

DS700 from October 2006

Carer's Allowance

Carer's Allowance is for people who look after someone who gets

- **Attendance Allowance**
- or • **Constant Attendance Allowance**
- or • **Disability Living Allowance.**

Claim Carer's Allowance now, if the person you are caring for is getting any of these benefits.

**You can claim Carer's Allowance or report a change of circumstances online at the following address
www.direct.gov.uk/carers**

Helpline number – 0800 88 22 00

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Proof of your identity

To link you with the right National Insurance (NI) account and keep that account secure, we need proof of your identity and the right information from you. An NI number card on its own does not prove your identity. It is your responsibility to give us the right information to link you with the right account.

Can I get Carer's Allowance?

Please answer these **4** questions to see if you may be able to get Carer's Allowance.

1 Are you aged 16 or over?

To qualify for Carer's Allowance you must be 16 or over

No

Yes

2 Are you looking after a disabled person for at least 35 hours a week?

No

Yes

3 Has the person you are looking after been awarded one of these benefits?

- Attendance Allowance
- Constant Attendance Allowance at or above
 - **the normal maximum rate as an addition to Industrial Injuries Disablement Benefit**
 - **the basic (full day) rate as an addition to a War Disablement Pension**
- Disability Living Allowance at the **middle or highest rate of the care component**.
The Mobility Component is **not** a qualifying benefit for Carer's Allowance.

No

Yes

4 Do you normally live in Great Britain?

By *Great Britain* we mean England, Scotland and Wales. If you are part of a family stationed overseas with HM forces, please tick **Yes**.

No

Yes

If you have ticked **Yes** to all **4** questions, you may be able to get Carer's Allowance.

Can I get Carer's Allowance? continued

The benefit you may be entitled to because of your claim may be paid more quickly if you

- answer **all** the questions that apply to you and your partner, if you have one
- send us all the documents we ask for.

The benefit you are claiming may be delayed or disallowed if you fail to provide the information or documents we ask for.

We use *partner* to mean

- a person you are married to or a person you live with as if you are married to them, or
- a civil partner or a person you live with as if you are civil partners.

Who cannot get Carer's Allowance?

You cannot get Carer's Allowance if

- you earn more than the allowable limit after we have taken off the money we allow for expenses (see below for further details). The earnings limit is shown on the Carer's Allowance leaflet that came with this claim pack
- you are on a course of full-time education
- you are on holiday from a course of full-time education
- your right to reside or remain in the United Kingdom is subject to limitation or restriction by the Home Office.

Earnings

Money you get from private or occupational pensions is not classed as earnings.

Who cannot get Carer's Allowance? continued

Full-time education

Full-time education means 21 hours or more of supervised study each week undertaken through a school, college, university or similar educational establishment. This includes time spent on related exercises, experiments, projects or examinations. The study need not be in the presence of a tutor.

Expenses we allow

The expenses we allow are for things like

- some National Insurance (NI) contributions
- income tax
- half of any money you pay towards personal and occupational pension schemes
- other expenses you have to pay because they are a necessary part of your job
- the cost of paying someone (but not a close relative) to look after a child or children, or the person you look after, while you are at work. We allow up to a maximum of half the money you earn after deducting these expenses.

If your earnings are over the limit

If your earnings are over the limit, the way your earnings are paid affects the period for which you will not be entitled to Carer's Allowance. For example, if you are paid monthly you will not be entitled for the following month. If you are paid weekly you will not be entitled for the following week.

Other help available

Whether you are entitled to Carer's Allowance or not there may be other help available for you and the person you care for, see **pages 10, 11, 15 and 19** for more details.

What is Carer's Allowance?

Carer's Allowance is a social security benefit to help people who look after someone who gets

- Attendance Allowance or
- Constant Attendance Allowance at or above
 - the normal maximum rate as an addition to Industrial Injuries Disablement Benefit,
 - the basic (full day) rate as an addition to a War Disablement Pension, or
- Disability Living Allowance at the middle or highest rate of the care component.

The person you look after will have a letter telling them what type and what rate of these benefits or entitlements they are getting.

Carer's Allowance is paid to the person who does the caring – not the person being cared for.

Carer's Allowance counts as taxable income.

The current weekly rate of Carer's Allowance is shown on the Carer's Allowance leaflet that came with this claim pack.

Payment of Carer's Allowance does not depend on the level of your savings or on whether you have paid any National Insurance (NI) contributions.

The person you are looking after may be getting extra money because they are severely disabled and are being paid any of the following benefits or entitlements

- income-based Jobseeker's Allowance
- Income Support
- Pension Credit
- Housing Benefit
- Council Tax Benefit.

This extra money may include, for example, the Severe Disability Premium.

If you start getting Carer's Allowance for the person you are caring for, their benefit or entitlement **may go down**. Severe Disability Premium cannot be paid when Carer's Allowance is also paid. See **page 17** of these notes for where to get advice about this.

When to claim

Claim now – If you look after someone who is getting or has recently been awarded

- Attendance Allowance or
- Constant Attendance Allowance
 - at or above the normal maximum rate as an addition to Industrial Injuries Disablement Benefit,
 - at or above the basic (full day) rate as an addition to a War Disablement Pension, or
- Disability Living Allowance at the middle or highest rate of the care component.

Do not delay or you could lose benefit.

Claim later – If you look after someone who has not yet claimed one of the benefits mentioned above, or has claimed but is waiting for a decision.

The person you look after should consider claiming one of these benefits straight away if they have not claimed already. If they are awarded one of the benefits, you should claim Carer's Allowance straight away (within 3 months of the Attendance Allowance, Constant Attendance Allowance or Disability Living Allowance decision, if possible). Do not delay or you could lose benefit.

Because a Carer's Allowance award may allow entitlement to income-based Jobseeker's Allowance, Income Support, Pension Credit, Housing Benefit or Council Tax Benefit, you may wish to claim these benefits or entitlements at the same time you claim Carer's Allowance. For more information see **page 10**.

How to claim Carer's Allowance

Just fill in the claim form. Although it may look rather long, please do not be put off. It will not take you as long as you think to fill in and you may not have to answer all the questions.

If your answer to a question is **No**, you must tick the **No** box. This will help us deal with your claim more quickly.

