Benefits

Information sheet 413

This factsheet explains some of the main benefits that people with dementia and their carers may be entitled to. The benefits described are available in England. Different arrangements apply in Wales, Northern Ireland and Scotland. Such benefits are yours by right if you qualify. They could make a great difference to your life, and should be claimed.

Some of the benefits described in this factsheet apply to people with dementia, and some to carers. If you are unsure about what you can claim, or how to fill in a form, ask for information and advice (see ‘Useful organisations’, at the end of this sheet, for details).

You will need to read this factsheet in conjunction with Factsheet 431, Benefits rates and income/savings thresholds, which is updated each year.

How to claim benefits

Claiming benefits can be a complex process. Here, it is broken down into the following stages: qualifying for benefits, where to claim, who to ask for information, making a claim, keeping records of a claim, challenging a decision and help for people not fluent in English.

Qualifying for benefits

To qualify for any benefit, the person with dementia or their carer will have to meet certain conditions. These vary according to the type of benefit. Some benefits depend on a person having paid national insurance contributions over a period of time, some on the amount of their weekly income and savings, and some on the practical effects of a disability.

This factsheet does not cover all the benefits that exist: you may be entitled to others, depending on your situation, so always ask. Sometimes, getting one benefit may increase your entitlement to another and sometimes it may prevent you claiming another benefit, or reduce the amount you can claim. Again, if in doubt, always seek information and advice.

As a minimum, someone with dementia will usually claim attendance allowance or the disability living allowance care component, and carers should check their entitlement to carer’s allowance.

Where to claim

The Department for Work and Pensions (DWP) is responsible for distributing the state pension and benefits. The system is organised so that:
- benefits relating to people of working age, including children and families, are dealt with by Jobcentre Plus offices
- the state pension and other benefits relating to people of state-pension age are dealt with by The Pension Service
- disability benefits are dealt with by the Disability and Carers Service.

If you are unsure about which service should deal with your enquiry, contact the Benefits Enquiry Line (see ‘Useful organisations’ at the end of this factsheet).

**Who to ask for information and advice**

There are a number of different ways of getting information and advice on benefits, as well as help filling in forms, which can be complicated. Choose whichever approach is most convenient for you. You may need to be quite persistent in order to get what you need. You may find it useful to contact some of the following:

- A professional, such as a social worker, may be able to advise or point you in the right direction.
- Your social security office, pension centre or Jobcentre Plus office will stock explanatory leaflets and claim forms and may be able to help, but there are often long waits. Find your local branch in the business section of the phone book, and phone to see if you can arrange an appointment or give information over the phone. They may also be able to arrange for a representative to visit you at home if you can’t get out.
- The Department for Work and Pensions provides information on benefits and claim forms.
- Other organisations, including your local Citizens Advice Bureau (CAB) or advice centre, and a number of national helplines, can advise you on what benefits you may be entitled to, and how to claim.
- The Benefits Enquiry Line can do a benefits check over the phone and let you know what you are entitled to claim for. For certain benefits they can also offer help in filling out application forms.

For full details, see the ‘Useful organisations’ section.

**Making a claim**

Benefits are claimed by filling in forms and sending them to the relevant address (see ‘Where to claim’, above). Do not delay in making a claim just because you don’t have all the information you need or the right form. Certain benefits can start on the day you first contact your social security office or other relevant office in person, by letter or by phone, saying you want to claim the benefit. However, you will usually need to send in your claim form as soon as possible. If evidence is required, such as a letter from your doctor that you do not yet have, explain on the form that you will send it later.

**Keeping records of your claim**

When you are making a claim, it is easy to forget what information has been given, and by whom. It helps if you can:

- keep brief notes of the main points that have arisen in any relevant conversation,
who the conversation was with, and the date it took place
- keep copies of any letters or forms you have sent and any you have received. You may need these if there are delays in sorting out your claim, or if your claim is refused and you want to challenge the decision
- have all the relevant details to hand if you want to discuss your claim over the phone or in person.

Challenging a decision

Most people receive the benefits they are entitled to without a problem. However, if you believe your claim has been incorrectly turned down, or that you have not been awarded the right amount of benefit, you have the right to challenge the decision. Write to the office that made the decision and ask them to revise it. If they do not alter their decision, you may be able to apply to an independent appeal tribunal.

