AA). However, if you receive a State Pension from another EEA country and a UK State Pension and you reside in the UK, your competent state is the UK.

If you are unsure, you can claim AA and if your competent state is not the UK, the DWP will pass on your details to your competent state to determine if you are eligible for sickness benefits in that country.

### Under State Pension age

If you are under State Pension age, you cannot claim AA but you can claim Personal Independence Payment (PIP).

If you already get PIP or Disability Living Allowance when reaching State Pension age, these can continue to be paid. See factsheet 87, *Personal Independence Payment and Disability Living Allowance,* for more information.

# 3 Conditions of entitlement

## 3.1 The disability tests

You can claim AA if you need help with personal care, supervision or watching over because of physical or mental disability. It does not matter if you live alone or with other people, or if you have a carer. It does not matter whether you actually get any help. What matters is that it is reasonable for you to need some help. You can satisfy day or night time conditions or both. They are explained below.

### Day time

You must reasonably require either frequent attention throughout the day in connection with your bodily functions, *or* continual supervision to avoid substantial danger to yourself or others.

### Night time

You must reasonably require either prolonged or repeated attention, *or* require another person to be awake for a prolonged period or at frequent intervals to watch over you to avoid danger to yourself or others.

### Rates

You receive **lower rate AA** if you fulfil *either* the day *or* night conditions. You receive **higher rate AA** if you fulfil *both* day *and* night conditions.

### 3.1.1 Daytime disability conditions

You meet the daytime '*attention*' conditions if, because of your disability or health condition, you require physical or verbal help, reminding or encouragement with your '*bodily functions*' such as: breathing, eating, drinking, getting in or out of bed, going to the toilet, washing, dressing, sleeping, communicating, hobbies and pastimes, and taking medication. Think about the help that could make a difference throughout the day, not just in the morning and bedtime.

Seeing and hearing are bodily functions. For example, you may need someone to read your post to you if you are visually impaired, or help with communicating if you are deaf.

Walking is a bodily function so needs arising from mobility problems count but only at home or when visiting others or attending social activities. For example, help getting in and out of a car, using a walking frame or wheelchair or storing them after use.

You may qualify if you need continual supervision to avoid the risk of danger to yourself or others. Continual does not mean non-stop so breaks of an hour or so are fine. You may need supervision if you are at risk of falls, you get confused, have fits or seizures, or if your condition deteriorates or relapses without much warning. You may meet the condition if you need someone with you when on renal dialysis.

### 3.1.2 Night-time disability conditions

You meet the night-time conditions if you need attention for a '*prolonged*' period (one spell of at least 20 minutes) or '*repeatedly*' (two or more shorter spells) during the night. This might be for difficulties going to the toilet, getting in and out of bed, moving in bed or settling to sleep.

You may need someone awake to '*watch over you*' for a prolonged period (20 minutes or more) or at frequent intervals (usually at least three times a night) to avoid the risk of danger e.g. from falls or wandering.

## 3.2 Examples of people who may be entitled

**Arthur** is 68 and has arthritis and depression. He manages most things, but often lacks the motivation to get up, get dressed, eat or socialise. His arthritis makes gripping, bending and moving around difficult, so he needs to take his time doing most things and limits how often he attempts them. He qualifies for AA as he needs '*attention*'. The rate he gets depends on whether this is just during the day or night or both.

**Hazel** is 77 and has dementia. During the day, a relative stays with her all the time to help keep Hazel safe, as she is forgetful and sometimes wanders off or turns the gas on without lighting it. Hazel normally sleeps all through the night. Her husband applied for AA on her behalf (as he is her appointee for benefits) and she is awarded the lower rate, because she only needs supervision during the day, but not at night.

# 4 Making a claim

## 4.1 How to claim

In order to claim AA, you can:

- call the AA Helpline (0800 731 0122) and ask for a claim form to be sent
- claim online at www.gov.uk/attendance-allowance/how-to-claim
- download a claim form at www.gov.uk/government/publications/attendance-allowance-claim-form
- get a claim form from an advice agency like your local Age UK or Age Cymru.

If you call the AA Helpline, the claim form is date stamped. As long as you return the form in the envelope provided within six weeks, your award can start from the date you call if you are entitled. If you claim online, your award can start on the date you make the claim. If you download a claim form or get one from an agency, your claim only starts from the date the completed form is received by the DWP.

