

How to apply

You can either phone for an application form or download a form on GOV.UK.

It's best to phone because your payments will be backdated to the date you phoned, as long as you return the form within 6 weeks. The date you need to return it by will be stamped on the form.

If you download an application form, you'll only be paid from the date that the DWP receive the form.

Attendance Allowance helpline

Telephone: 0800 731 0122

Textphone: 0800 731 0317

Relay UK - if you can't hear or speak on the phone, you can type what you want to say: 18001 then 0800 731 0122

Calls are free from landlines and mobile phones.

Information on how to complete the application form is available on the Citizens Advice website
www.citizensadvice.org.uk

Citizens Advice Northumberland can help you to check if you may be entitled to the benefits discussed in this leaflet. Simply call or visit us with details of your current income, savings, assets and rent payments.

At Citizens Advice Northumberland we can give you free, confidential, impartial and independent advice and information on a wide range of subjects.

We are a charity, dependent on a workforce of paid staff and trained volunteers. We speak up for change in social policies; from our clients' experiences we can see where services and policies are failing.



0808 2787944

citizensadvicenorthumberland.org.uk



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Beyond Pension Credits

What else might be available if you do not qualify?



Check if you can get help with your rent

Many households can still qualify for help with their rent so long as you do not have savings/assets above £16,000

As a rough guide, if your income is under the 'Guarantee Credit' amount plus 150% of your weekly rent* then help may be available.

For example, Joyce lives on her own and receives the full New State Retirement Pension of £221.20 per week. She currently pays £94.01 per week rent.

- Guarantee Credit - £218.15
- 150% of weekly rent - £141.01

Joyce's income is less than the total (£359.16) and her savings/assets are below £16,000 so she may qualify for help with her rent.

Joyce contacted her local authority and claimed Housing Benefit, now she only pays £1.98 per week towards her rent saving her £92.03 per week (£4,785.56 per year).

* Restrictions apply to privately rented accommodation.

Check if you can get help with your council tax

As with rent, many households can still qualify for help with their council tax so long as you do not have savings/assets above £16,000

As a rough guide, if your income is under the 'Guarantee Credit' amount plus five times your weekly council tax liability then help may be available.

For example, Joyce lives on her own and receives the full New State Retirement Pension of £221.20 per week. She currently pays £1,192.13 per year in Council Tax.

- Guarantee Credit - £218.15
- 5 weeks council tax - £114.63

Joyce's income is less than the total (£348.78) and her savings/assets are below £16,000 so she may qualify for help with her council tax.

Joyce contacted her local authority and claimed Council Tax Support, now she only pays £0.61 per week towards her council tax saving her around £1,160 per year.

Do you need help or finding that it is more difficult to complete personal care tasks?

Attendance Allowance may be available to you if you have a disability or illness and need help or supervision throughout the day or at times during the night (even if you don't currently get that help):

- with your personal care - for example getting dressed, eating or drinking, getting in and out of bed, bathing or showering and going to the toilet
- to stay safe

You should also apply if you have difficulties with personal tasks, for example if they take you a long time, you experience pain or you need physical help, like a chair to lean on. It might help if you compare how you do the personal tasks now to how you used to do them.

Attendance Allowance isn't just for people with a physical disability or illness. You should also claim if you need help or supervision throughout the day or night and have:

- a mental health condition
- learning difficulties
- a sensory condition - for example if you're deaf or blind