If you have any difficulty filling in the claim form someone can do it for you. You can ask a friend, an advice centre, Benefit Enquiry Line (BEL) Freephone **0800 88 22 00** or at any Jobcentre Plus or social security office. **You must sign the declaration after checking that the details are complete and correct.**

You can now claim Carer's Allowance or tell us about changes of circumstance online using our easy step-by-step form and send it to us electronically. To find out more visit www.direct.gov.uk/carers

Where to send your claim form

Send the claim form back to us in the envelope that came with this claim pack. It does not need a stamp. Contact us if you need your forms in braille, large print or on audio tape. Our address is

**Carer's Allowance Unit
Palatine House
Lancaster Road
Preston PR1 1HB.**

Our phone number is **01253 856 123**. For deaf and hard of hearing customers our **textphone** number is **01772 899 489**.

Our address for email is –
cau.customer-services@dwp.gsi.gov.uk

What happens after we get your claim?

Wherever we can, we will phone you if we need any more information. We will write and tell you if you can get Carer's Allowance. Once Carer's Allowance is awarded the payday is normally Monday.

We aim to deal with your claim within 3 weeks. **It will help us if you do not contact us until after that time**, unless your circumstances change. Please allow this period of time before expecting to hear from us with a decision on your claim.

If you live in an area with a Jobcentre Plus office, Jobcentre Plus is able to offer you a Work Focused Interview (WFI) with a personal adviser. The interview is not a requirement of your claim for Carer's Allowance, but is available to you if you would like advice about possible part-time employment or training. The help is there should you choose to take advantage of it, either now or later if your caring responsibilities change.

If you would like to discuss whether a WFI may be appropriate for you, or arrange an interview, please contact your local Jobcentre Plus office.

You can find details of your local Jobcentre Plus office in the phone book. If you are claiming Income Support or Incapacity Benefit you will be required to have a WFI as a result of your claim for those benefits. If this is the case, you will be contacted by the relevant office.

Will Carer's Allowance affect other benefits I get?

Whatever other benefits or entitlements you or your partner have, you should claim Carer's Allowance.

If you get Carer's Allowance or have *underlying entitlement* to Carer's Allowance, an extra amount called the **carer premium** is added when we work out Jobseeker's Allowance or Income Support.

The current weekly rate of carer premium is shown on the Carer's Allowance leaflet that came with this claim pack.

If you get Pension Credit we increase the amount used to work out how much you are entitled to.

Underlying entitlement means you are entitled to Carer's Allowance but it is not paid because you get another benefit or entitlement that is as much as or more than Carer's Allowance.

We will tell the office that pays your Jobseeker's Allowance, Income Support or Pension Credit that you are getting Carer's Allowance or that you have underlying entitlement.

If you are getting Housing Benefit or Council Tax Benefit on its own or with any of the benefits or entitlements in the list on **page 14**, you should claim Carer's Allowance. The local council will include an amount for the carer premium when they work out how much Housing Benefit or Council Tax Benefit you can get.

You must tell the office that pays your Housing Benefit or Council Tax Benefit that you get Carer's Allowance to get the extra help, for example for them to include the carer premium in their calculations. Also tell them if you have an underlying entitlement to Carer's Allowance.

What else can I claim?

Jobseeker's Allowance, Income Support and Pension Credit

If you want to claim Income Support, Jobseeker's Allowance or apply for Pension Credit, or if you want general advice and information, please contact the office that deals with your benefit or entitlement, or any Citizens Advice Bureau.

For detailed information about Income Support see **IS20** *A guide to Income Support*. This is available on the internet at www.jobcentreplus.gov.uk

For general information about Pension Credit see leaflet **PC1L** *Pension Credit: Do I qualify? How much could I get? How can I apply?* For more detailed information see **PC10S** *A guide to Pension Credit*. You can get them from your Jobcentre Plus office, social security office or Pension Centre. These are available on the internet at www.thepensionservice.gov.uk

About extra money added on to your Carer's Allowance

You may be able to get extra money with your Carer's Allowance for a person who lives with you and is dependent on you. The person can be

- your husband, wife or civil partner, **or**
- your partner, if you are not married or in a civil partnership, provided they are looking after a child or children you get Child Benefit for, **or**
- someone else who is looking after a child or children you get Child Benefit for.

If you get extra money with Carer's Allowance for any of these people and someone else already gets extra money on their benefit for them, **the amount of their benefit may reduce.**

If you or your partner get income-based Jobseeker's Allowance, Income Support or Pension Credit the amount you get may be affected if you do not claim all the extra money you can get with Carer's Allowance. See **page 17** of these notes for where to get advice about this. To claim extra money, fill in the claim form **and** the *Extra money for a dependent adult* form.

If you claim extra money for a dependent adult we will also have to confirm their National Insurance account and check their identity. Therefore, you will need to give us the right information to allow us to carry out these checks. If you claim extra money but do not give us this information, **your own application for benefit may be delayed or refused.**

Child Tax Credit

You may be able to claim Child Tax Credit. This is a payment to support families with children. It may be claimed by those responsible for one or more child or young person.

To find out more about Child Tax Credit visit the HM Revenue & Customs (formerly Inland Revenue) website. The address is **www.hmrc.gov.uk**

You can claim online too.

If you would rather ring the HM Revenue & Customs call the helpline on the following numbers

0845 300 3900 – England, Scotland and Wales

0845 603 2000 – Northern Ireland only.

For people with hearing and speech difficulties using a textphone, the numbers are

0845 300 3909 – England, Scotland and Wales

0845 607 6078 – Northern Ireland only.

All lines are open 8am – 8pm seven days a week (except Christmas Day, Boxing Day, New Years Day and Easter Sunday).

Carer's Allowance and other benefits

If you are paid any of these benefits it could affect whether we will pay Carer's Allowance

- State Pension
- Incapacity Benefit
- Severe Disablement Allowance
- a training allowance
- Unemployability Supplement – paid with Industrial Injuries Disablement Benefit or War Pension
- Widow's Pension or Bereavement Allowance
- Widowed Mother's Allowance or Widowed Parent's Allowance
- War Widow's and Widower's Pension
- Maternity Allowance
- Industrial Death Benefit
- contribution-based Jobseeker's Allowance.

If you do not receive Carer's Allowance because you are getting one of these benefits, you may still be able to get an extra amount on your income-based Jobseeker's Allowance, Income Support, Pension Credit, Housing Benefit or Council Tax Benefit. See **page 10** for details.

If the amount of benefit you get is less than the amount of Carer's Allowance you could get, we will pay the difference.

If someone is getting any of these benefits which includes extra money for you, we will arrange for the extra money to stop or reduce. We will pay the Carer's Allowance to you.

