

# Resource pack for carers organisations

Enter

**CARERS** UK  
the voice of carers

**DWP** Department for  
Work and Pensions

# Contents

<b>Introduction</b>	<b>3</b>	<b>Section 2: List of leaflets</b>		<b>Section 3: Information in alternative formats</b>	
<b>Section 1: Online resources</b>		Leaflets produced by DWP	8	Large print, Braille and audio versions of pensions leaflets	11
Help for carers	4	How to obtain DWP leaflets	9	Information in other languages	11
Pension planning for carers	5	Carers UK leaflets available to download in printable format	10	Podcast produced by Contact-a-Family	12
Carers and employment	6	Contact a Family – leaflets for families with disabled children	10	<b>Section 4: Telephone Helplines and local support</b>	<b>13</b>
General information for carers	7				

# Introduction

This pack has been compiled by DWP to help carers organisations access the range of services and resources available. It has not been designed to be issued to individual carers.

Initially produced to support learning and development activity in Birmingham, positive feedback has led to the pack being used nationally.

We are interested in hearing your feedback. If you have any comments at all about the resource pack, please email [helen.adams1@dwp.gsi.gov.uk](mailto:helen.adams1@dwp.gsi.gov.uk).

**Important note:** if individual carers have a query, please refer them to the online, telephone or leaflet support outlined in the pack.

Back to contents



# Online resources

## Help for carers

### **Carers UK 'Looking After Someone – a guide to carers rights and benefits 2009/10'**

 [www.carersuk.org/Newsandcampaigns/CarersRightsDay/Adviceguidesforcarers](http://www.carersuk.org/Newsandcampaigns/CarersRightsDay/Adviceguidesforcarers)

A copy can be downloaded from the link above.

### **Carers Allowance e-service**

 [www.dwp.gov.uk/carersallowance](http://www.dwp.gov.uk/carersallowance)

This online claim service allows carers to claim Carer's Allowance online and report changes in circumstances.

### **Where to find a Carer's Allowance claim form to download and complete offline**

 [http://www.dwp.gov.uk/advisers/claimforms/ds7001\\_print.pdf](http://www.dwp.gov.uk/advisers/claimforms/ds7001_print.pdf)

### **Directgov's 'Benefits adviser' service**

 [www.direct.gov.uk/benefitsadviser](http://www.direct.gov.uk/benefitsadviser)

People can use the benefits adviser to get an online benefits check, get an estimate of the amount of benefits, tax credits or pension that may be available to them and compare estimates if their situation changes. It is not suitable for certain groups though, including:

- prisoners
- non-UK nationals
- students
- under 18 years olds
- people permanently in residential care or nursing homes.

### **Pension Credit calculator**

 [www.direct.gov.uk/pccalculator](http://www.direct.gov.uk/pccalculator)

Entitlement can be checked here.

[Back to contents](#)



# Online resources

## Pension planning for carers

### Directgov 'Caring and your pension' web page

 [www.direct.gov.uk/en/CaringForSomeone/MoneyMatters/DG\\_10038111](http://www.direct.gov.uk/en/CaringForSomeone/MoneyMatters/DG_10038111)

Information on caring and pensions, and how to claim Carer's Credit. The Carer's Credit Application Pack (including the application form, notes and the Care Certificate) can be downloaded from this web page.

### Carers UK 'Caring for your pension' web pages

 [www.carersuk.org/Information/Caringforyourpension](http://www.carersuk.org/Information/Caringforyourpension)

Information on caring and pensions

### Carers UK 'Caring about your pension: a carer's guide to pensions'

 [www.carersuk.org/Professionals/Orderpublications](http://www.carersuk.org/Professionals/Orderpublications)

A copy can be downloaded from the link above.

### Carers UK 'Carers and Pensions Handbook'

 [www.carersuk.org/Professionals/ResourcesandBriefings/PensionsHandbook](http://www.carersuk.org/Professionals/ResourcesandBriefings/PensionsHandbook)

A copy can be downloaded from the link above. This is a guide aimed at professionals working with carers.

Back to contents



# Online resources

## State Pension age calculator and finding out your Pension Credit minimum qualifying age

 [www.direct.gov.uk/spacalculator](http://www.direct.gov.uk/spacalculator)

People can enter their date of birth to find out their State Pension age (according to the law as it stands today). Men reach their Pension Credit minimum qualifying age before they reach State Pension age. They can use this calculator to check their Pension Credit minimum qualifying age.

## State Pension forecast

 [www.direct.gov.uk/pensionforecast](http://www.direct.gov.uk/pensionforecast)

These pages provide information on the pension forecast and people can claim a forecast online.