Challenging a decision can be complex, so get advice as soon as possible. Ask your local CAB or advice centre, your local authority's welfare rights unit, the Benefit Enquiry Line or the Alzheimer's Society National Dementia Helpline (detailed at the end of this factsheet).

Help for people not fluent in English

It is often difficult for people who are not fluent in English to discover what benefits they can claim. It is vital that they get appropriate assistance - for example:

- Someone within the person's own community or a local group may be able to help the person get information and advice (ask your CAB or the local Racial Equality Council, if there is one in your area).
- The Benefit Enquiry Line can offer help to people who are not fluent in English.
- Some social security offices and other relevant offices now have access to a telephone interpreting service run by an outside company offering a very wide range of languages. Ask if this is available. Alternatively, they may have staff who can act as interpreters for some languages, or may be able to find an interpreter. If you know of a suitable interpreter, ask if they will pay.

Some leaflets are now translated into Arabic, Bengali, Chinese, Gujarati, Punjabi, Somali, Urdu, Vietnamese and Welsh. Your social security office or other relevant office may be able to supply you with printed or audio versions or you can download printed versions from the Department for Work and Pensions website (see 'Useful organisations').

Care and mobility benefits

Attendance allowance and disability living allowance

These benefits provide extra help to deal with the practical effects of a disability. They are tax free, and do not depend on national insurance contributions. Payment is not affected by the person's savings, nor usually by their income. A medical examination is not normally required. They are paid at different rates, depending on the person's needs. They can be claimed whether the person lives alone, with their family or with other people.

People who have care and/or mobility needs before they are 65 should claim the disability living allowance, and must be under 65 when they make their first claim. Disability living
allowance has a personal care component and a mobility component. Depending on their situation, they may qualify for either or both. People whose care needs start after the age of 65, or who have not made a claim until then, should claim attendance allowance. This is for help with personal care only, and has no mobility component.

It is important to seek advice if a person is already claiming one of these benefits and their needs change.

The claim forms for disability living allowance and attendance allowance are very detailed and lengthy. There are questions about activities that the person with dementia finds difficult or impossible to carry out, and about their need for care or supervision. It is a good idea to get advice from a professional or an advice centre on filling in the form, to make sure you are giving the kind of information that is needed. The Benefits Enquiry Line offers a form completion service, and can answer questions over the phone (see 'Useful organisations' below).

**Assistance with personal care**

The disability living allowance care component and the attendance allowance can be claimed by people who need help with personal care or who need to be supervised to avoid risk to themselves or others.

Care needs might include help or prompting with activities such as washing, dressing, eating, going to the toilet, turning over or settling in bed, or taking medication. They may also include assistance with social and recreational activities. Supervision needs include any watching over that is necessary to avoid certain risks inside or outside the home. The person with dementia may qualify at one of the following three different levels:

- If they need frequent help or prompting with personal care, or continual supervision to avoid danger during the day, and help with personal care or supervision either for a prolonged period or several times during the night, they are likely to qualify for the top rates of attendance allowance or disability living allowance care component.
- If they need frequent help with personal care or supervision either during the day or night, they are likely to qualify for the lower rate of attendance allowance or middle rate of disability living allowance care component.
- If they can show that they need help with personal care for some of the day or cannot prepare a main cooked meal for themselves without assistance, they may qualify for the lower rate of disability living allowance.

**Mobility needs**

The disability living allowance mobility component can be claimed by people with walking difficulties that develop before their 65th birthday. They must claim before their 65th birthday, but once the allowance is awarded it can continue to be paid after the person is 65. It is paid at two rates:

- If the person is unable to walk due to physical difficulties, such as paralysis or weakness, or their walking is severely limited - for example, by pain, stiffness or discomfort - they may qualify for the higher rate.
- Alternatively, they may qualify for the lower rate on the grounds that, although they are able to walk, they need supervision when out of doors because they are at risk,
because they are likely to get lost, or because they need guidance in getting from one place to another.

Benefits if unable to work

Statutory sick pay

This is paid by employers to employees below retirement age, for up to 28 weeks in any one period of sickness. To qualify, a person must earn a set amount or more each week before tax (see Factsheet 431 for current amount), and must be incapable of work. Payment of this benefit depends on the employee’s average weekly earnings, and is taxable.

Employment and support allowance

In October 2008 a new benefit was created called employment and support allowance (ESA). It replaced incapacity benefit and income support claimed on the grounds of disability.

