

Benefits Signposting Guide:

Help with PIP, DLA, UC, AA, ESA and Carer's Allowance

This guide aims to bring together key signposting links for support with Personal Independence Payment (PIP), Disability Living Allowance (DLA), Universal Credit (UC), Attendance Allowance (AA), Employment and Support Allowance (ESA) and Carer's Allowance into one accessible place.

It is designed to give a brief overview of each benefit and help parents, carers and professionals find the right organisations and official webpages for guidance and support. The benefits listed in this document are paid by the Department of Work and Pensions (DWP).

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In partnership with



Personal Independence Payment (PIP)

PIP is a benefit for individuals aged 16 to 66 with long-term health conditions, disabilities or if they are nearing the end of life. It is not means tested, meaning what you earn or have in savings will not affect the amount you get. The awarded rate is determined by the impact an individual's health conditions or disabilities have on their everyday life, focusing on two key areas: Daily Living and Mobility.

The **Daily Living** element focuses on an individual's care needs, for example: their ability to wash themselves, use the toilet, feed themselves and communicate with others.

The **Mobility** element focuses on an individual's mobility needs, for example: moving around the house, planning a journey and moving around outside the house.

There are two different rates for each element- higher and lower. The decision maker will decide, based on the information provided in the application form, which rate the individual will be awarded.

	Lower weekly rate	Higher weekly rate
Daily living part	£73.90	£110.40
Mobility part	£29.20	£77.05

If a child is in receipt of Disability Living Allowance (DLA) and is turning 16 soon, the DWP will contact their Parent or Carer and ask them to apply for PIP instead. Once they have been awarded PIP, their DLA will end.

If they turn 16 before PIP is awarded, their DLA payments will stop unless the Parent or Carer has contacted DWP for an extension. In this case, DLA will continue to be paid while the PIP application is in progress.

To apply for PIP, the individual or their Parent/Carer must phone the PIP new claims helpline and request a PIP2 form. The form will arrive in the post, and it must be filled in and returned before the date stated on the front. Copies of medical letters, prescription lists, and health summaries can be included as evidence- the more evidence provided, the better. The DWP may ask the individual to attend an assessment meeting; this can either be in person or on the phone. The DWP will then review the application, come to a decision and

inform via posted letter. The decision can be appealed via a “mandatory reconsideration” which can be requested via the phone or a posted letter.

PIP helplines:

- PIP new claims helpline: 0800 917 2222
- PIP ongoing claims helpline: 0800 121 4433

Helpful links:

- DWP PIP webpage: www.gov.uk/pip
- Citizen’s Advice PIP webpage: www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/help-with-your-claim
- Turn2Us: www.pip.turn2us.org.uk
- Age UK PIP webpage: www.ageuk.org.uk/information-advice/money-legal/benefits-entitlements/personal-independence-payment

Disability Living Allowance (DLA)

DLA is a benefit for individuals aged 15 or under with long-term health conditions, disabilities or if they are nearing the end of life.

The child’s disability or health condition must mean at least one of the following apply:

- they need much more looking after than a child of the same age who does not have a disability
- they have difficulty getting about

They must have had these difficulties for at least 3 months and expect them to last for at least 6 months.

Much like PIP, DLA consists of two key components: Care and Mobility.

The **Care** element focuses on a child’s care needs, for example: their ability to wash themselves, use the toilet, feed themselves and communicate with others. The Care element consists of three rates: lowest, middle and highest.

The lowest rate is awarded if the child needs help for some of the day.

The middle rate is awarded if the child needs constant supervision during the day *or* night.

The highest rate is awarded if the child needs supervision during both the day *and* night, or they are nearing the end of life.

The **Mobility** element focuses on an individual's mobility needs, for example: moving around the house, planning a journey and moving around outside the house. There are two rates: lowest and highest.

The lowest rate is awarded the child can walk but needs help or supervision when outdoors.

The highest rate is awarded if the child cannot walk, can only walk a short distance without severe discomfort, could become very ill if they try to walk or they're blind or severely sight impaired.

To apply, the Parent or Carer must print off the DLA application form or phone the helpline to get a form sent to them. Once the form is filled in and sent back to the DWP, they will come to a decision and inform of the outcome via a posted letter.