But if you get Widow's Benefit or Bereavement Benefits you may be able to get National Insurance (NI) contributions, so claim anyway. There is more information about NI contributions in the next section.

A special rule may apply if you claim contribution-based Jobseeker's Allowance after Carer's Allowance has stopped. Contact your Jobcentre Plus office for more information.

More information about Carer's Allowance

Christmas Bonus

You will get a tax-free bonus with your Carer's Allowance shortly before Christmas each year, unless you get this payment with another benefit.

National Insurance (NI) contributions

For each week that we pay you Carer's Allowance you will normally get a National Insurance (NI) contribution added to your NI record. You will also normally be credited with a NI contribution for any week you are entitled to Carer's Allowance but it is not paid because you are also getting Widow's Benefit or Bereavement Benefits at the same or higher weekly rate.

These NI contributions may help you to qualify for the basic rate of certain other benefits or entitlements in the future. A NI contribution will not be credited for Carer's Allowance where you are already being credited with contributions as a result of another benefit being paid to you. For example, where Incapacity Benefit is being paid.

If you are a married woman who has chosen to pay reduced rate NI contributions, we cannot give you NI contributions if your option is still in force.

Please note that NI contributions will not be paid to women in the tax year they reach 60 and men in the tax year they reach 65.

State Second Pension

For each complete tax year that we pay you Carer's Allowance you will automatically build up extra pension called State Second Pension, sometimes called additional pension. If your Carer's Allowance is not paid because you are getting one of certain other benefits or entitlements at the same or higher weekly rate, you will still build up State Second Pension. The extra pension will be paid along with your basic state pension when you reach state pension age.

More information about Carer's Allowance continued

If you look after more than one person

You can only get one payment of Carer's Allowance each week even if you look after more than one person who gets

- Attendance Allowance or
- Constant Attendance Allowance at or above
 - the normal maximum rate as an addition to Industrial Injuries Disablement Benefit,
 - the basic (full day) rate as an addition to a War Disablement Pension, or
- Disability Living Allowance at the middle or highest rate of the care component.

If someone else is also looking after the same person

If someone else is also looking after the same person only one of you can get Carer's Allowance. You must decide between you who is going to claim it. See below for where to get help and advice.

The time you spend looking after someone

If you stop looking after the person you care for, for a short time, you may still get Carer's Allowance. For example, you may be able to get Carer's Allowance when

- you take a short holiday
- the person you look after goes into hospital
- you go into hospital.

But you must always tell us about any week when you look after someone for less than 35 hours.

A week is from the start of a Sunday to the end of the next Saturday.

Where to get help and advice

- If you want general advice and information about benefits or entitlements, get in touch with any Jobcentre Plus or social security office. You can find the phone number and the address on the advert in the business numbers section of the phone book. Look under **Jobcentre Plus** or **Social Security**. Further information and claim forms are available on the internet at **www.jobcentreplus.gov.uk**
- If you want information about Pension Credit you can phone the Pension Service. The number is **0845 60 60 265**.
- If you want to know about benefits or entitlements for people with disabilities, phone the Benefit Enquiry Line (BEL). The number is Freephone **0800 88 22 00**.
The person you speak to will not have your records so they can only give you general advice.
- If you have problems with hearing and have a textphone, phone Benefit Enquiry Line (BEL). The number is Freephone **0800 24 33 55**.
- You can get in touch with an advice centre like the Citizen's Advice Bureau.
- You can get in touch with

Carers UK

20-25 Glasshouse Yard London EC1 4JS.

They can offer advice on a range of issues relating to carers. Their Helpline number is Freephone **0808 808 7777**. The lines are open from 10.00am to 12.00 noon and from 2.00pm to 4.00pm on Wednesdays and Thursdays only. **Do not send your claim form to this address.** Send it to the address on **page 8**.

If you want help filling in these forms

If you want help filling in these forms, phone **0800 88 22 00**. The person you speak to will arrange for someone to phone you back. The person who phones you back is specially trained to help you fill in these forms. They will have copies of the forms and will go through them with you on the phone. Alternatively, they can fill in the forms for you.

If they fill in the forms for you, they will send them to you. Then you can check the forms, sign them and send them back. They can send the completed forms in braille or large print. They will send you an envelope. It will not need a stamp. All the requested documents should be included with the claim.

If you cannot get Carer's Allowance

You may be able to get help from the Home Responsibilities Protection Scheme if you cannot get Carer's Allowance, but you are looking after someone who gets

- Attendance Allowance **or**
- Constant Attendance Allowance **or**
- Disability Living Allowance.

This is a scheme to make sure people do not get less State Retirement Pension in the future just because they stay at home to look after someone.

Ask for form **CF411** *Home Responsibilities Protection*. You can get this form from a Jobcentre Plus or social security office. Leaflet **DHC1JP** *A guide for disabled people, those with health conditions, and carers* also gives details on further help available for carers.

You may also be able to build up State Second Pension, sometimes called additional pension, if you qualify for Home Responsibilities Protection. The extra pension will be paid along with your basic state pension when you reach state pension age.

Please keep this leaflet for your information

The notes in this leaflet give general information only and are not a complete statement of the law.

Carer's Allowance Claim form

- **This form is to claim Carer's Allowance.**
- Before you fill in this form, please read **all** the notes that came in this claim pack.
- This form must be filled in by you, the carer, not the person you look after.
- Please answer all the questions that apply to you.
- Please tell us about any other personal details you think we should know about on page 26 **PART 14 Other information**, for example other names or recent previous addresses.
- Please write clearly in ink. We cannot accept entries in pencil. Please write your personal details in **BLOCK CAPITALS**.

- If you need help to fill in any part of this form, phone Benefit Enquiry Line (BEL) 0800 88 22 00.
- **Benefit you may be entitled to because of this claim can be paid more quickly if you**
 - answer all the questions that apply to you and your partner, if you have one, and
 - send us all the documents we ask for.

If you cannot do this, get in touch with us, but benefit you may be entitled to because of this claim may be delayed.

Important note – If you do not have a National Insurance (NI) number, or you have one beginning with the letters ZZ or TN please contact your social security office. They will help you to apply for, or trace, your NI number.

PART 1 About you – the carer

Surname or family name

All other names in full

All other surnames or family names you have been known by or are using now

Title

Marital or civil partnership status

single	<input type="checkbox"/>	separated	<input type="checkbox"/>
married or civil partner	<input type="checkbox"/>	divorced or civil partnership dissolved	<input type="checkbox"/>
living with partner	<input type="checkbox"/>	widowed or surviving civil partner	<input type="checkbox"/>

Date of birth

Address

Include your postcode.
This will help us deal with your claim more quickly.

