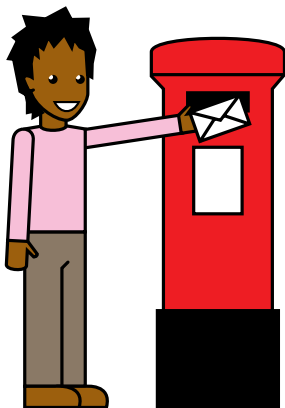


Disability and Carers Service Customer Information



Easy Read

DWP Department for
Work and Pensions

Disability and Carers Service

Contents

Introduction	2
What we aim to do	3
What we would like you to do	4
Changes you must tell us about	5
Different ways you can get information	7
If you do not speak English	8
On the internet	9
Age Concern and Citizens Advice Bureau	9
Textphone and Typetalk	10
Contacting us	11
Before phoning or textphoning	12
Our phone numbers	14
Our textphone numbers	15
Our addresses	16
Our address for emails	18
If we contact you	19
By letter	19
By phone	19
By visiting you at home	20
Tell us what you think about our service	21
Ideas for making our service better	21
If you are unhappy with our service	21
If we make a mistake	23
Special payment	23
Other formats	24

Introduction

The Disability and Carers Service is part of the Department for Work and Pensions. It is here to give financial help to disabled people and carers.

The Disability and Carers Service deals with claims for:

- Disability Living Allowance,
- Attendance Allowance,
- Carer's Allowance,
- Vaccine Damage Payments.

The Disability and Carers Service also runs the Benefit Enquiry Line.

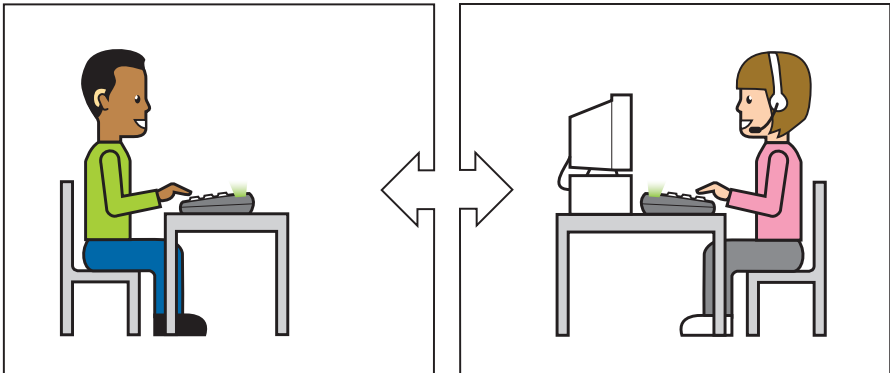
This leaflet tells you about:

- what you can expect from us,
- what we expect of you,
- what you can do if things go wrong or you are not happy with our service.

What we aim to do

We aim to:

- get things right first time,
- do our job well,
- be polite,
- treat you fairly,
- treat you with respect,
- take account of anything that makes it hard for you to contact us,
- tell you what is happening,
- make it easy for you to contact us,
- listen to what you tell us and try to make things better if we can.

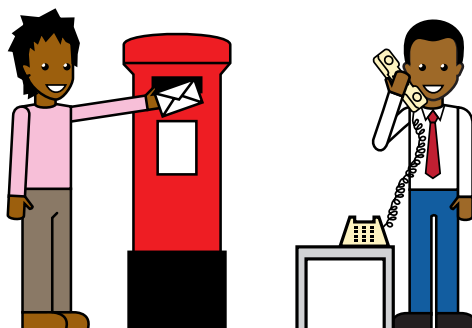


What we would like you to do

- Fill in all the forms we send you.
- Answer our questions as fully as you can.
- Tell us how you would like us to contact you. For example, by letter or by phone.
- Tell us your **National Insurance number** when you contact us.



- Be polite to our staff.
- Tell us as soon as you can if anything changes. The next page has a list of some of the changes you must tell us about.