DLA helpline: 0800 121 4600

Helpful links:

- DWP DLA webpage: www.gov.uk/disability-living-allowance-children
- Citizen's Advice DLA webpage: www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/disability-living-allowance
- Scope UK Webpage: www.scope.org.uk/advice-and-support/disability-living-allowance-dla

Universal Credit (UC)

UC is a benefit to help with living costs. An individual may be able to get it if they're on a low income, out of work or they cannot work. It is paid monthly.

Universal Credit replaces the following benefits:

- Housing Benefit
- Income Support
- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)

If an individual is getting any of these benefits, they do not need to do anything unless:

- Their circumstances change

- They get a letter called a 'Migration Notice' telling them that they must claim UC

To claim, the individual must:

- live in the UK
- be aged 18 or over
- be under State Pension age (66 years old)
- have £16,000 or less in money, investments or savings

The amount an individual can claim for is dependent on several factors. For example, the individual's age and living situation affects the "standard amount" given. If they live with a partner, they will have a joint claim and get one shared payment. Below are the "standard amounts":

Your circumstances	Standard amount
Single and under 25	£316.98 a month
Single and 25 or over	£400.14 a month
Living with a partner and both under 25	£497.55 a month
Living with a partner and one or both over 25	£628.10 a month

Extra amounts can be added to the standard amount for: housing, children and childcare. Extra amounts can also be added for disability; this is called a severe disability premium. Likewise, if a child has a disability, then a disability premium will be added.

UC includes a 'housing element' which helps with housing costs. This replaces Housing Benefit. The housing element of UC can be claimed when an individual pays housing costs, such as rent. The amount awarded is dependent on the total rent amount, the individual's income and how many people live in the property. The housing element does not cover costs such as rent arrears, a care home or ground rent.

If an individual is in temporary housing, they would need to claim Housing Benefit.

Due to the complex nature of a UC claim, the best way to work out entitlement is to do an online benefit calculator: www.benefits-calculator.turn2us.org.uk

Alternatively, you can contact a Citizens Advice advisor at: www.citizensadvice.org.uk/benefits/universal-credit/claiming/contact-us-about-universal-credit. Or by calling: 0800 144 8 444

UC helpline: 0800 328 5644

Helpful links:

- DWP UC webpage: www.gov.uk/universal-credit
- Citizen's Advice: www.citizensadvice.org.uk/benefits/universal-credit
- Universal Credit: www.ucmove.campaign.gov.uk

Attendance Allowance (AA)

AA is a benefit for individuals aged 66 or over with long-term health conditions, disabilities or if they are nearing the end of life.

The awarded rate is determined by the impact an individual's health conditions or disabilities have on their everyday life, focusing on two key areas: Daily Living and Mobility.

Attendance Allowance is paid weekly at 2 different rates. It is not means-tested, meaning what the individual earns or how much they have in savings will not affect what they will get. The two rates are:

Rate	Level of help you need
Lower rate – £73.90	Frequent help or constant supervision during the day, or supervision at night
Higher rate - £110.40	Help or supervision throughout both day and night, or a medical professional has said you're nearing the end of life

If the individual is in a care home and their care is paid for by the local authority, they cannot claim AA. However, if they pay for the care themselves, then they can claim AA.

To apply, either go to www.gov.uk/attendance-allowance/how-to-claim to apply online, or phone the AA helpline on 0800 731 0122 and they will post you an application form.

When filling in the form, it is important to include copies of any medical letters, prescription lists, and health summaries as evidence. Once you have submitted/posted your application, the DWP will assess your application and write to you to inform of their decision. The decision can be appealed via a “mandatory reconsideration” which can be requested via the phone or a posted letter.

AA helpline: 0800 731 0122

Helpful links:

- DWP AA webpage: www.gov.uk/attendance-allowance
- Citizen’s Advice: www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/attendance-allowance
- Age UK: www.ageuk.org.uk/information-advice/money-legal/benefits-entitlements/attendance-allowance

Employment Support Allowance (ESA)

An individual can apply for ‘New Style’ ESA if they are under 66 years old and have a disability or health condition that affects how much they can work. They must have worked for three or more years prior to application. It is paid every 2 weeks.