Postcode

Home phone number

This may help us to deal with your claim more quickly.
We will not give your phone number to anyone else.

Code	Number
------	--------

Daytime phone number, if different

Code	Number
------	--------

Please tick the appropriate box

Work Mobile Fax Textphone

National Insurance (NI) number

If you do not tell us your NI number, any benefit you may be entitled to could be delayed. You can find the number on your National Insurance (NI) number card, letters about benefits, payslips or form P60.

Letters	Numbers			Letter
□ □	□ □ □ □	□ □	□ □	□

If you do not know your NI number, have you ever had or used one at anytime?
 No
 Yes

PART 1 About you – the carer continued**What is your nationality?**

For example, British

Do you have a **British Overseas passport?**No Yes Tick **No** if you have a **standard****British passport** or no passport at allIf you are a European Union (EU), European Economic Area (EEA) or Swiss national, please go to **PART 2**. The United Kingdom is part of the EU.**On what date did you arrive in the United Kingdom?**

From which country did you come?

Do you intend to go back to that country?No Yes Please tell us on what date**What is the reference number shown on your passport visa?**

The visa reference number is normally 2 letters followed by 6 numbers, for example, AB123456. This is not your passport number.

Remember

- Please read all the Notes contained in leaflet **DS700** before you complete this form.
- You will only qualify for Carer's Allowance if you satisfy all the rules detailed in pages 3 and 4 of those notes.
- It is very important to send this form in at the right time. There is information about when to claim on **page 7** of the notes.
- If you live in Wales and would like to receive future communications in Welsh, please tick this box.

PART 2 About the date you want to claim Carer's Allowance from

What date do you want to claim Carer's Allowance from?

You must tell us an exact date.

If you do not give us an exact date your claim may be delayed. If you do not fill the date in, this claim form cannot be accepted and will be returned.

day month year

 / /

We will ask you about this date again further on in this claim form. You might want to make a note of it now to help you later.

Example of an exact date

 16 / 01 / 2002

We may be able to pay you Carer's Allowance for up to 3 months before the date we receive your claim.

If the person you look after is awarded:

- Attendance Allowance
 - the care component of Disability Living Allowance, at the middle or highest rate, or
 - a qualifying rate of Constant Attendance Allowance
- we may be able to pay you Carer's Allowance from the date when their benefit payments start. But you must claim within three months of the date a decision is made on their benefit.

PART 3 About previous claims for Carer's Allowance (formerly Invalid Care Allowance)

Have you claimed Carer's Allowance before?

If you claimed but did not get it, still tick Yes.

No

Yes What date did you last claim?

 / /

Were you paid Carer's Allowance?

No

Yes

PART 4 About your partner

Do you have a partner?

If you have separated from your partner since the date you want to claim from, we still need to know their details.

We use *partner* to mean

- a person you are married to or a person you live with as if you are married to them, or
- a civil partner or a person you live with as if you are civil partners.

No

Yes Please tell us about your partner

Have you had a partner at any time since the date you want to claim from?

No Please go to **PART 5**

Yes What date did your partner join your household?

 / /

Have you separated from your partner at any time since the date you want to claim from?

No

Yes When did you separate?

 / /

What is your partner's nationality?

For example, British

Partner's surname or family name

Partner's other names

All the other surnames they have had

These might be surnames they had before they were married.

Partner's title

Mr/Mrs/Miss/Ms

Partner's date of birth

/ /

Partner's address

 Postcode

Partner's National Insurance (NI) number

If you do not tell us their NI number, any benefit you may be entitled to could be delayed. You can find the number on their National Insurance (NI) number card, letters about benefits, payslips or form P60.

Letters	Numbers	Letters
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

PART 5 About the care you provide**Please tell us about the person you look after.**

This will help us to deal with your claim more quickly.

Please write their personal details in BLOCK CAPITALS

Surname

Other names

Title

Mr/Mrs/Miss/Ms

Date of birth

/ /

Address

You do not have to live at the same address as the person you are looking after.

Postcode

Home phone number

This may help us to deal with your claim more quickly.

We will not give this phone number to anyone else.

Code Number

Daytime phone number, if different

Code Number

Please tick the appropriate box

Work Mobile Fax Textphone

National Insurance (NI) number

This will help us to deal with your claim more quickly.

You can find this on their National Insurance (NI) number card, letters about benefits, payslips or form P60.

Letters Numbers Letter

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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What relation is this person to you?

If no relation write **NONE**.

PART 5 About the care you provide continued

Has someone paid you to look after this person since the date you want to claim from?

No

Yes Please tell us about the person who pays you

Their name

Their address

Postcode

How much do they pay you each week?

£

When did you start getting this money?

/ /

Has anyone else claimed Carer's Allowance for this person before?

Two people cannot get Carer's Allowance at the same time for looking after the same person. Please read **page 16** of the booklet **DS700** that came with this claim pack.

No

Yes Please tell us about the person who claimed Carer's Allowance before

Their surname

Their other names

Their address

Postcode

Their date of birth, if you know it

/ /

Their National Insurance number, if you know it

Letters				Numbers							Letter	
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PART 5 About the care you provide continued

Do you spend 35 hours or more each week caring for the person you look after?

A week is from the start of a Sunday to the end of the next Saturday

No Please read the notes on page 3 of the Notes contained in booklet DS700

Yes

Have you had any breaks in looking after this person since the date you want to claim from?

A break is when you spend less than 35 hours a week looking after the person you care for. The reason for the break might be

- because they are in respite care, in hospital or on holiday without you, or
- because you are in hospital or on holiday without the person you care for, or
- another reason.

By medical treatment we mean, for example, surgical treatment or administration of drugs and injections.

Other treatment includes nursing services by professionally trained staff in the form of:

- observation
- therapy
- support services where appropriate to the person's needs
- advice and training in social and domestic skills.

It does not include straightforward care and attention by unqualified staff.

No

Yes Please give us the exact dates and times of the breaks

From

 / /

Time

 am/pm

To

 / /

Time

 am/pm

Reason for the break

Were you or the person you look after receiving medical or other treatment as an inpatient in a hospital or similar institution?

No

Yes

From

 / /

Time

 am/pm

To

 / /

Time

 am/pm

Reason for the break

Were you or the person you look after receiving medical or other treatment as an inpatient in a hospital or similar institution?