People claiming income support on the grounds of disability or incapacity benefit before October 2008 can still receive it and don’t need to apply for ESA. However the Department of Work and Pensions intends to transfer people with these entitlements over to employment and support allowance between 2010 and 2013.

You can still claim for income support if you qualify on grounds other than disability, see ‘Income support’ below.

Employment and support allowance may be claimed by someone under pensionable age who has a limited capacity to work because of an illness or a disability. The state pension age for women born on or before 5 April 1950 is 60. From April 2010, the state pension age for women will gradually increase, so that by 2020 it will be 65. The state pension age for men is 65. Men may choose to claim pension credit instead of ESA when they reach the pension age for women.

An initial assessment will decide if the person has a limited capacity to work. If the assessment shows that they do have a limited capacity for work, further assessments will take place over 13 weeks to decide to what extent they are capable of working. During this period the person claiming will receive ESA if they have provided medical evidence explaining why they have a limited capacity to work.

The extent of someone’s ability to work will determine whether or not the person will be required to do work-related activity to prepare them for future possible employment. This could include voluntary work, work tasters and skills programmes.

If a person has a severe illness or disability and it is decided that they are unable to undertake work-related activity, they are placed in the ‘support group’.

If it is decided that someone is able to work, then they will be put in the ‘work related activity group’. People in this group will undergo work focused interviews aimed at helping them find a job and will be supported as they prepare for suitable work.
The amount of ESA that will be paid is worked out by a complicated set of requirements. The money you will receive will depend on your capacity to work, your past national insurance contributions, how long you have been claiming and whether you are entitled to one or both of the types of payment - income-related and contributory amounts. The payment can be backdated for up to three months and will continue until the person is able to work. It is important to seek advice if you think that you are not getting the right amount of money.

**Carers' needs**

**Carer's allowance**

This benefit, formerly known as invalid care allowance, can be paid to carers who spend at least 35 hours a week looking after someone receiving either attendance allowance or the disability living allowance care component at the highest or middle rate. The carer does not have to be related to or living with the person they provide care for.

The benefit does not depend on the past payment of national insurance contributions, but it is taxable. It gives most carers under state pension age a national insurance credit each week to help protect their state pension rights.

Carers must be over 16 when they first claim. In some cases, the person being cared for could lose some of their benefits if carer's allowance is claimed, so it is important to seek advice before making a claim.

Carers are not eligible for carer's allowance if they earn more than a limited amount each a week after the deduction of allowable expenses, if they are in full-time education, or if they are receiving more than a specified amount from certain other pensions or benefits. However, they may be entitled to an extra premium if they are receiving certain other benefits, such as income support or pension credit, so anyone unsure should seek advice.

Depending on their income, a carer may be able to claim a higher rate of benefit if their spouse or partner is dependent on them financially. If a carer has dependent children, they may also be able to claim child tax credit.

**Retirement**

**The Pension Service**

The Department for Work and Pensions has set up The Pension Service to deal with the state pension and other pension-related benefits. If you have reached, or are nearing, state pension age, The Pension Service will write to you when it has set up a pension centre to cover your area and will give you a phone number to call for information. Your queries will usually be dealt with over the phone or by post, but the service can arrange for someone to visit you at home, if necessary. If there is no pension centre in your area, continue to contact your local social security office as usual. For more information, see 'Useful organisations', at the end of this factsheet.

**State pension**

A state pension is paid to people who reach state pension age if they have enough national
insurance contributions. It is taxable. The state pension age for men is 65. The state pension age for women born on or before 5 April 1950 is 60. From April 2010, the state pension age for women will gradually increase, so that by 2020 it will be 65.

People who do not have enough contributions may receive a reduced state pension or none at all. Married women, divorced women and widowed people who do not have enough contributions of their own may be able to claim on the contributions of their partner or former partner. They should seek advice.

People may also qualify for extra pension for a number of reasons. People over 80 who do not qualify for a state pension or full state pension may be eligible for an over-80s pension, which does not depend on national insurance contributions.

You can claim your pension if you are still working. However, if you prefer, you can defer your pension for up to five years and earn extra pension.

If you, or a person you are caring for, are unsure what pension you are likely to get, call 0845 3000 168 and ask for form BR19 to apply for a state pension forecast, or download the form from the website (see 'Useful organisations').