## Carers and employment

### Directgov 'Carers and employment' web page

 [www.direct.gov.uk/en/CaringForSomeone/CarersAndEmployment](http://www.direct.gov.uk/en/CaringForSomeone/CarersAndEmployment)

DWP policy about:

- Caring for someone while working
- Leaving work to care for someone
- Returning to work
- Advice and support for carers returning to work

Back to contents



# Online resources

## General information for carers

### Directgov 'Caring for someone' web page

 [www.direct.gov.uk/carers](http://www.direct.gov.uk/carers)

This is a very useful tool for finding information on carers' rights.

### Carers UK 'Information' web pages

 [www.carersuk.org/Information](http://www.carersuk.org/Information)

Another very useful tool with a range of pages designed by Carers UK on the information carers need to know.

### Princess Royal Trust for Carers:

 [www.carers.org](http://www.carers.org)

Includes a link to find the nearest local carers' centre.

### Crossroads and Crossroads Caring Scotland

 [www.crossroads.org.uk](http://www.crossroads.org.uk)

 [www.crossroads-scotland.co.uk](http://www.crossroads-scotland.co.uk)

Back to contents



# Leaflets

## Leaflets produced by DWP

### **About help for carers, and people with disabilities:**

- Help if you are ill or disabled (Code: DWP1026)
- Carer's Allowance (Code: CAA5DCS)
- Disability Living Allowance (Code: DLAA5DCS)
- Disability Living Allowance for Children (Code: DLACA5DCS)
- Attendance Allowance (Code: AAA5DCS)

### **About pensions and provision for older people:**

- Pensions – the basics (Code: PTB1)
- Pensioners' Guide – England (Code: PG1)
- Pension Credit:  
Do I qualify and how much could I get? (Code: PC1L)

[Back to contents](#)





# Leaflets

## How to obtain DWP leaflets

### Online

You can view / download the full range of DWP leaflets via this web address:

 [www.dwp.gov.uk/publications/catalogue%2Dof%2Dinformation/a%2Dto%2Dz%2Dof%2Dall%2Ddwp%2Dinformation/](http://www.dwp.gov.uk/publications/catalogue%2Dof%2Dinformation/a%2Dto%2Dz%2Dof%2Dall%2Ddwp%2Dinformation/)


You can order the Pensioners' Guide and leaflets about Pension Credit and planning ahead for retirement from:


 [www.direct.gov.uk/tpsleaflets](http://www.direct.gov.uk/tpsleaflets)

To get fewer than 50 copies of most English and Welsh/bi-lingual leaflets please contact your local Jobcentre Plus office. Your Care Partnership Manager (see Section 4 of the pack) may be able to help, or you can find the number of your local Jobcentre Plus office in the phone book.

### By telephone

The pension information ordering line

 0845 7 31 32 33

 0845 604 0210 (Textphone)

Hours: Monday to Friday      8.00 am to 8.00 pm  
Saturday and Sunday      9.00 am to 5.00 pm

Back to contents



# Leaflets

## Carers UK leaflets available to download in printable format

 [www.carersuk.org/Information/Financialhelp](http://www.carersuk.org/Information/Financialhelp)

- Carer's Allowance and the carer premium / addition
- Disability Living Allowance
- Attendance Allowance
- Income Support / Pension Credit

## Contact a Family leaflets for families with disabled children

**Contact a Family publications home page**

 [www.cafamily.org.uk/publications.html](http://www.cafamily.org.uk/publications.html)

Notes about Contact a Family leaflets:

- Contact a Family produces leaflets on a range of topics relevant to the needs of families with disabled children, such as information on benefits and tax credits.
- They are available in PDF format free of charge, or there is a charge for ordering printed copies.

[Back to contents](#)



# Information available in alternative formats

## Large print, Braille and audio versions of pensions leaflets

You can get many of the leaflets produced by DWP in accessible formats, such as large print, Braille or audio. They can be ordered by telephone or textphone, along with standard versions of leaflets in English and Welsh. Please see:

 [www.direct.gov.uk/en/Pensionsandretirementplanning/DG\\_180420](http://www.direct.gov.uk/en/Pensionsandretirementplanning/DG_180420)

## Information in other languages:

### Produced by DWP

About Disability and Carers Service: Information if English is not your first language

 [www.dwp.gov.uk/docs/dcs-el1.pdf](http://www.dwp.gov.uk/docs/dcs-el1.pdf) (Code: DCS EL1)

About Jobcentre Plus: Information if English is not your first language

 [www.dwp.gov.uk/docs/DWP1000.pdf](http://www.dwp.gov.uk/docs/DWP1000.pdf) (Code: DWP1000)

About The Pension Service: Information if English is not your first language

 [www.dwp.gov.uk/docs/tpsel1.pdf](http://www.dwp.gov.uk/docs/tpsel1.pdf) (Code: TPS EL1)

Available online as a single multi-language leaflet or separately in English, Arabic, Bengali, Gujarati, Mandarin Chinese, Polish, Punjabi and Urdu.