Changes you must tell us about

You must tell us about changes which could affect your benefit or how we pay your money. These are some examples of the sort of changes you must tell us about.

- Tell us if you get Disability Living Allowance or Attendance Allowance and you need more or less help to look after yourself.
- Tell us if you get Disability Living Allowance and your walking gets better or worse.
- Tell us if you change your name or your address.
- Tell us if you or the person you care for go into or come out of hospital or a care home.
- Tell us if you get Carer's Allowance and you stop taking care of someone.
- Tell us if you get Carer's Allowance and you start work or your earnings increase.

Customer Information

These are only some of the changes you need to tell us about. We will give you more information when we tell you about your benefit award.



If you are not sure whether to report a change, please contact us. Our contact details are shown on pages 11 to 18.

Different ways you can get information

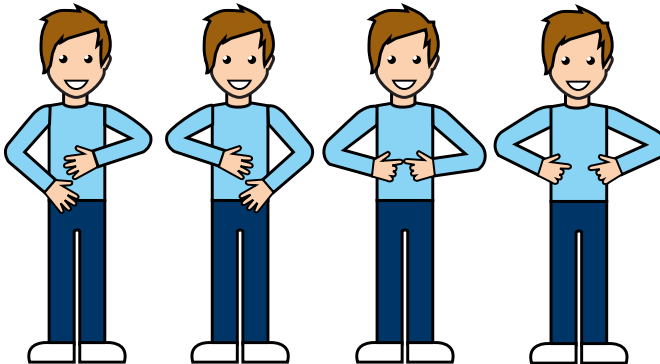
We can give information in the following ways:

- large print,
- Braille,

Braille

This is special writing that some people can read using their fingers.

- British Sign Language,



- CD or cassette.

If you want one of these, phone us – our numbers are on page 14.

If you do not speak English

- We can arrange for **interpreters** when you visit or speak to us.

Interpreter

This is someone who speaks other languages. They listen to what we say and repeat it to you in your language. Then they listen to what you say and repeat it to us in English.

Please tell us if you do not speak English.

On the Internet

There is a lot of information about us on the Internet.
Go to

www.direct.gov.uk



Directgov

Public services all in one place

Age Concern and Citizens Advice Bureau

You can get information from places like Age Concern and from your local Citizens Advice Bureau. Look in the phone book or on the Internet for their contact details.

Textphone and Typetalk

These are used by people who find it hard to speak or hear very well.

Textphones do not receive voice calls or text messages from mobile phones.

Please tell us if you want to use textphone or Typetalk.

If you cannot read or understand things we send you, please tell us. Our contact details are shown on pages 11 to 18.

Contacting us

You can contact us in lots of ways.



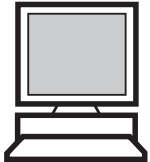
If you want to phone us, see pages 12 to 14



If you want to textphone us, see pages 13 and 15



If you want to send us a letter, see pages 16 and 17



If you want to send us an email, see page 18

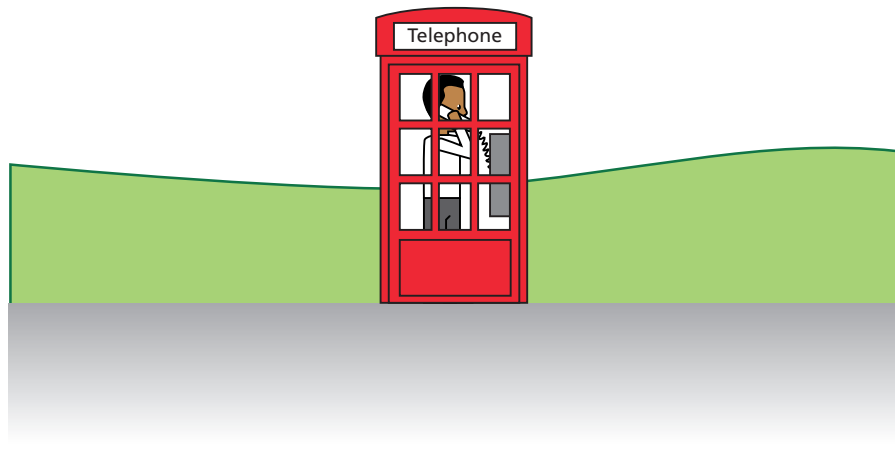
Before phoning or textphoning

Call Charges

Charges were correct as of the date on the back of this leaflet.