If you are entitled to a state pension, The Pension Service should contact you about four months before you reach state pension age. If you have not heard anything three months before reaching state pension age, contact your social security office or The Pension Service claims line (see 'Useful organisations').

If you are below state pension age but unable to work, you may be able to protect your state pension rights by getting national insurance contribution credits. These are automatically given to people receiving certain benefits, such as incapacity benefit, employment support allowance, carer's allowance or jobseeker's allowance. Alternatively, carers who do not receive these benefits may be able to protect their rights through a new weekly credit to build up State Pension entitlement. This scheme replaces the Home Responsibilities Protection Scheme and may make a considerable difference to your state pension. Previous protection built up under the Home Responsibilities Protection scheme will be incorporated into the new system. Anyone who thinks they may be eligible should seek advice.

If you are unable to claim the state pension, or it is not enough for you to live on, you may be entitled to claim certain other benefits, such as pension credit.

Pension credit

From 6 April 2010, the age at which men and women will be eligible to claim pension credit will start to increase from 60 to 65. This is because pension credit is linked to the state pension age for women, which is gradually increasing so that by 2020 it is 65. Pension credit was introduced in October 2003 to replace income support (also known as minimum income guarantee - see below). Pension credit has two parts: guarantee credit and savings credit. Some people are entitled to both the guarantee and savings parts, while others are entitled to one part or the other.

- Guarantee credit replaces minimum income guarantee, and works in the same way,
by topping up a person’s income to a set level (see Factsheet 431 for current amounts).

- Savings credit is extra money for people aged 65 and over who have income above the basic retirement pension level, or who have savings or investments. It is based on the total amount of income that a person has, including income received from private or occupational pensions.

You can claim pension credit by filling in a claim form, or by contacting The Pension Service in person or by phoning the claim line (see ‘Useful organisations’).

**Some other benefits**

**Income support**

Income support is an income-related benefit to help people with basic living expenses who have not reached the state pension age for women. As the state pension age for women will gradually increase from April 2010, so that by 2020 it will be 65, men and women will be eligible to receive income support for longer as the entitlement age for women increases.

People may be able to claim income support if they have a low income and limited savings, or limited joint savings with a partner. Whether or not they qualify may depend on the number of hours they and their partner work each week. Income support can be paid in full or as a top-up to other pensions and income.

Income support does not depend on national insurance contributions, but savings and income - including income from most benefits - will be taken into account. Income from attendance allowance and disability living allowance will be ignored when calculating weekly income, unless the person is in a care home, but savings over a certain amount usually mean you cannot get income support.

The amount of income support paid varies according to age, existing income and savings, and entitlement to any available premiums. Premiums are awarded to people receiving certain disability benefits and carers receiving the carer’s allowance, for example, so it is important to seek advice.

If you receive income support, you are likely to qualify for housing benefit and/or council tax benefit and NHS benefits. You are also eligible to apply for grants or loans from the Social Fund.

If you are a homeowner, you may receive help with mortgage interest payments, interest payments on loans for certain repairs and improvements, ground rent and some service charges. This will depend on the circumstances of those living in your home. You may not qualify for immediate help with your housing costs.

You can no longer claim income support if you cannot work because you have a disability. You should now claim for Employment Support Allowance instead, see above.

**Jobseeker’s allowance**

Some people of working age who are not working, or are working less than an average of 16
hours a week, may claim jobseeker's allowance instead of income support. They must be capable of work and actively seeking work.

Jobseeker's allowance is in two parts:

- Contribution based - This is paid for 26 weeks, to people with enough national insurance contributions.
- Income based - This is calculated in a similar way to income support.

**Housing benefit**

Housing benefit is a social security benefit to help pay for rent. It is assessed and paid for by local councils. The amount of benefit paid will normally depend on the person's income and savings, and the rent being charged. You will not be eligible for housing benefit if you have savings over a set amount.

If you live with a partner, only one of you should apply. However, your income and savings will be considered jointly.

Housing benefit does not depend on national insurance contributions, and is tax free. It can be claimed at the same time as income support, income-based jobseeker's allowance or pension credit. A claim form for housing benefit is included in the application packs. Once the claim has been completed, it should be sent to the local council.

**Council tax benefit**

The council tax is set by local authorities to pay for the services they provide. The amount of council tax benefit that a person is eligible for depends on income and savings, and the amount of council tax due. For information on council tax benefit, discounts, reductions and exemptions see Factsheet 414, Council tax.