ESA gives money to help with living costs if someone is unable to work and provides support to get back into work if they’re able to.

If an individual gets Universal Credit, their Universal Credit payment is reduced by the amount they get for New Style ESA.

To apply, either go online to www.gov.uk/employment-support-allowance/how-to-claim or phone the claims line on 0800 055 6688.

After an application is made, the DWP will contact the claimant within 10 working days. The individual will be assigned a work coach, and a telephone appointment will be made with them. During the appointment, they will explain what they need to do to get New Style ESA. They will create an agreement called a ‘Claimant Commitment’. The individual must agree to the Claimant Commitment before they can get New Style ESA.

During the appointment, the individual will be asked to explain how their illness or disability affects their ability to work and provide medical evidence, such as medical letters and prescription lists.

After this, the individual will have to have a Work Capability Assessment (WCA). This is used to assess how much someone can work. They will get a letter telling them to fill in the 'Capability for Work Questionnaire' and send it to the Health Assessment Advisory Service. The address is on the form.

If someone is nearing the end of life, they will not need to do a WCA. Assessments can be in person, by video call or on the phone. The individual will be told how their assessment will take place. They can have someone else with them at the assessment, such as a friend or support worker.

The individual will stay on an 'assessment rate' until a decision can be made on their Work Capability Assessment.

The assessment rate lasts up to 13 weeks, and the rates are as follows:

- up to £72.90 a week if you're aged under 25
- up to £92.05 a week if you're aged 25 or over

If it takes longer than 13 weeks to assess the claim, they'll continue getting the 'assessment rate' until they get a decision.

After the decision, if they're entitled to ESA, the individual will be placed into one of two groups. If they're able to get back into work in the future, they will be put into the **work-related activity** group. Otherwise, they will be put into the **support group**.

The **work-related activity** group is for people who the DWP deem unable to work now but can in the future, and as such will be preparing to work by writing their CV and other such activities.

The **support group** is for people who the DWP deem unable to work now or in the future.

If someone is nearing the end of life, they will be put into the support group.

The rates are as follows:

- up to £92.05 a week in the work-related activity group
- up to £140.55 a week in the support group

ESA claims line: 0800 055 6688

Helpful links:

- DWP ESA webpage: www.gov.uk/employment-support-allowance
- Citizen's Advice: www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/employment-and-support-allowance
- Benefits and Work website: www.benefitsandwork.co.uk/employment-and-support-allowance
- Turn2Us: www.turn2us.org.uk/get-support/information-for-your-situation/employment-and-support-allowance-esa/what-is-employment-and-support-allowance-esa

Carer's Allowance (CA)

Carer's Allowance (CA) is a benefit for those who provide care for another person for 35 hours a week or more. The person in receipt of the care must get one of the following benefits:

- PIP
- DLA
- AA
- Armed Forces Independence Payment

Scotland has their own list of criteria which can be seen here: www.gov.uk/carers-allowance/eligibility

The current rate of CA is £83.30 a week.

You cannot get CA if you share the care of someone and the other carer is already claiming CA.

To get CA, the carer must:

- Be 16 years old or older
- Spend 35 hours or more a week caring for someone
- Live in England, Scotland or Wales
- Not be in full time education or study for more than 21 hours a week

- Earn less than £196 a week after tax, National Insurance and expenses.

If the carer gets a State Pension, they cannot get the full amount of both Carer's Allowance and their State Pension at the same time.

If their pension is £83.30 a week or more, they will not get a Carer's Allowance payment.

If their pension is less than £83.30 a week, they will get a Carer's Allowance payment to make up the difference.

To apply, go online to www.gov.uk/carers-allowance/how-to-claim or phone 0800 731 0297 to request a form.

CA helpline: 0800 731 0297

Helpful links:

- DWP CA webpage: www.gov.uk/carers-allowance
- Carer's Trust: www.carers.org
- Citizen's Advice: www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/carers-allowance
- Wandsworth Carer's Centre: <https://carerswandsworth.org.uk/>

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