[Back to contents](#)



# Information available in alternative formats

## Produced by Carers UK

### Balancing Life and Caring

 [www.carersuk.org/Information/Otherlanguages](http://www.carersuk.org/Information/Otherlanguages)

Available as PDF download only in Arabic, Bengali, Chinese, Gujerati, Punjabi and Urdu

## Produced by Citizens Advice

### AdviceGuide (English)

 [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

Access selected information on this website in 14 minority languages

 [www.adviceguide.org.uk/index/languages.htm](http://www.adviceguide.org.uk/index/languages.htm)

## Produced by Contact a Family

 [www.cafamily.org.uk/publications.html?cat=3](http://www.cafamily.org.uk/publications.html?cat=3)

A limited selection of leaflets for families with disabled children is available in these languages: Arabic, Bengali, Cantonese, Chinese (simplified), Farsi, Gujerati, Hindi, Polish, Punjabi, Somali, Turkish, Urdu.

## Podcast produced by Contact a Family

### Cash counts can be accessed via:

 [www.cafamily.org.uk/publications.html?scat=37](http://www.cafamily.org.uk/publications.html?scat=37)

Back to contents



# Telephone helplines and local support

For those with internet access, the Directgov website [www.direct.gov.uk](http://www.direct.gov.uk) should always be first place to look for information about benefits and services, as it always contains the most up to date information available.

## **About textphone numbers:**

- Textphones are for people who find it hard to speak or hear clearly.
- Textphone numbers can only receive calls made from another textphone.
- Textphones are not designed to receive text messages from mobile phones

# Telephone helplines and local support

## DWP helplines

### Benefit Enquiry Line

☎ 0800 88 22 00

✉ 0800 24 33 55 (Textphone)

Hours: Monday to Friday: 8.30 am to 6.30 pm  
Saturday: 9.00 am to 1.00 pm

Advice and information for disabled people and carers on the range of benefits available. The staff taking calls do not have access to personal papers but are able to give general advice.

### Carer's Allowance Unit

☎ 0845 608 4321

✉ 0845 604 5312

Hours: Monday to Thursday: 8.30 am to 5.00 pm  
Friday: 8.30 am to 4.30 pm

The Carer's Allowance Unit provides information regarding Carer's Allowance and Carer's Credit.

### Pension Credit Application Line

☎ 0800 99 1234

✉ 0800 169 0133 (Textphone)


Hours: Monday to Friday: 8.00 am to 8.00 pm  
Saturday: 9.00 am to 1.00 pm


[Back to contents](#)



# Telephone helplines and local support

## Jobcentre Plus


 0845 604 3719


 0845 608 8551 (Textphone)

Hours: Monday to Friday: 9.00 am to 5.00 pm

A national number to find out more about the support available for people wanting to return to work.


To make a claim for Jobcentre Plus benefits, such as Jobseeker's Allowance, Income Support and Employment and Support Allowance:


 0800 055 6688

 0800 023 4888 (Textphone)

Hours: Monday to Friday: 8.00am – 8.00pm

To search for a job by telephone:

 0845 6060234

 0845 6055 255 (Textphone)

Hours: Monday to Friday: 8.00am - 6.00pm  
Saturday: 9.00am – 1.00 pm

[Back to contents](#)



# Telephone helplines and local support

## Carers UK Adviceline

☎ 0808 808 7777

Hours: Wednesday and Thursday: 10am-12pm and 2pm-4pm

Run by a small expert team.

## Local Jobcentre Plus contacts

Care Partnership Managers act as a focal point within Jobcentre Plus for employment-related carer issues and work to ensure that Jobcentre Plus provides a better service to carers. Contact your local Care Partnership Manager to see what support they can offer.

To find out who your local contact is please email: [sheffieldrockinghamhouse.carepartnershipmanagers@dwp.gsi.gov.uk](mailto:sheffieldrockinghamhouse.carepartnershipmanagers@dwp.gsi.gov.uk)

## DWP's Pensions and Disability Carers Service

PDCS Local Service provides face-to-face contact for vulnerable customers through home visits and Information Points in community locations. They work in partnership with local authorities and voluntary organisations to raise older peoples' awareness of entitlements and increase the take-up of help by joining services together.

If you would like to explore the scope for working with Local Services, please ask for contact details of your local Partnership Manager by calling:

☎ 0845 6060265.

## Your local number

[Click here](#) to access the 'your local numbers' document where you can store contact information on local companies and organisations (Microsoft Word required).

Back to contents

