

Disability and Carers Service

Customer
Information



Department
for Work &
Pensions

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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
- Personal Independence Payment (from 8 April 2013)
- Carer's Allowance
- Carer's Credit, and
- Vaccine Damage Payments.

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

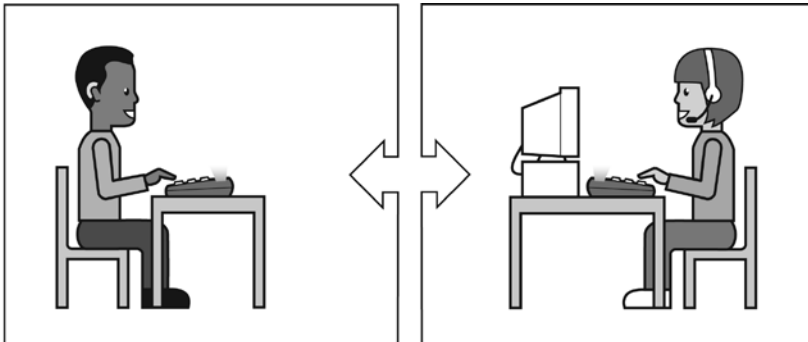
This leaflet tells you about:

- what you can expect from us
- what we expect of you, and
- 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



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- make it easy for you to contact us
- 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, and
- listen to what you tell us and try to make things better if we can.

What we would like you to do

We would like you to:

- 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. We will usually try to contact you by phone, but if you prefer a letter, let us know
- tell us your National Insurance number when you contact us
- be polite to our staff, and
- 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 goes into, or comes 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.

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 8 to 11.

Different ways you can get information

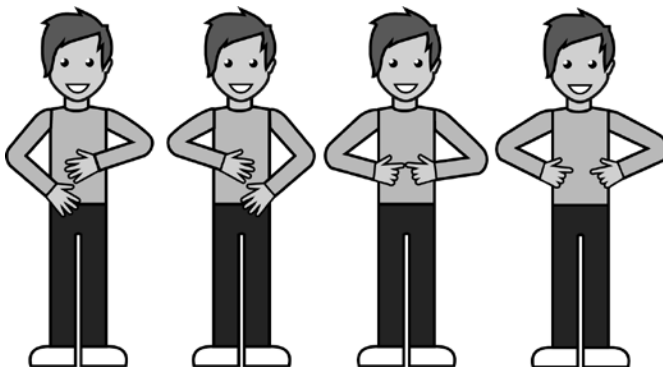
We can give information in the following ways:

- 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 9.

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.gov.uk**

Age UK and Citizens Advice Bureau

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

Textphone

Textphones 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.

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

Our contact details are shown on pages 8 to 11.

Contacting us

You can contact us in lots of ways.



If you want to phone us, see pages 8 and 9.



If you want to textphone us, see pages 8 and 10.



If you want to send us a letter, see pages 10 and 11.



If you want to send us an email, see page 11.

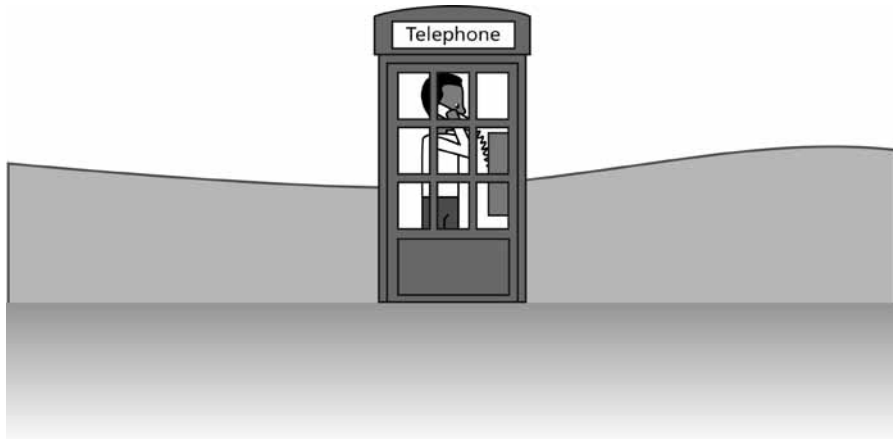
Before phoning or textphoning

Call Charges

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

Calls to the **0800** numbers in this leaflet are free from BT land lines and most mobiles.