## 4.2 When to apply

You must usually satisfy the eligibility conditions for six months before you can receive AA, although this does not apply if you already received AA within the last two years. AA cannot be backdated.

If you have already needed help for at least six months, claim straight away and make it clear when your need for help started.

If you have recently become disabled, you can still apply straight away, as it may take several weeks to deal with your claim, but any award can only go into payment after the six-month period.

## 4.3 Terminal illness

If you are terminally ill, you can claim AA under '*special rules*' without the six-month waiting period, making the process quicker and simpler. You are automatically paid at the higher rate. You are treated as terminally ill where it would not be a surprise if you were to die within 12 months.

Ask your doctor for an SR1 form which is free of charge and gives details of your diagnosis and treatment but not your prognosis. Send the SR1 form with an AA claim form and make sure you tick the special rules box. You do not need to complete all the form – just the parts mentioned next to the special rules box.

Someone else can apply on your behalf. This allows you to receive AA if you do not wish to know or ask about your prognosis. Claims should be handled within 10 to 14 days. Awards are usually made for three years at a time and can be renewed if the criteria still apply.

## 4.4 Filling in the claim form

You describe on the claim form how your disability or health condition affects you. A medical examination is not normally necessary. The form is quite long and you may want assistance filling it in. You can get help from:

- a friend or relative who knows about your needs and difficulties
- an independent advice agency like Age UK or Age Cymru
- an appointee or an attorney (see factsheet 22, *Arranging for someone to make decisions on your behalf*, for more information)
- the AA helpline. They may be able to arrange for a home visit to help complete the form.

Many people prefer to get advice from an independent agency rather than the DWP, because an independent agency can help if there are issues with the claim, like processing delays or if you need to appeal.

### 4.4.1 Filling in the form yourself

#### Take your time

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

#### Your disability or medical condition

The claim form asks for information about your illness or disability. Listing all conditions and treatments is important, but the rest of the form concentrates on the impact on your everyday life. Decision makers have guidance outlining the main needs likely to arise from different health conditions.

People’s situations vary and you may have more than one medical condition. Your situation may be unusual or your condition may be especially severe. It is important to describe your particular needs.

#### Give full details

Explain your situation, bearing in mind the rules in section 3. As AA is for people needing help with personal care or supervision, concentrate on help with bodily functions like breathing, hearing, seeing, eating, drinking, washing, dressing/undressing, bathing, toileting, taking medication and staying safe.

Generally, tasks like housework, cooking and shopping do not count but can be useful ways of showing how your health limits you. However, any help you need to do these things yourself can count, e.g. seeing to read labels or sell by dates or setting dials on appliances.

The form asks how often you need help with certain things. If you are not sure how many times you carry out a certain activity, for example, go up and down stairs or use the toilet, count the frequency over a day, or take an average over several days if it varies. If you could carry out an activity more often with help, count the times you would like to do it, for example, having a wash.

If you need more space, add a covering letter or extra paper. Put your name and National Insurance number on the letter or extra paper, then sign it and attach it securely to the rest of the claim pack. If you can, it is a good idea to keep a copy of the completed form and any attachments but do not worry if this is not possible.

### Help you might need

In some places, the form asks if you need help with certain activities. Remember it does not matter whether you actually receive help. You may live alone and not have anyone to help; or you may prefer to manage on your own, even though help would make a real difference. For example, you may not feel safe to get in or out of a bath alone but you could manage with help.

You may get dressed on your own but only very slowly. You might get out of breath or experience discomfort. You may have to do things sitting down or you can only put on certain types of clothes. You may need reminding or encouragement. Give as much information as possible about how your difficulties affect dressing and changing.

The form asks about any aids or adaptations you use. Describe any problems using them, any help you need and how you may still need help despite the aids and adaptations. It is important to explain the difficulties you have and how help from another person could make a difference, as this is how you qualify for AA.

### Keep notes or a diary

It may help to keep a note over a few days of the times when you need help or have difficulty doing something on your own, or when you needed someone to keep an eye on you.

If your condition varies so you have good days and bad days, or you have a mental illness, learning disability or early-stage dementia, some questions may be easier to answer if you keep a diary. You may have a relative or carer who can help you with this.

### Statements from other people

There is a section that can be completed by someone who knows you, like a friend or relative or a professional such as a nurse or doctor.