Calls to **0800** numbers are free from BT land lines, but you may have to pay if you use another phone company, a mobile phone, or if you are calling from abroad.

Calls to **0845** numbers from BT land lines should cost no more than 4p a minute with a 3p call set-up charge. You may have to pay more if you use another phone company, a mobile phone, or if you are calling from abroad.



Calls from mobile phones can cost up to 40p a minute, so check the cost of calls with your service provider.

If you prefer, we can call you back. Tell our member of staff that this is what you want to do and give them your phone number.

Textphones – if you have speech or hearing difficulties

Our textphone numbers are for people who cannot speak or hear clearly. If you do not have a textphone, some libraries or your local citizens advice bureau may have one.

Textphones do not receive text messages from mobile phones.

Our phone numbers

When you phone us, our staff will be polite and tell you their name.

Attendance Allowance	0845 7 12 34 56
Open 7:30am to 6:30pm on weekdays.	
Benefit Enquiry Line	0800 88 22 00
For general information about all kinds of benefits. Open 8:30am to 6:30pm on weekdays and from 9am to 1pm on Saturday.	
Carer's Allowance	0845 60 84 321
Open 8.30am to 5pm on Monday to Thursday and from 8.30am to 4:30pm on Friday.	
Disability Living Allowance	0845 7 12 34 56
Open 7:30am to 6:30pm on weekdays.	
Vaccine Damage Payments	01772 89 99 44
Open 9am to 5pm on Monday to Thursday and 9am to 4:30pm on Friday.	



Our textphone numbers

Use our textphone service if you cannot speak or hear well. When you use a textphone, our staff will be polite and tell you their name.

Attendance Allowance	0845 7 22 44 33
-----------------------------	------------------------

Open 7:30am to 6:30pm on weekdays.

Benefit Enquiry Line	0800 24 33 55
-----------------------------	----------------------

For general information about all kinds of benefits.

Open 8:30am to 6:30pm on weekdays and from 9am to 1pm on Saturday.

Carer's Allowance	0845 6045 312
--------------------------	----------------------

Open 8.30am to 5pm on Monday to Thursday and from 8.30am to 4:30pm on Friday.

Disability Living Allowance	0845 7 22 44 33
------------------------------------	------------------------

Open 7:30am to 6:30pm on weekdays.

Vaccine Damage Payments	0845 6045 312
--------------------------------	----------------------

Open 9am to 5pm on Monday to Thursday and 9am to 4:30pm on Friday.

