

Benefits

This factsheet explains some of the main benefits to which [people with dementia](#) and their [carers](#) may be entitled. Such benefits are yours by right if you qualify. They could make a great difference to your life, and should be claimed.

The benefits described are available in England and Wales. Benefits in Northern Ireland largely mirror those in England, but there are some differences (such as with Council tax benefit). People claiming benefits in Northern Ireland should contact one of the useful organisations in Northern Ireland listed at the end of this factsheet for further details.

The factsheet contains a large amount of information. The first part looks generally at how to claim benefits. The rest of the factsheet describes some specific benefits, which have been grouped into the following sections:

- Care and mobility benefits
- Benefits if unable to work
- Carers' needs
- Retirement
- Help for people on a low income
- Help with housing costs
- Help with NHS costs.

Feel free to skip over any sections that aren't relevant to your situation.

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 factsheet, for details).

Please read this factsheet in conjunction with factsheet 431, [Benefits rates and income/savings thresholds](#), which lists the benefit amounts and is updated each year.

How to claim benefits

Claiming benefits can be a complex process. The various aspects are described here as follows: qualifying for benefits, where to claim, who to ask for information and advice, making a claim, keeping records of your 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, a person 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 administering 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, part of the Pension, Disability and Carers Service
- disability benefits are dealt with by the Disability and Carers Service, part of the Pension, Disability and Carers Service.

If you are unsure about which service should deal with your enquiry, contact the relevant Benefit 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 the approach that is most convenient for you. You may need to be persistent to get what you need. It might be useful to contact some of the following sources of support:

- A professional, such as a social worker, may be able to advise or point you in the right direction.
- The Department for Work and Pensions provides information on the [gov.uk](#) website about benefits and claim forms.
- The Benefit Enquiry Line can do a benefits check over the phone and let you know about the benefits you are entitled to claim. For certain benefits they can also offer help in filling out application forms.
- The social security office, Pension Centre or Jobcentre Plus office will have explanatory leaflets and claim forms. They 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 more convenient.
- Other organisations, including your local Citizens Advice Bureau (CAB) or advice centre, and a number of national telephone helplines, can give advice on the benefits you may be

entitled to, and how to claim.

For full details, see the 'Useful organisations' section at the end of this factsheet.

Making a claim

Benefits are claimed either by filling in forms and sending them in the post or by phoning a contact centre where an adviser will complete the form over the phone and send it to you to sign and return. Some benefits can be claimed by completing an online form on the [gov.uk](https://www.gov.uk) website. 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 to say you want to claim the benefit, whether it be in person, by letter or by phone. 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. Some benefits can be backdated if you were eligible before you made the claim. You will usually need to ask for the benefit to be backdated.

Keeping records of your claim

When you are making a claim, it is easy to forget what information has been given, to whom 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, and seeking advice as soon as possible can really help. 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](#) (details 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 determine which benefits they can claim and it is vital that they get appropriate assistance. Sources of support include:

- people within the person's community or a local group (ask the CAB or the local Racial Equality Council, if there is one in the area)
- the Benefit Enquiry Line

- social security offices and other relevant offices that have access to a telephone interpreting service, or have staff that can interpret or help to find a suitable interpreter (if you know of a suitable interpreter, ask if they will pay)
- information leaflets that are translated into different languages (contact the relevant office to see what is available).

Care and mobility benefits

Disability living allowance and Attendance allowance

People with dementia do not automatically qualify for disability benefits ? tests are required to determine the level of need. For people who do qualify, 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 works or not, and whether they live 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. However, once awarded, Disability living allowance can be paid after the person is 65. 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 and/or supervision. You should consider the bad days as well as the good when thinking about the help they need. It is a good idea to get advice from a professional (including advice centre staff) on filling in the form to make sure you are giving the information that is needed. The Benefit Enquiry Line offers a form completion service and can answer questions over the phone (see 'Useful organisations' at the end of this factsheet).

Assistance with personal care

Personal care needs might include supervision of, or help with activities such as [washing](#), [dressing](#), [eating](#), going to the toilet, turning over or settling in bed, taking medication, or social or recreational activities. The person with dementia may qualify at one of the following levels:

- top rate of Attendance allowance or Disability living allowance care component ? if the person needs frequent help or prompting with personal care like washing or going to the toilet, 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
- middle rate of Disability living allowance care component ? if the person needs frequent help with personal care or supervision either during the day or night
- lower rate of Disability living allowance care component ? if the person needs help with personal care for some of the day or cannot prepare a main cooked meal for themselves without assistance.

Mobility needs

The Disability living allowance mobility component can be claimed by people who are aged under 65 years and have difficulties getting out and about. It is paid at two rates:

- higher rate ? 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
- 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 to get 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 off work because of sickness. This benefit is paid at a flat rate and is taxable.