This section is optional, but it is a good idea to complete it if possible. The person who knows you is asked to give details about your illness or disability and how it affects you.

It can be helpful to include a personal statement from a carer or relative who has observed how your disability affects you and the help you need, and a statement from a healthcare professional.

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

### 4.4.2 Helping someone else to apply

People may need help to apply for AA, for example because they do not like filling in forms, they have problems expressing themselves, or they have difficulty writing.

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

If a person you help cannot sign the form because they are too ill, or have a mental impairment or other disability, you can complete the form and sign it. There is a section on the form to complete if you are signing it on behalf of someone else.

You do not have to do this if you are simply helping the person to write down their answers on the form.

## 4.5 If more information is needed

After returning the form, your doctor or someone you mention on the form may be contacted to ask for more information, or the DWP may arrange for a healthcare professional to visit you.

The healthcare professional is appointed by the DWP, not your own doctor. They examine you and ask questions. It may be useful to make a note beforehand of the things you want to tell them about the help you need and any difficulties you experience.

If an appointment is made for a healthcare professional to visit, you may want a friend or relative to be present. This is particularly important if you have difficulty making yourself understood.

You may be reluctant to admit you have problems or cannot do something, but it is important to give a picture of your normal range of activities, not just the things you can do on a good day.

### Medical evidence

You do not have to send any specific medical evidence with your AA claim.

However, if you have a patient summary from your GP or letters from specialists, it might help your claim if you enclose these with your claim form. If you claim online, you can send extra information by post to the address in the Useful Information section of this factsheet.

# 5 Decisions and payment

You are sent a decision on your claim in writing. AA may be awarded indefinitely or for a fixed period, depending on your circumstances.

If you are awarded it for a fixed period, you are sent a renewal claim form, normally about four months before the end of the period.

## 5.1 Rates of payment

The Attendance Allowance weekly rates for 2025/26 are:

| | |
|---|---|
| Higher rate | £110.40 |
| Lower rate | £73.90 |

## 5.2 Payment

AA is normally paid directly into your bank or building society account. It can be paid to an appointee (someone acting on your behalf) or someone with power of attorney if you are not able to act for yourself.

If you are unable to open or manage an account, you can ask to use the Payment Exception Service which allows you to withdraw your benefits from PayPoint outlets. If you are unable to use any of these methods of payment, you should contact the DWP.

AA is usually paid four weekly in arrears, although it can be paid at any interval of less than four weeks, and in certain circumstances, weekly in advance. You can choose to have AA paid with your State Pension or another social security benefit.

## 5.3 If you disagree with a decision

You can ask the DWP to reconsider its decision (a '*mandatory reconsideration*'). If they do not change the decision and you still disagree, you can appeal to HM Courts and Tribunals Service.

It is important to challenge a decision or get advice as soon as possible because you usually have a time limit of one month to act from the date on the decision letter. See factsheet 74, *Challenging welfare benefit decisions*, for more information.

The DWP may telephone or write to you to explain their decision. It is important to be clear that you would like to continue with the mandatory reconsideration and that you want a decision in writing, as this allows you to appeal if necessary.

You should receive a dated mandatory reconsideration decision notice. If you still disagree with the decision and you appeal, you need to enter the date from the mandatory reconsideration decision on the appeal form.

# 6 Change of circumstances

The decision letter includes information about your responsibility to inform the DWP of any changes in your circumstances that might affect your AA award.

## 6.1 If your condition changes

If you receive lower rate AA and your condition worsens, so you think you may now qualify for the higher rate, contact the DWP and ask for your claim to be looked at again. Write to the DWP at the address on your award letter or telephone the AA helpline. You must complete a new claim form with details of how your needs have changed.

You must satisfy the conditions for six months before you get higher rate AA. If your needs increase and you tell the DWP within a month of completing the six-month qualifying period for the higher rate, the increase is paid from the date you notified the change. In some circumstances, you can ask for the one-month time limit to be extended to a maximum of 13 months – seek advice if this applies.

You can also notify the DWP about the change before the six-month period has lapsed but the higher rate is only paid after the six-month qualifying period.

Asking for your award to be looked at again does not mean your current award is guaranteed, so seek advice if you are unsure.

## 6.2 Going abroad

### 6.2.1 Temporary absence abroad

AA can be paid for the first 13 weeks of a temporary absence abroad, if the overall period of absence is not expected to be more than 52 weeks.