Our addresses

For Attendance Allowance

Attendance Allowance Unit
Warbreck House
Warbreck Hill
BLACKPOOL FY2 0YE

For Carer's Allowance

Carer's Allowance Unit
Palatine House
Lancaster Road
PRESTON PR1 1HB

For Disability Living Allowance

Disability Living Allowance Unit
Warbreck House
Warbreck Hill
BLACKPOOL FY2 0YE

For Vaccine Damage Payments

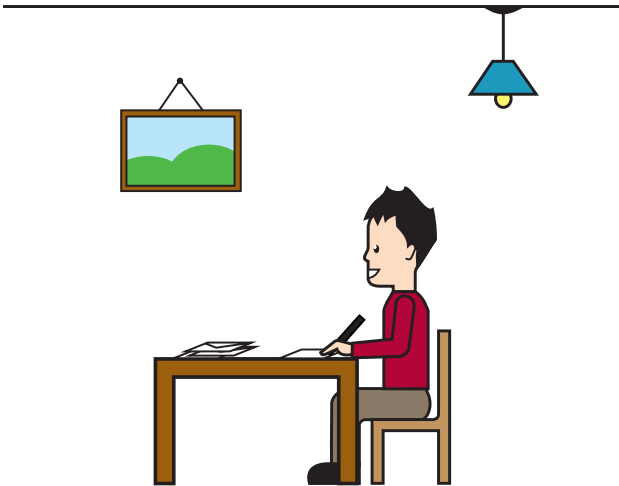
Vaccine Damage Payments Unit
Palatine House
Lancaster Road
PRESTON PR1 1HB

Addresses are also at the top of the letters we send you.

If you send us a letter

If you send us a letter we aim to answer within 2 weeks.

Sometimes our answer will take more than 2 weeks. We will send you a letter telling you the reason and when we expect to send a full answer.



Our address for emails

For Attendance Allowance

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

For Carer's Allowance

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

For Disability Living Allowance

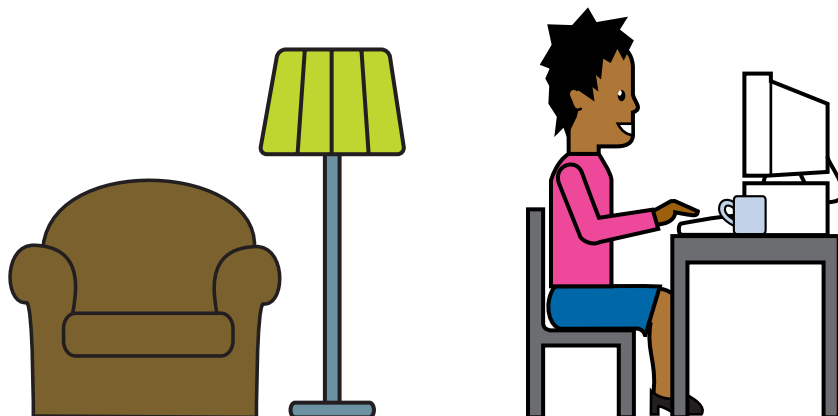
dcpu.customer-services@dwp.gsi.gov.uk

For Vaccine Damage Payments

cau-vdpu@dwp.gsi.gov.uk

Expect an answer to your email within 2 weeks.

Sometimes our answer will take more than 2 weeks. We will send you an email telling you the reason and when we expect to send a full answer.



If we contact you

By letter

If we send you a letter:

- the letter should be easy to understand,
- the letter will say if you need to do something,
- the letter will tell you how to contact us.

If you cannot read or understand anything we send you, please tell us.

By phone

If we phone you:

- our member of staff will be polite,
- our member of staff will tell you their name,
- our member of staff will tell you why they have phoned you.

If you do not understand anything our member of staff tells you, please tell them.

By visiting you at home

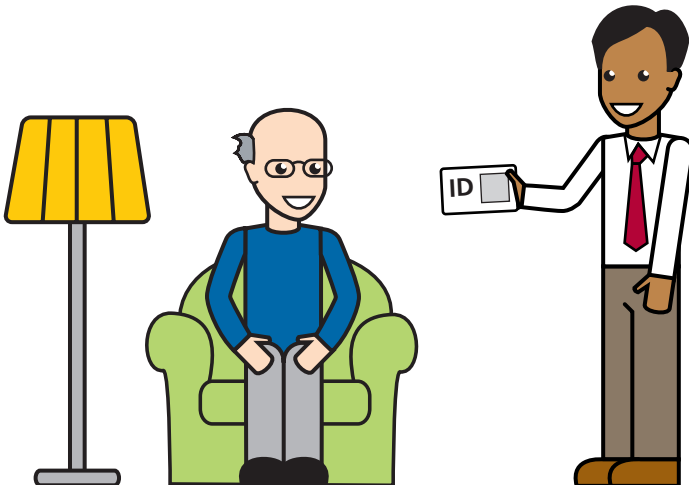
If we need to visit you at home:

- we will try hard to visit you at a time you agree,
- we will tell you if there are any papers you need to have ready.