No

Yes

From

 / /

Time

 am/pm

To

 / /

Time

 am/pm

Reason for the break

Were you or the person you look after receiving medical or other treatment as an inpatient in a hospital or similar institution?

No

Yes

■ If you need any more space please use the space in **PART 14**

PART 5 About the care you provide continued

Did you look after this person for at least 35 hours each week before the date you want to claim from?

No

Yes From what date did you start to look after this person?

/ /

Have you had any other breaks from looking after this person in the 26 weeks before the date you want to claim from?

No

Yes Please give us the exact dates and times of the breaks

From

/ /

Time

am/pm

To

/ /

Time

am/pm

Reason for the break

Were you or the person you look after receiving medical or other treatment as an inpatient in a hospital or similar institution?

No

Yes

From

/ /

Time

am/pm

To

/ /

Time

am/pm

Reason for the break

Were you or the person you look after receiving medical or other treatment as an inpatient in a hospital or similar institution?

No

Yes

From

/ /

Time

am/pm

To

/ /

Time

am/pm

Reason for the break

Were you or the person you look after receiving medical or other treatment as an inpatient in a hospital or similar institution?

No

Yes

■ If you need any more space please use the space in **PART 14**

Was the person you look after away from home in any of the breaks you have told us about?

No

Yes Where did they stay?

Postcode

PART 5 About the care you provide continued

If the person you are caring for receives certain benefits, the amount they receive may be affected by your claim for Carer's Allowance. Because of this, we have to confirm that they know you are claiming Carer's Allowance.

Will you please ask the person you are caring for to read the notes at the bottom of this page and then complete and sign in the box below? If the person you care for cannot sign because of a health condition, a disability or they are under 16 please turn to **page 10** or **page 11**.

When we receive your claim form, if the box on this page or one of the boxes on **pages 10 and 11** has not been completed, your claim for Carer's Allowance may be delayed. If none of the statements are completed please let us know the reason for this in **PART 14**.

This part is to be signed by the person being cared for

I understand that.....(insert carer's name) has made a claim for Carer's Allowance.

I understand that details of my claim to Disability Living Allowance/Attendance Allowance/Constant Attendance Allowance will be looked at when this claim for Carer's Allowance is considered.

I understand that this claim for Carer's Allowance may affect some of the benefits I receive.

I can / cannot* confirm that.....(insert carer's name) is caring for me for at least 35 hours a week. *delete as applicable

Your signature

If you cannot confirm that at least 35 hours care a week is being provided by.....
(insert carer's name) please give the reasons below.

Notes for the person being cared for

If you are paid income based Jobseeker's Allowance, Income Support, Housing Benefit or Council Tax Benefit and the amount you receive includes a severe disability premium, you may no longer be paid that premium **if Carer's Allowance is paid to your carer.**

If you receive Pension Credit and the amount you receive includes an additional amount for severe disability you may no longer be paid that additional amount **if Carer's Allowance is paid to your carer.** For more information about this you should contact the office dealing with these benefits.

Your Disability Living Allowance, Attendance Allowance or Constant Attendance Allowance will not be affected if Carer's Allowance is paid to your carer.

PART **5** About the care you provide continued

If the person you care for is unable to sign the statement on **page 8** because of a health condition, a disability or they are under 16, someone who acts for that person can sign on their behalf.

If you act for the person you are caring for and you are one of the following,

- Parent or guardian (only if the person being cared for is under 16)
- Attorney
- Appointee
- Judicial factor or
- Receiver

please read the notes at the bottom of **page 9** then complete and sign in the box below.

If you do not act for the person you care for please turn to **page 11**.

This part is to be signed on behalf of the person being cared for

I (insert your name) am *the parent or guardian / attorney /

appointee/judicial factor/receiver acting for benefit purposes for

(insert the name of the person being cared for). *delete as applicable

I understand that details of that person's claim to Disability Living Allowance/Attendance Allowance/Constant Attendance Allowance will be looked at when my claim for Carer's Allowance is considered.

I understand that my claim for Carer's Allowance may affect some of the benefits that person receives.

Your signature

PART 5 About the care you provide continued

If the person you care for is unable to sign the statement on **page 9** because of a health condition, a disability or they are under 16, someone who acts for that person can sign on their behalf.

If you do not act for the person you are caring for please ask the person who does act for them to confirm that they are one of the following:

- Parent or guardian (only if the person being cared for is under 16)
- Attorney
- Appointee
- Judicial factor or
- Receiver.

They should then read the notes at the bottom of **page 9** and complete and sign in the box below.

This part is to be signed on behalf of the person being cared for

I understand that.....(insert carer's name) has made a claim for Carer's Allowance.

I.....(insert your name) am *the parent or guardian / attorney / appointee / judicial factor / receiver acting for benefit purposes for.....
(insert the name of the person being cared for). *delete as applicable

I understand that details of that person's claim to Disability Living Allowance/Attendance Allowance/Constant Attendance Allowance will be looked at when this claim for Carer's Allowance is considered.

I understand that this claim for Carer's Allowance may affect some of the benefits that person receives.

I can / cannot* confirm that.....(insert carer's name) is caring for.....(insert the name of the person being cared for) for at least 35 hours a week. *delete as applicable

Your signature

If you cannot confirm that at least 35 hours care a week is being provided by.....
(insert carer's name) please give the reasons below.

PART 6 About any time you have spent abroad

Do you normally live in Great Britain?

By *Great Britain* we mean England, Scotland and Wales.

No Where do you normally live?

Yes

Are you in Great Britain now?

No

Yes

Have you been out of Great Britain with the person you look after for more than 4 weeks since the date from which you wish to claim?

No

Yes We may contact you about this

The country you visited and the reason

The country you visited and the reason

Have you been in Great Britain for 26 weeks in the 12 months before the date from which you wish to claim?

No Please tell us about the dates you were out of Great Britain

Yes

The country you visited and the reason

The country you visited and the reason

PART **7** About education

Have you been on a course of full-time education since the date you want to claim from?

No Please go to **PART 8**

Yes Please tell us about the course

Please tick **Yes** if you are on holiday or on temporary leave from a course of full-time education.

Full-time education means 21 hours or more of supervised study each week undertaken through a school, college, university or similar educational establishment. This includes time spent on related exercises, experiments, projects or examinations. The study need not be in the presence of a tutor.

Type of course

For example, A level, degree or diploma

Course title

Name of school, college or university

Address of school, college or university

Postcode

Phone number of school, college or university

Code Number

Fax number of school, college or university

Code Number

Your student reference number

Tutor's name

How many hours a week do you spend on work which is included in the curriculum of the course at school, college or university?

hours a week

What date did you start your course?