You can be paid for up to 26 weeks if your absence is not expected to exceed 52 weeks and you are going abroad solely to be treated for an illness or disability that began before you left the country and the DWP agrees to pay you for longer.

### 6.2.2 Exporting to the EEA and Switzerland

Sometimes AA can continue to be paid if you leave the UK to live in an EEA state or Switzerland. If you have already moved and AA stopped when you left, you may be able to get it reinstated. You may be able to make a claim while living in the EEA, providing the UK is your competent state.

For more information or to request a claim form, write to: Attendance Allowance Exportability Team, Mail Handling Site A, Wolverhampton, WV98 2AD or go to *www.gov.uk/claim-benefits-abroad/disability-benefits* where you can email them.

## 6.3 Hospital and care homes

If you receive AA and go into or come out of a hospital or care home, you should always notify the DWP as your entitlement may be affected. For more information, see the DWP Guidance in section 8.

### 6.3.1 AA in hospital

AA is payable for your first 28 days in hospital or similar institution, if you are maintained free of charge while undergoing treatment as an inpatient. After this period, payment is suspended.

If you have two or more inpatient stays separated by 28 days or less, they are linked and payments are suspended after you have spent 28 days in hospital in total. AA is paid for days spent at home in between hospital stays.

If you claim and are awarded AA whilst in a hospital and you are maintained free of charge while undergoing treatment as an inpatient, your AA award starts being paid when you go home.

If you pay the costs of your hospital care, you can carry on being paid AA indefinitely. AA is also paid if awarded under special rules for terminal illness and you are in a non-NHS hospice.

### 6.3.2 AA in a care home

If you pay the full fees in a care home, with or without benefits like Pension Credit, you can continue to receive AA or make a new claim.

If **any** of the costs of qualifying services (accommodation, board or personal care) are paid out of public funds (for example, a local authority or the NHS), AA stops 28 days after admission, or sooner if you were previously in hospital. You retain an '*underlying entitlement*', so if you move out of the home, your AA can be paid again.

If the local authority provides temporary funding that will later be reimbursed by you (for example, under a deferred payment agreement), AA is paid during the period of temporary funding.

If you have a temporary admission to a home, for example, for respite care funded in full or in part by a local authority or the NHS, AA stops being paid after 28 days. Periods of less than 28 days are linked and added together to reach the 28-day limit.

If you need regular periods of respite care in a care home, it may be possible to plan these, so your AA payments are not affected. Seek advice if this applies to you.

The rules operate slightly differently for registered nursing homes, see section 6.3.3 overleaf.

### 6.3.3 AA in a nursing home

If you are a nursing home resident and maintained free of charge by the NHS, for example, you receive NHS Continuing Healthcare, the DWP can decide you are in an *'similar institution to a hospital'* and your AA will be treated as in section 6.3.1.

If the home does not employ doctors, qualified nurses or other health professionals, or you do not receive medical or other treatment at the home from them, your accommodation should be treated as a care home, and the same rules apply as in section 6.3.2.

If you pay the whole nursing home costs (*'self-funder')*, you can carry on being paid AA indefinitely. You can also continue to receive AA if you are '*self funding'* but receive NHS Funded Nursing Care payments, providing none of the costs of qualifying services (accommodation, board or personal care) are paid out of public funds.

For more information about the above, see factsheet 20, *NHS Continuing HealthCare and NHS-funded nursing care.*

In **Wales***,* see Age Cymru factsheet 20w, *NHS continuing healthcare and NHS-funded nursing care in Wales.*

### 6.3.4 AA when visiting home

If you leave hospital or a care home, but expect to return within 28 days, AA can be paid at a daily rate for days at home. If you return home permanently, it can be paid as normal. The days you enter and leave the home or hospital count as days at home.

**Action**

For information on living in a care home, see our factsheets on care and care homes. Contact Age UK Advice or Age Cymru Advice to order.

# 7 Attendance Allowance and other benefits

## 7.1 Attendance Allowance as income

AA is disregarded as income in the calculation of means-tested benefits including Pension Credit, Universal Credit, Housing Benefit, and Council Tax Reduction (or Council Tax Support).

## 7.2 Overlapping benefits

You cannot get AA if you already receive DLA, PIP or Armed Forces Independence Payment. Constant AA paid with Industrial Injuries Disablement Benefit or a war pension overlaps with AA. If entitled to both, you are paid the higher.