Employment and support allowance (ESA)

In October 2008 a new benefit was created called Employment and support allowance (ESA). ESA has two forms ? Contributory ESA (which replaced Incapacity benefit) and Income-related ESA (which replaced Income support claimed on the grounds of disability). The Department of Work and Pensions (DWP) intends to transfer people with these entitlements over to Employment and support allowance between 2010 and 2013 and will be writing to people affected.

You can still receive Income support if you qualify on grounds other than disability, see 'Income support' below.

Employment and support allowance may be claimed by people under the State pension age for women (see 'State pension' below) who have a limited capacity to [work](#) because of an illness or a disability.

A work capability assessment will take place within the assessment phase (the first 13 weeks) that follows an initial claim for ESA. The first part of this work capability assessment will decide if you have a limited capability to work and therefore qualify for ESA. The second part of the assessment will decide what level of work you can do. If you have a limited capability for work then you will be placed in the 'support group' and if not, you will be placed in the 'work-related activity group'. If you are put in the support group you will not be expected to perform work-related activities and you will receive a higher level of ESA. If you are put into the 'work-related activity group' you will be expected to perform activities such as attending interviews.

There are two types of ESA ? Contributory ESA and Income-related ESA. Normally you need to have paid enough national insurance to be eligible for Contributory ESA.

Income-related ESA tops up the amount of money you have to a minimum level you need to live off and it is means tested in a similar way to the previous Income support benefit. You can receive Income-related ESA on its own or at the same time as Contributory ESA and it can help with mortgage interest payments and some other housing costs.

The amount of ESA that will be paid is determined through a fairly 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 benefits. 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.

Both types of ESA are paid at a lower rate for the 13 week assessment period, then for people who are still entitled payment continues at the determined rate. People eligible for Income-related ESA may also be entitled to other benefits such as Housing and Council tax benefits, Social fund payments and help with NHS costs.

Carers' needs

Carer's allowance

This benefit can be paid to carers who spend at least 35 hours per week looking after someone receiving the Disability living allowance care component at either the highest or middle rate, or Attendance allowance at any 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 who are 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 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, people claiming Carer's allowance may be entitled to additional amounts in other benefits they are claiming, such as Income support or Pension credit, so anyone who is 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 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 and 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. 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 made sufficient 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. The State pension age for women is gradually rising so

that, by 2020, it will be 65.

People who do not have sufficient contributions may receive a reduced State pension or no pension at all. Married women, divorced women and widowed people who do not have sufficient contributions of their own may be able to claim on the contributions of their partner or former partner and should seek further 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 the Pension service in '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 and support allowance and Carer'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 their 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. If you think you may be eligible, seek advice.

Pension credit

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 other benefits, such as Pension credit.

The age at which men and women are eligible to claim Pension credit will increase from 60 to 65 in line with the changes in the State pension age for women (see 'State pension' above). Pension credit is a means-tested benefit. It has two parts: Guarantee credit and Savings credit.

Guarantee credit works by topping up a person's income (see factsheet 431 for current amounts). Savings credit is extra money for people aged 65 and over who have an income level 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.

Some people are entitled to both the Guarantee and Savings credits, while others are entitled to one or the other. If someone has a partner, they must claim Pension credit as a couple.

People eligible for Pension credit may also qualify for other benefits such as help with mortgage costs, Housing and Council tax benefits, Social fund payments and NHS costs.

Help for people on a low income

Income support

Income support is a means-tested benefit to help people with basic living expenses who have not reached the qualifying age for Pension credit and who are not required to be available for work, such as carers. There are strict criteria for people who qualify for Income support.

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. If someone has a partner they must claim Income support together.

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 receive 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 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 claim for Employment and support allowance instead, see 'Benefits if unable to work' section above.

Jobseeker's allowance

Some people of working age who are not [working](#), or are working less than an average of 16 hours per 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 ? paid for 26 weeks, to people with sufficient national insurance contributions
- income based ? calculated in a similar way to Income support.

Social fund

The Social fund can help people with low incomes and limited savings to meet certain extra expenses. The amount of the loan or community care grant will be at the Fund's discretion and there is no standard amount. 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 are outlined below.

- 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 some means-tested benefits including Pension credit and Income support.
- Winter fuel payments ? if you are of eligible age, you will normally qualify for a winter fuel payment to help with the cost of fuel. See factsheet 431 for current amounts. The age at which people receive a winter fuel payment is rising from 60 to 65. This is because it is linked to the State pension age for women which is increasing (see 'State pension' above). 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).

- 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. Check on your entitlement before making arrangements. You can claim up to three months after the funeral. The funeral payment often has to be repaid from the assets of the person who has died.
- 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.

Help with housing costs

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.

Support for mortgage interest

You may get help paying some of your mortgage interest, if you are entitled to Income support, Income-related Employment and support allowance, income-based Jobseeker's allowance, or Guaranteed pension credit.

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 may not be eligible for Housing benefit if you have savings over a set amount.