/ /

What date do you expect the course to end?

/ /

If you are no longer on the course, please tell us the date you finished.

/ /

PART 8 About work for an employer

Please tell us the date you last worked

 /

This question **must** be completed with a date or write **NONE** if you have never worked.

Work could be

- full-time
- part-time
- casual or temporary work
- job sharing
- being included in a tax return as a worker
- being a company director
- or ● being in the Territorial Army and other auxiliary armed forces.

If this date is **more than 6 months** before the date you wish to claim from or you have never worked, then go to **PART 10**. But if you are off work because you are **sick, on maternity leave or on unpaid leave**, please answer the rest of the questions in this part below.

If you have **never worked** write **NONE** then go to **PART 10**.

If you do not provide a date, this may result in a delay in dealing with your claim.

Please note if you stopped working when you applied for Carer's Allowance, we will assess your final wages over the same pay period which your earnings would normally have covered.

Do you have a job now?

No Please tell us about **all** jobs you have had in the 6 months before the date you want to claim from

Yes Please tell us about the job you are doing now

If you have **more than one job** tick this box.
If necessary provide more details in **PART 14**.

We will contact you about this.

	EMPLOYER 1	EMPLOYER 2
Date the job started	<input type="text" value="/"/> / <input type="text" value="/"/>	<input type="text" value="/"/> / <input type="text" value="/"/>
Date the job finished, if it has	<input type="text" value="/"/> / <input type="text" value="/"/>	<input type="text" value="/"/> / <input type="text" value="/"/>
Type of job	<input type="text"/>	<input type="text"/>
Clock or payroll number	<input type="text"/>	<input type="text"/>
Employer's name and address	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	Postcode	Postcode
Employer's phone number	Code <input type="text"/>	Code <input type="text"/>
	Number <input type="text"/>	Number <input type="text"/>

■ If you need any more space please use the space in **PART 14**

PART 8 About work for an employer continued

Employer's fax number,
if you know it

Code	Number
------	--------

Which department deals with
your wages

for example, personnel, wages,
human resources etc.

Department

Please give their phone number or
fax number

Code	Number
------	--------

When did you get your last pay?

/	/
---	---

How much was it before anything
was taken off?

This is usually the gross pay on
your pay or wage slip.

£

What period was it for?

from	/	/	to	/	/
------	---	---	----	---	---

What was included in this wage?

Include things like holiday pay,
redundancy or payments in lieu of
notice. Also include full details of
all payments made to you and
details of the length of time each
payment is for. Please give full
details in **PART 14**, if necessary.

--

How often are (or were) you paid?
Please tick one box

weekly

fortnightly

4 weekly

monthly

other Please say how often you were paid

--

What date (or day) do you
(or did you) usually get paid?

For example, every Friday, the last
day of the month, every 4th Friday.

--

Do (or did) your earnings vary?

No

Yes

Do (or did) you get paid for
holidays or when off sick
from work?

No

Yes

PART 8 About work for an employer continued

How many hours a week do (or did) you normally work?

hours a week

Do (or did) you get paid any other money not included in your normal wage?

For example, tips.

No

Yes Please tell us what else you get (or got)

Does your employer owe you any money?

This could be redundancy pay, pay in lieu of notice etc.

No

Yes We will contact you about this

Have you worked for any other employers in the 6 months before the date you want to claim from?

If you have had more than one other employer, please give details at **PART 14** of this claim form.

No

Yes Please give your previous employer's name and address.

Please send your final payslip

Employer's address

Postcode

Employer's phone number

Code	Number
------	--------

Employer's fax number

Code	Number
------	--------

- If you got your last pay **before** the date you want to claim from, send us your final payslip.
- If you have been paid **after** the date you want to claim from, send us the last payslip before the date you want to claim from in **PART 2** and all the payslips you have had since then.

The details you must send us

You must remember to send us all the documents we ask for. If you do not, benefit you may be entitled to because of this claim may be delayed.

PART **9** About expenses to do with your work

While at work, do (or did) you pay anyone to provide childcare?

No

Yes How much a week?

£ a week

Name and address of this person

Postcode

What relation, if any, is this person to each child?

Child's name

Relation of person to child

What is your or your partner's Child Benefit number?

--	--	--	--	--	--	--	--	--	--	--	--

What relation to you is this person?

While at work, do (or did) you pay anyone to look after the person you normally look after?

No

Yes How much a week?

£ a week

Name and address of this person

Postcode

What relation to you is this person?

What relation is this person to the person you normally look after?

PART 9 About expenses to do with your work continued

Do (or did) you pay anything towards an occupational pension scheme?

No Yes

How much do (or did) you pay?

£	every
---	-------

Do (or did) you pay anything towards a personal or stakeholder pension scheme?

No Yes

Also give details if you pay (or paid) towards a retirement annuity scheme.

How much do (or did) you pay?

Please send us something to confirm the amount you pay (or paid).

£	every
---	-------

Do (or did) you pay for anything else necessary to do your job?

For example, tools or protective clothing.

No Yes Please tell us about it below

What are these other things you have to pay for?

--

Why do (or did) you need these things to do your job?

--

Please say how much these things cost each week

£	a week
---	--------

■ If you need any more space please use the space in **PART 14**

PART 10 About property rented out

Have you or your partner rented out property or land which you own in the UK or abroad since the week before the date you want to claim from?

No Yes We will contact you about this

Have you sublet your home or provided board and lodgings accommodation since the week before the date you want to claim from?

No Yes We will contact you about this

Have you paid Class 2 (self-employed) National Insurance contributions since the week before the date you want to claim from?

No Yes We will contact you about this

PART 11 About self-employed work

Have you been self-employed since the week before the date you want to claim from?

Self-employed work could be

- working for yourself
- or ● being a partner or sleeping partner in a business

No Please go to **PART 12**

Yes

Are you self-employed now?

No Please tell us about your most recent self-employed job

Yes Please tell us about the self-employed job you are doing now

When did you start this self-employed work?

When did you finish this self-employed work – if you have?

Have you ceased trading altogether?

No

Yes If you ceased trading more than a week before the date you want to claim from, please go to **PART 12**.

Nature of your business

What is (or was) your trading year?

Please send us a copy of your profit and loss account for the most recent trading year. We will write to you if we need more information about the money you get from your self-employed work.

Have you got an accountant?