## 7.3 Means-tested benefits

Entitlement to AA might mean you get higher amounts of means-tested benefits like Pension Credit (PC), Housing Benefit (HB), and Council Tax Reduction (CTR).

For example, you may qualify for the PC severe disability addition which is an extra £82.90 a week. This is usually only included if you live alone but some people who live with you can be ignored, for example, anyone aged under 18, or anyone over 18 who gets a disability benefit or is registered blind or severely sight impaired. To qualify, no-one can be paid Carer's Allowance (CA) or the carer element of Universal Credit for looking after you. If you are unsure if you qualify, contact a local advice agency.

If you already receive PC, HB or CTR when you are awarded AA, it is important to tell the relevant benefit office so they can review these other benefits. DWP offices should be aware of the AA award without the need for you to tell them, but it is a good idea to check. You will need to inform your local authority so they can review your HB and CTR awards.

Universal Credit does not have an equivalent to the PC severe disability addition but tell DWP about an AA award as it can help in other ways. You or your partner getting AA can lead to the inclusion of a limited capability for work-related activity element if you do not get one already. A carer could get a carer element in UC.

Deductions made from HB or UC because other adults share your household (non-dependant deductions) stop if you get AA.

If you do not receive any means-tested benefits or have had a claim refused before, an award of AA may make you entitled for the first time. You need to make a new claim and you may be able to receive payments backdated to the time your AA started. It is a good idea to make the new claim while waiting for the AA decision to ensure you do not lose out.

If you are not sure of your position, get help from a local advice agency – staff may be able to check your entitlement and help you with any claims. You can also use our benefit calculator at www.ageuk.org.uk/benefits-check

If your AA claim stops for any reason, for example if you are in hospital for over 28 days, it is very important to notify DWP if you receive any other benefits, as you may be overpaid and may have to repay any overpayment.

For more information, see factsheet 48, *Pension Credit*, factsheet 17, *Housing Benefit* and factsheet 21, *Council Tax.*

In **Wales**, see factsheet 21w, *Council Tax in Wales – information about the tax and help you might get towards your bill*.

## 7.4 Care at home

A local authority can take AA into account when assessing whether, and how much, you must pay for local authority home care services received. See factsheet 46, *Paying for care and support at home,* for more information. In **Wales**, see Age Cymru factsheet 46w, *Paying for care and support at home in Wales.*

## 7.5 Benefits for carers

If you are awarded AA and you have a carer, they may be entitled to claim CA, Carer's Credits, a carer element in Universal Credit, or the carer addition in Pension Credit.

Your benefits can be reduced if someone is paid CA, or the carer element of Universal Credit to look after you, if you also receive the severe disability addition with PC, HB or CTR.

Your benefit is not affected if your carer is only awarded an underlying entitlement to CA and only gets a carer premium or addition. However, they are affected if they have a carer element as part of a UC award.

If your carer is awarded CA or the carer element of UC, they may be able to get more help towards paying their Council Tax. They have a right to a carers assessment from the local authority looking at their support needs and may be able to access a range of help and support, whether or not they are entitled to CA.

**Note**
See factsheet 55, *Carer's Allowance*. Seek advice if you think your benefits may be affected if your carer claims Carer's Allowance or the carer element in UC.

## 8 DWP guidance

The DWP provides guidance documents with information about benefits which you may find useful. Guidance about AA claims can be found at:

www.gov.uk/government/publications/decision-makers-guide-vol-10-benefits-for-incapacity-disability-maternity-and-bereavement-staff-guide - select DMG Vol 10 Ch 61: Attendance Allowance and Disability Living Allowance

Specific areas of guidance highlighted in this factsheet can be found by following the above and finding the appropriate paragraph:

- **Conditions of entitlement** (section 3) *DMG Vol 10 Ch 61*, from paragraph 61051
- **Hospitals and care homes** (section 6.3) – *DMG Vol 10 Ch 61*, from paragraph 61651
- **Competent state** (section 2) guidance can be found in Appendix 3 *'Deciding the competent state to pay cash sickness benefits'* at:

  https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/910763/dmgch0702.pdf
- **Habitual residence** (page 4) guidance can also be found at the above link from paragraph 071700.

## Useful organisations

**Alzheimer's Society**
www.alzheimers.org.uk
Telephone 0333 150 3456

Advice, information and support to people with dementia, their families and carers by helpline and local branches.