People renting from a private landlord usually have their Housing benefit based on their local housing allowance. Local housing allowance is set locally, and rates can be found on local authority web sites. In some instances a room for a carer can be included in the amounts. These rates are being reduced, and capped, so existing claimants may find their Housing benefit reduced.

If you live with a partner, only one of you should apply. However, your income and savings will be considered jointly and other adults living with you will affect the amount of Housing benefit you can receive.

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, Income-related ESA or Pension credit. A claim form for Housing benefit is included in the application packs for means-tested benefits. If you are not applying for another benefit you can ask the local authority for an application form.

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 or couple 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 our factsheet on [Council tax](#) (414).

Council tax can be claimed separately from Housing benefit although they share the same application form.

Help with NHS costs

NHS benefits

People receiving Income support, income-based Jobseeker's allowance, Pension credit, working tax credit (a payment that you may qualify for if you work but are on a low income) or Income-related Employment and support allowance, providing their capital is less than a certain amount (see Factsheet 431), 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 hearing aids are prescribed by an NHS consultant to anyone needing them on free loan. They are fitted, serviced and supplied with batteries free of charge.

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 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 Department of Health Publications Orderline on 0300 123 1002, textphone number 08700 102 870. The form should be sent in the prepaid envelope provided to Patient Services, Sandyford House, Newcastle upon Tyne, NE2 1DB.

If you live in a care home you can apply on a special short form called HC1(SC). Ask the care home manager or a 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').

Special notes

Benefits in hospital

Benefits may be affected if either a carer or a person 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

Tavis House
176 Tavistock Square
London WC1H 9NA
T 0800 169 8787 (general enquiries)
0800 169 6565 (advice line)
E contact@ageuk.org.uk
W www.ageuk.org.uk

Wales ? Age Cymru
T 0800 169 6565
E enquiries@agecymru.org.uk
W www.agecymru.org.uk

Northern Ireland ? Age NI
T 0808 808 7575
E info@ageni.org
W www.ageni.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.

Benefit Enquiry Line (BEL)

T 0800 882 200 (free helpline open 8am-6pm weekdays and 9.00am-1.00pm Saturdays)

0800 243 355 (textphone)
E BEL-Customer-Services@dwpgsi.gov.uk
W www.gov.uk/benefit-enquiry-line

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. They cannot help with claims that have already been submitted.

Benefit Enquiry Line ? Northern Ireland

T 0800 220 674 (9am-5pm weekdays except Thursday; 10am-5pm Thursday)
0800 243 787 (textphone, 9am-5pm weekdays)

Provides advice and information on Attendance Allowance, Disability Living Allowance, Carer's Allowance and Carer's Credit.

Carers UK

20 Great Dover Street
London SE1 4LX
T 0808 808 7777 (free Adviceline, open Wednesday and Thursday 10am-12pm and 2pm-4pm; to book a call back from an adviser, you can call on Monday 9am-9pm)
E info@carersuk.org (general enquiries)
adviceline@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 (online information resource)

Your local CAB can provide information and advice in confidence or point you in the right direction to further sources of support. 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.

Independent Age

6 Avonmore Road
London W14 8RL
T 0845 626 1863 (advice line, weekdays 10am-4pm)
E charity@independentage.org
W www.independentage.org

Provides advice, information and financial support for older people, their families and carers. Advises on benefits.

Department for Work and Pensions

W www.gov.uk

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

Department of Health

Richmond House
79 Whitehall
London SW1A 2NS
T 020 7210 4850 (8.30am-5.30pm weekdays)
020 7210 5025 (textphone)
E use the enquiry form on the website (see below)
W 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 help with NHS costs.

Department of Health Publications Orderline

T 0300 123 1002
W 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.

NHS Help with health costs advice line

T 0845 850 1166

Provides NHS patients with information about entitlements to prescription charge exemptions and the requirements to qualify for exemptions.

NI Direct

W www.dsdni.gov.uk

Government website for Northern Ireland which allows you to access information and services, including information about benefits.

The Pension Service

T 0845 60 60 265 (8am-6pm weekdays)
0845 731 3233 (Pension Information Ordering line)
W www.gov.uk/state-pension

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 gov.uk website. Alternatively, a member of staff can take claim applications over the phone.

Winter Fuel Payments Helpline

Winter Fuel Payment Team
PO BOX 10142

Annesley
Nottingham NG15 5WY
T 0845 915 1515 (8.30am-4.30pm weekdays)
W www.gov.uk/winter-fuel-payment

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

Factsheet 413

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Reviewed by: Mary Nash, Independent Welfare Benefits Trainer, Buckinghamshire and Helen Winfield, Wolverhampton City Council Welfare Rights Service

Alzheimer's Society National Dementia Helpline

England, Wales and Northern Ireland: 0300 222 11 22

9.00am-5.00pm Monday-Friday

10.00am-4.00pm Saturday-Sunday

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