No

Yes Can we contact your accountant, if we need to? No
Yes

Your accountant's name and address

Postcode

Accountant's phone number

Code	Number
------	--------

Accountant's fax number, if you know it

Code	Number
------	--------

While at work, do (or did) you pay anyone to provide childcare or to look after the person you normally look after?

No

Yes We will contact you about this

Do you or did you pay anything towards a personal or stakeholder pension scheme?

No

Yes How much do (or did) you pay?

Also give details if you pay towards a retirement annuity scheme.

PART 12 About other money

YOU	YOUR PARTNER
-----	--------------

Have you or your partner claimed any benefit, allowance, pension or entitlement since the date you want to claim from?

No
 Yes Please tell us the name of the benefit, allowance, pension or entitlement below

No
 Yes Please tell us the name of the benefit, allowance, pension or entitlement below

Also tell us the names of any benefits, allowances, pensions or entitlements that you or your partner are waiting to hear about. Please include details of your partner even if you have separated since the date you want to claim from.

Has anyone else had any extra money for you added on to a benefit, allowance, pension or entitlement since the date you want to claim from?

No
 Yes Please tell us below about the person who gets extra money for you

For example, this could be extra money that your partner gets for you with their Incapacity Benefit or State Pension. Or, if you are under 19 years of age, include any payment your parent or guardian receives for you on any other benefit, allowance, pension or entitlement.

Their name

Their address

Postcode

Name of the benefit, allowance, pension or entitlement

National Insurance (NI) number
 This is on letters about their benefit.

Letters	Numbers	Letter								
<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table>			<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table>					<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table>		

PART 12 About other money continued

Have you had any Statutory Sick Pay (SSP) since the date you want to claim from?

Please tick **Yes** if you are waiting to hear about it.

No

Yes Please tell us about the employer who deals with the SSP

Their name

Their address

Postcode

Have you had any Statutory Maternity Pay (SMP) or Statutory Paternity Pay (SPP) since the date you want to claim from?

Please tick **Yes** if you are waiting to hear about it.

No

Yes Please tell us about the employer who deals with the SMP or SPP

Their name

Their address

Postcode

PART 13 Making payments to you

We normally pay Carer's Allowance directly into an account. This is the safest way to pay you and lets you choose how and when you get your money. You can use a bank, building society or other account provider. Most accounts allow you to make savings on some of your bills by paying them by Direct Debit. You may be able to use a cash machine, which will usually mean you can get your money at any time of the day or night. Most of these machines can be used for free, but some of them may charge you to take your money out. If so, you will be warned by a message on the screen. This will give you the opportunity to cancel your transaction without being charged. There are arrangements with some banks and building societies to let you collect cash from many of their accounts over the counter at Post Offices®.

A – Payment directly into an account

How you will be paid

Your Carer's Allowance will be paid into the account every 4 weeks or every week. It will normally be paid on a Monday.

Finding out how much is paid into the account

We will tell you when the first payment will be made and how much it is for. Each payment, after the first one, should be for the same amount unless there is a change in your circumstances. We will tell you whenever we know there is going to be a change in the amount we pay into your account.

You can check your Carer's Allowance payments on your account statements. Your statements will usually show your National Insurance (NI) number next to payments that are from us. If you think your payment is wrong, get in touch with the office that pays you.

Getting someone to collect your Carer's Allowance

You may be able to get someone else to collect your Carer's Allowance for you regularly if you wish. For help with this please contact your bank, building society or other account provider such as the Post Office® or a Credit Union.

If not enough money is paid into the account

If we do not pay enough money into the account we will make another payment or add the money we owe you onto your next payment. We will contact you to tell you what we are going to do.

Sometimes we may pay too much money into the account and you may be overpaid

If this is because of the way the system works for payments directly into an account, we have the right to recover any money you are not entitled to. For example, you may give us information which means you are entitled to less money but we may not be able to change the amount already sent out. We will contact you first if we propose to recover any money.

What to do now

To tell us about the account you want to use for your Carer's Allowance, go to **Part B**

or

if you do not already have a suitable account, go to **Part D**.

PART 13 Making payments to you continued

B – About the account you want to use

Tick this box if you agree to be paid directly into an account and understand the information in page 22 about being overpaid.

Please give your account details below.
 You must fill in **all** the boxes including the building society roll or reference number if you have one. You can find the account details on the cheque book, passbook or statements. If you are not sure about the details, ask the bank, building society or other account provider.

Whose name or names is the account in?

Please note:

- A Post Office® card account can only be in your name.
- We use *partner* to mean
 - a person you are married to or a person you live with as if you are married to them, or
 - a civil partner or a person you live with as if you are civil partners.
- By ticking the box for an account that includes the name of the person acting on your behalf, you confirm that you will authorise them to use the money in the way you tell them, or you are an appointee acting on behalf of the customer.

Please tick one box.

- In your name
- In the name of your partner
- In both the names of you and your partner
- In the name of the person acting on your behalf
- In both the names of you and the person acting on your behalf

Whose name or names is the account in?

Please write the name or names as they appear on the chequebook, passbook or statement.

Full name of bank, building society or other account provider

Sort Code – of the bank, building society or other account provider.

			–				–			
--	--	--	---	--	--	--	---	--	--	--

Please tell us all 6 numbers, for example: 12-34-56.

Account number – This is 7 to 10 numbers long.

--	--	--	--	--	--	--	--	--	--	--

More information if it is a building society account

Building society roll or reference number
 Some building societies accounts use a roll or reference number. The number is on the passbook.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

The roll or reference can contain letters and numbers and can be up to 18 characters long.
If you are not sure if the account has a roll or reference number, ask the building society.

PART 13 Making payments to you continued

B – About the account you want to use

You may be getting other benefits and entitlements that are not paid directly into an account. To have them paid into this account, please tell us the names of the benefits or entitlements.

C – How often can I be paid?

Having your payment into an account will not affect how often you are paid.

We normally pay Carer's Allowance directly into an account. We can make payments each week or every 4 weeks.

How often do you want your benefit to be paid?

- Every 4 weeks 3 weeks in arrears and one week in advance.
- Every week

PART 13 Making payments to you continued**D – If you did not complete section B**

Please read the notes below then tick **Box 1** or **Box 2**.

If you have an account but you do not wish to use it, for example a joint account, any bank or building society will help you open an account that suits you better. Remember to ask whether their accounts allow you to get your money from the Post Office®, if this is important to you.