When our member of staff comes to visit your home:

- they will always show you an identity card,
- they will tell you their name.

If you want, you can tell us a password for our member of staff to use when they come to your home.



Tell us what you think about our service

Ideas for making our service better

We want to give you the best service we can.

If you have an idea for making our service better, please tell us. Our contact details are shown on pages 11 to 18.

If you are unhappy with our service

If you are unhappy with our service:

- contact the office dealing with your claim,
- tell us what you are unhappy about,
- tell us how you want us to answer. For example, by letter or phone.

We will look into what you say and contact you about it.

We aim to answer in 1½ weeks.

Sometimes our answer will take more than 1½ weeks. We will tell you the reason for this and when we expect to send a full answer.

Our answer will tell you what to do if you are still unhappy.

In some cases the Chief Executive may answer your complaint.

If you are still unhappy with the way we have handled your complaint following the Chief Executive's reply then you may be able to ask the Independent Case Examiner to investigate. The Chief Executive's response will tell you how to do that.

The service offered by the Independent Case Examiner is totally free and impartial.

You can also, at any time contact your Member of Parliament who may be able to send your complaint to the Parliamentary Ombudsman.

However, the Ombudsman would normally expect you to tell us first that you are unhappy and allow us the opportunity to sort out the problem. The Ombudsman will not normally become involved in a complaint until we, and the Independent Case Examiner, have had a chance to respond.

We aim to send a full reply to letters from Members of Parliament within 3 weeks of getting them.

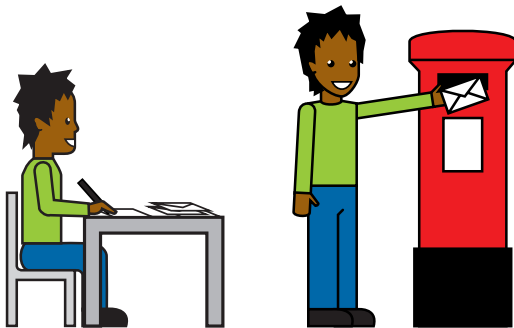
If we make a mistake

If we make a mistake, sometimes we can pay you some money we call a special payment.

Special payment

If you want to ask for a special payment:

- contact the office dealing with your claim. Our contact details are shown on pages 11 to 18,
- tell us you want a special payment,
- explain what our mistake was and how much it affected you.



Other formats

This leaflet is available in Welsh and other formats: phone 0800 88 22 00

If you can't speak or hear clearly, you can order our leaflets from our textphone service on 0800 24 33 55.

You can ring these numbers between 8.30am and 6.30pm Monday to Friday or 9am and 1pm on Saturday.

Important information about this leaflet

This leaflet is only a guide and does not cover every circumstance. We have done our best to make sure the leaflet is correct as of June 2009. Some of the information may be oversimplified or may become inaccurate over time, for example because of changes to the law.

Comment form

If you do not want a reply, you don't need to give us any of your personal details.

Your details

Name

Address
.....
.....
.....
.....
.....

Postcode

National Insurance Number

How do you want us to reply to you

☐ Letter ☐ Phone ☐ E-mail ☐ Fax ☐ Do not reply

Special requirements

Please tell us about any special requirements we should bear in mind when we are dealing with you.

.....
.....
.....
.....
.....

Your comment

Do you want to give us:

☐ a compliment? ☐ a suggestion? ☐ a complaint?

Please write your comments in the space below.
(You may go onto another sheet of paper if you want)

Please return this form to the office dealing with your claim.
See pages 16 and 17. Addresses are also at the top of any letters that we send you.

Thank you for contacting us

Date received:

.....