**Social Fund**

The Social Fund can help people with low incomes and limited savings to meet certain extra expenses. Loans and community care grants are discretionary. There is no standard amount awarded, and savings above a certain limit may affect the amount you receive. Contact the social fund at your local social security office in person, or by letter or phone.

Benefits that may be paid from the social fund include:

- Cold weather payments - These may be paid if the average temperature in your area falls or is forecast to fall to freezing point or below for seven consecutive days. These payments are made automatically to people receiving pension credit, income support or income-based jobseeker's allowance with a pensioner or disability premium, or a child under five.
- Funeral payments - If you are responsible for a funeral, you may be able to claim payment towards reasonable costs, providing you are the closest surviving relative and you are receiving certain benefits such as income support, income based
jobseeker's allowance or pension credit. You can claim up to three months after the funeral. The costs often have to be repaid from the assets of the person who has died. Before making arrangements, check on your entitlement.

- Community care grants - These are available to help people on income support, income-based jobseeker's allowance or pension credit to live at home. They do not have to be repaid. Grants may be awarded for a range of needs - for example, furniture, essential household equipment, minor repairs, or for visiting someone close to you.

- Budgeting loans - These interest-free loans may be available to people who have been on income support, income-based jobseeker's allowance or pension credit (or previously on minimum income guarantee) for at least 26 weeks and need essential items for which they cannot afford to pay outright. The loans must be repaid.

- Crisis loans - These are interest-free loans that are available to anyone in an emergency - for example, because they have lost their purse, or because there has been a fire or flood. People do not need to be receiving benefits to qualify, but all their available income and savings will be taken into account. Crisis loans must be repaid.

**Winter fuel payments**

From 6 April 2010, the earliest age at which men and women will be eligible to receive winter fuel payments will start to increase from 60 to 65. This is in line with the state pension age for women, which is gradually increasing so that by 2020 it is 65. If you are aged 60 or over, you will normally qualify for a winter fuel payment to help with the cost of fuel. See [Factsheet 431](http://www.alzheimers.org.uk) for current amounts. People over 80 may be eligible for more money. Many people living in care homes are not eligible for this payment. This benefit is not means tested or taxable, and will not affect any other benefits you are claiming. For more information or to apply you can contact the Winter Fuel Payment Helpline (see 'Useful organisations' below).

**NHS benefits**

People receiving income support, income-based jobseeker's allowance, pension credit, working tax credit or income-related employment and support allowance, providing their savings are less than a certain limit (see [Factsheet 431](http://www.alzheimers.org.uk)), may be eligible for:

- free prescriptions (prescriptions are also free for anyone aged 60 and over)
- free dental treatment from NHS dentists
- free sight tests and vouchers towards the cost of glasses (sight tests are also free for anyone aged 60 and over)
- help with hospital travel costs for NHS treatment and free appliances for outpatients or day patients.

**NHS low income scheme**

If you do not receive any of the above benefits but are on a low income, and have savings below the limit, you can apply for help towards NHS health costs. The amount of financial help you will receive will depend on your savings and income.

You need to complete an HC1 form which you can get from Jobcentre Plus offices and NHS hospitals. Some GPs, dentists and opticians may also stock them. Alternatively, request a form from the DH Publications Orderline on 0300 123 1002, Textphone number 08700 102 870. The form needs to be sent in the prepaid envelope provided to Patient Services, Sandyford.
If you live in a care home you can apply on a special short form called HC1(SC). Ask the care home manager or carer for this form or use the HC1 form.

For more information on help with NHS costs, see the booklet HC11 Help with health costs, available from any of the above sources or search for ‘HC11’ on the Department of Health website (see ‘Useful organisations’). NHS hearing aids are prescribed by a NHS consultant to anyone needing them on free loan. They are fitted, serviced and supplied with batteries free of charge.

Special notes

Benefits in hospital

Benefits may be affected if either a carer or someone with dementia goes into an NHS hospital for more than a short continuous stay. In this case, it is important to seek advice and inform the local social security office, Jobcentre Plus office or pension centre as appropriate.

Benefits in a care home

For information on benefits for people living in a care home, see Factsheet 468, Paying care home fees.