- **Basic bank account**

If you have had problems opening a current account, or if you are worried about being overdrawn, you could ask any bank or building society about opening a basic bank account. These are available from all major banks and offer free banking with no overdraft facility. You can use these accounts to pay money in, pay bills automatically, and get cash out. Many basic bank accounts also allow you to get cash from post offices.

- **Other accounts**

Alternatively, you can be paid into some Credit Union accounts or a Post Office® card account. These accounts may have restrictions on the services provided.

What to do now

Tick the box that applies to you

I intend to open an account.

Box 1

Any bank, building society or other account provider will help you open an account. If you want to get your money at the Post Office®, check that the account allows you to do this.

If you want us to pay into an account, tell us your account details as soon as you have them.

Box 2

I would like information about how I can be paid by other means

We will contact you about your payment options.
If, in the meantime, you want more information about opening an account, please contact us.

**Complete the claim form and send it to us now.
Do not wait until you have opened an account.**

PART 15 Declaration

We may wish to contact any current or previous employers, or other persons or organisations you have listed on this claim form to obtain information about your claim. You do not have to agree to this but if you do not, it may mean that we are unable to obtain enough information to satisfy ourselves that you meet the conditions of entitlement for your claim.

Do you agree to us obtaining information from any current or previous employers you may have listed on this claim form? No
Yes

Do you agree to us obtaining information from any other person or organisation you may have listed on this claim form? No
Yes

If you have answered **No** to any of the above and you would like the Carer's Allowance Unit to know the reasons, please set out those reasons in **PART 14**.

Remember

It is very important to send in this form at the right time.

The person you look after must be getting:

- Attendance Allowance
- or ● Constant Attendance Allowance at not less than the full day rate
- or ● Disability Living Allowance at the middle or highest rate for help with personal care.

I declare

that the information I have given on this form is correct and complete as far as I know and believe.

I understand

that if I knowingly give information that is incorrect or incomplete, I may be liable to prosecution or other action.

I understand

that I must promptly tell the office that pays my Carer's Allowance of anything that may affect my entitlement to, or the amount of, that benefit.

This is my claim for Carer's Allowance.

Now you must sign your declaration. If you do not sign this declaration, this claim form cannot be accepted and will be returned.

Your signature**Date**

/ /

PART 16 What to do now

- 1 Check that you have answered all the questions that apply to you and your partner, if you have one.
- 2 Check that you are sending all the documents we have asked for.
These could be things like
 - payslips
 - copies of accounts and balance sheets.
 If you cannot do this, get in touch with us, or benefit you may be entitled to because of this claim may be delayed.
- 3 Check that **you**, and not the person you look after, have signed the form at **PART 15**.
Please make sure the person you are caring for, or someone who acts on their behalf, has read the notes at **PART 5** and completed and signed the appropriate box.
- 4 If you want to claim for extra money to be added on to your Carer's Allowance for an adult who lives with you and is
 - the person you are married to or have formed a civil partnership with, **or**
 - your partner who looks after a child or children you get
Child Benefit for, **or**
 - someone else who looks after a child or children you get
Child Benefit for
 please fill in the form **DS700(2) Extra money for a dependent adult** that came in this claim pack. If you are not sure if you want to claim for extra money to be added, claim anyway.
- 5 Send everything to us in the envelope that came with this claim pack. The envelope does not need a stamp.

Our address is Carer's Allowance Unit
 Palatine House
 Lancaster Road
 Preston
 PR1 1HB

PART 17 How we collect and use information

The Department for Work and Pensions collects information for the purposes of dealing with social security, child support, vaccine-damage issues, employment, training, private pensions policy and retirement planning. The information we collect about you depends on the reason for your business with us, but we may use the information for any of these purposes.

We may check information about you with other information we have. We may get information about you from other people and certain other organisations. We may give information to certain other organisations, as the law allows, to:

- check the accuracy of information
- prevent or detect crime
- protect public funds in other ways, and
- use in research or statistics.

These other organisations include other government departments, local authorities, and private-sector bodies such as banks and organisations that may lend you money. We will not give information about you to anyone outside our department unless the law allows us to.

The Department for Work and Pensions is the Data Controller for the purposes of the Data Protection Act.

If you want to know more about what information we have about you, or the way we use your information, please contact us. You can contact any of our offices and ask for leaflet **GL33 Data Protection Act 1998 – It affects you**. Or you can find a copy of the leaflet on our website. The address is **www.dwp.gov.uk**

Disability and Carers Service

Carer's Allowance Unit

If you would like advice about Carer's Allowance call:

01253 85 61 23 (switchboard)

People with speech or hearing problems using a **textphone** can call:

01772 89 94 89

Or use **typetalk prefix:**

18001

These lines are open from 9.00am to 5.00pm Monday to Thursday and 9.00am to 4.30pm Friday.

If your first language is not English ask for information about our interpreter service.

You can get more information about Carer's Allowance from the Directgov website. The address is

You can use the internet at many local libraries.

Or you can email us at:

cau.customer-services@dwp.gsi.gov.uk

Our postal address is:

**Palatine House
Lancaster Road
Preston
Lancs
PR1 1HB**

If you need to talk to someone face to face, you can go to your **social security** office. For your nearest social security office look for the social security display advert in the business numbers section of the phone book.

If you are not satisfied with our service, or would like to send comments, good or bad, please write to our Customer Service Section at the address shown above.

You can also call our Customer Service Section:

01772 89 94 88

01772 89 95 08

01772 89 97 66

Or by fax:

01772 89 93 54

Service	2005/2006 Target	2005/2006 Achievements	2006/2007 Target
Claims	Average Clearance Time 22 days	13.1 days	Average Clearance Time 15 days
To pay the correct amount of money	95% of all payments	98.8%	98% of all payments

We are committed to improving the service we provide. The targets we have to achieve each year are set by the Government and may change if priorities alter.

How much will I get?

Only use the amounts shown as a guide. The rules for benefits mean that your individual circumstances may affect the amount you get. This means you will not always be able to work out exactly how much you will get by using these amounts.

Amounts of Carer's Allowance and related benefits from 10.04.06

Personal weekly rate £46.95

Extra weekly rate for
a dependent adult £28.05

Weekly earnings limit
(personal rate) £84.00

Weekly rate of Carer Premium £26.35

From 6th April 2003 extra money for a dependent child has not been paid on new claims to Carer's Allowance.

Other help and Information

For support and information to help you care for someone call **Carers UK:**
0808 808 77 77

These lines are open Wednesday and Thursday only from 10.00am to 12.00pm and 2.00pm to 4.00pm.