**Asthma + Lung UK**
www.asthmaandlung.org.uk/
Telephone 0300 222 5800

Information if you have chest problems and breathing difficulties.

**Carers Trust**
www.carers.org
Telephone 0300 772 9600

Offers practical help and assistance to carers.

**Carers UK**
www.carersuk.org
Telephone 0808 808 7777

Information and support for carers, including information about benefits.

**Citizens Advice**
England go to www.citizensadvice.org.uk
Wales go to www.citizensadvice.org.uk/wales
In England telephone 0800 144 8848
In Wales telephone 0800 702 2020

National network of advice centres offering free, confidential, independent advice, face to face or by telephone.

**Dementia UK**
www.dementiauk.org
Telephone 0800 888 6678

Works to improve the quality of life of dementia patients and their carers. In some areas, provides Admiral Nurses who support you at home.

**Disability Service Centre**
www.gov.uk/disability-benefits-helpline

DWP helpline providing advice or information about claims for Disability Living Allowance, Personal Independence Payment or Attendance Allowance that you have already made:

- **Attendance Allowance (AA)**
  Telephone 0800 731 0122
  Freepost RTRX-SKYJ_HLSX
  Attendance Allowance Unit
  Mail Handling Site A
  Wolverhampton
  WV98 2AD

- **Disability Living Allowance (DLA)**

  If you were born on or before 8 April 1948
  Telephone 0800 731 0122

  If you were born after 8 April 1948
  Telephone 0800 121 4600

- **Personal Independence Payment (PIP)**
  Telephone 0800 121 4433

**Disability Law Service**
www.dls.org.uk
Telephone 0207 791 9800

Free legal advice to disabled adults, their families and carers.

**Disability Rights UK**
www.disabilityrightsuk.org
Telephone 0330 995 0400

Information and advice about issues affecting disabled people.

**Gov.uk**
www.gov.uk

Official website for government information and services. Includes information about State and private pensions.

**Macmillan**
www.macmillan.org.uk
Telephone 0808 808 0000

Information, practical advice and support for cancer patients, their families and carers.

**Mencap**
www.mencap.org.uk
Telephone 0808 808 1111

Charity for people with learning disabilities and their families

**Mind**
www.mind.org.uk
Telephone 0300 123 3393

Information and advice for people with mental health problems.

**Parkinson's UK**
www.parkinsons.org.uk
Telephone 0808 800 0303

Support, advice and information for people with Parkinson's.

**Royal National Institute for Deaf People (RNID)**
rnid.org.uk
Telephone 0808 808 0123

Provides information and support for deaf and hard-of-hearing people.

**Royal National Institute of Blind People (RNIB)**
www.rnib.org.uk
Telephone 0303 123 9999

Information and advice for people with sight problems.

**Scope**
www.scope.org.uk/helpline
Telephone 0808 800 3333

Information and advice services run by and for disabled people.

**Stroke Association**
www.stroke.org.uk
Telephone 0303 3033 100

Some community support and information for people affected by stroke.

**Versus Arthritis**
www.versusarthritis.org
Telephone 0800 5200 520

Offer support to people affected by arthritis

**Veterans UK**
www.gov.uk/government/organisations/veterans-uk
Telephone 0808 1914 2 18

Administers the armed forces pension schemes and compensation payments for those injured or bereaved through service.

## Age UK

Age UK provides advice and information for people in later life through our Age UK Advice line, publications and online. Call Age UK Advice to find out whether there is a local Age UK near you, and to order free copies of our information guides and factsheets.

**Age UK Advice**
www.ageuk.org.uk
0800 169 65 65
Lines are open seven days a week from 8.00am to 7.00pm

### In Wales contact

**Age Cymru Advice**
www.agecymru.wales
0300 303 4498

### In Northern Ireland contact

**Age NI**
www.ageni.org
0808 808 7575

### In Scotland contact

**Age Scotland**
www.agescotland.org.uk
0800 124 4222

## Support our work

We rely on donations from our supporters to provide our guides and factsheets for free. If you would like to help us continue to provide vital services, support, information and advice, please make a donation today by visiting www.ageuk.org.uk/donate or by calling 0800 169 87 87.

## Our publications are available in large print and audio formats

**Next update May 2026**

The evidence sources used to create this factsheet are available on request. Contact *resources@ageuk.org.uk*



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