For details of Alzheimer's Society services in your area, visit alzheimers.org.uk/localinfo For information about a wide range of dementia-related topics, visit alzheimers.org.uk/factsheets

Useful organisations

Age UK

York House
207-221 Pentonville Road
London N1 9UZ
T 0800 169 8787 (general enquiries)0800 169 6565 (advice line)
E contact@ageuk.org.uk
W www.ageuk.org.uk

Provides information and advice for older people in the UK. Age UK has been created by the merger of Age Concern and Help the Aged.

Alzheimer’s Society

Devon House
58 St Katharine’s Way
London E1W 1JX
T 020 7423 3500
Benefit Enquiry Line (BEL)

Red Rose House
Lancaster Road
Preston PR1 1HB
T 0800 88 22 00 (free helpline open 8.30am-6.30pm weekdays and 9.00am-1.00pm Saturdays)
?? 0800 243 355 (textphone)
E BEL-Customer-Services@dwp.gsi.gov.uk
W direct.gov.uk/disability-money

National, free telephone advice and information service on benefits for people with disabilities, their carers and representatives. Note that advisers can send out forms and give advice but they have no access to personal records.

Carers UK

20 Great Dover Street
London SE1 4LX
T 0808 808 7777 (free carers’ line, Wednesday and Thursday 10am-12pm and 2pm-4pm)
E info@carersuk.org (general enquiries)
advice@carersuk.org (advice line)
W www.carersuk.org

Provides information and advice to carers about their rights, including benefits, and how to access support.

Citizens Advice Bureau (CAB)

Various locations
W www.citizensadvice.org.uk
www.adviceguide.org.uk

Your local CAB can provide information and advice in confidence or point you in the right direction. Trained CAB advisers can offer information on benefits in a way that is easy to understand. To find your nearest CAB, look in the phone book, ask at your local library or look on the website (above). Opening times vary.

Counsel and Care

Twyman House
16 Bonny Street
London NW1 9PG
T 0845 300 7585 (advice line, weekdays 10am-4pm except Wednesdays 10am-1pm)
Provides advice, information and financial support for older people, their families and carers. Advises on benefits.

**Department for Work and Pensions**

For details of your local office, go to [www.dwp.gov.uk/contact-us](http://www.dwp.gov.uk/contact-us)
For details of various helplines, go to [www.dwp.gov.uk/contact-us/contact-a-z/](http://www.dwp.gov.uk/contact-us/contact-a-z/)
T 08457 123456
E use the enquiry form on the website (see below)
W [www.dwp.gov.uk](http://www.dwp.gov.uk)

The government department responsible for employment and social security. Its website gives details of the various benefits and how to claim them, and claim forms are available to download.

**Department of Health**

Richmond House
79 Whitehall
London SW1A 2NS
T 020 7210 4850 (8.30am-5.00pm)
?? 020 7210 5025 (textphone)
E use the enquiry form on the website (see below)
W [www.dh.gov.uk](http://www.dh.gov.uk)

The government department responsible for health, social care, and the National Health Service (NHS). Provides a range of information and literature, including on help with NHS costs.

**Department of Health Publications Orderline**

T 0300 123 1002
W [www.orderline.dh.gov.uk](http://www.orderline.dh.gov.uk)

Phoneline operated by the Department of Health. Callers can phone to order a range of Department of Health publications. Formerly known as the Health Literature Line.

**Health Benefits Division**

T 0845 850 1166
Division of the NHS Prescription Pricing Authority (PPA) responsible for health benefits.

Health Literature Line

T 0800 555 777

Phoneline operated by the Department of Health. Callers can phone to order a range of Department of Health publications.

The Pension Service

T 0845 60 60 265 (8.00am-8.00pm weekdays)
?? 0845 69 69 275 (Welsh language)
?? 0800 731 7339? (textphone)
?? 0845 60 60 295 (Welsh language textphone)
E use the enquiry form on the website (see below)
W [www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk)

The section of the Department for Work and Pensions responsible for the state pension and pension credit. Claim forms are available to download from the website. Alternatively, a member of staff can take claims application over the phone. For callers who do not have English as a first language, interpreters are available.

Winter Fuel Payments Helpline

Department for Work and Pensions
Unit 16
Coalfield Way
Ashby de la Zouch LE65 1JF
T 0845 915 1515

Provides information about Winter Fuel Payment, guidance on reporting changes to your circumstances, and a claim form.

Factsheet 413

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