Calls to **0845** numbers from BT land lines should cost no more than 5p a minute with a 13p call set-up charge. You may have to pay more if you use another phone company or 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 very well. 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 8am to 6pm on weekdays.

Benefit Enquiry Line 0800 88 22 00

For general information about all kinds of benefits. Open 8am to 6pm on weekdays.

Carer's Allowance and Carer's Credit 0845 60 84 321

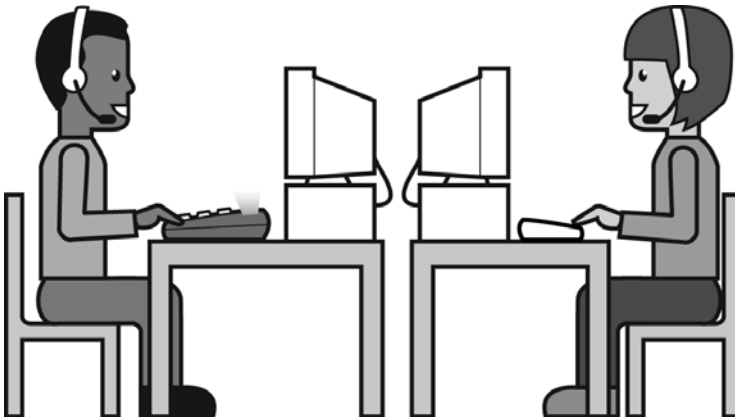
Open 8.30am to 5pm on Monday to Thursday and from 8.30am to 4.30pm on Friday.

Disability Living Allowance 0845 7 12 34 56

Open 8am to 6pm on weekdays.

Vaccine Damage Payments 01772 89 99 44

Open 8.30am to 5pm on Monday to Thursday and 8.30am to 4.30pm on Friday.



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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 8am to 6pm on weekdays.

Benefit Enquiry Line 0800 24 33 55

For general information about all kinds of benefits.

Open 8am to 6pm on weekdays.

Carer's Allowance and Carer's Credit 0845 60 45 312

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 8am to 6pm on weekdays.

Vaccine Damage Payments 0845 60 45 312

Open 8.30am to 5pm on Monday to Thursday and 8.30am to 4.30pm on Friday.

Our addresses

For Attendance Allowance

Attendance Allowance Unit, Blackpool Benefit Centre, Warbreck Hill, BLACKPOOL, FY2 0YE

For Carer's Allowance and Carer's Credit

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

For Disability Living Allowance

Disability Living Allowance Unit, Blackpool Benefit Centre, Warbreck Hill, BLACKPOOL, FY2 0YE

For Vaccine Damage Payments

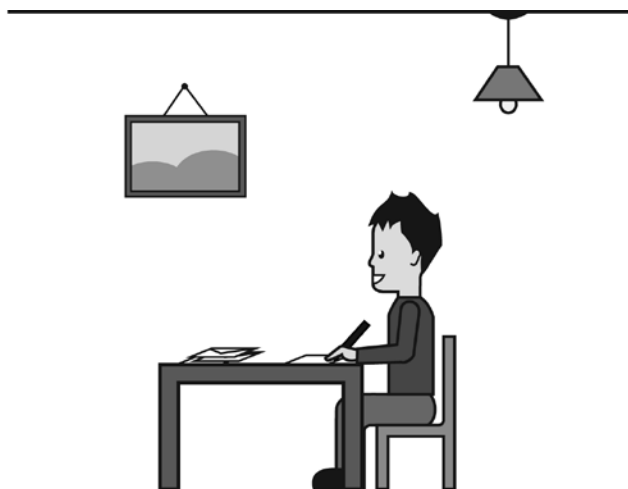
Vaccine Damage Payments Unit, Palatine House, Lancaster Road, PRESTON, PR1 1HB

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 let you know if this is the case and when we expect to send a full answer.



If your letter is because you are unhappy with our service, we aim to answer within 3 weeks. However, we will normally speak to you as soon as we can about this. See page 14 for more information.

Our address for emails

For Attendance Allowance

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

For Carer's Allowance and Carer's Credit

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

For Disability Living Allowance

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

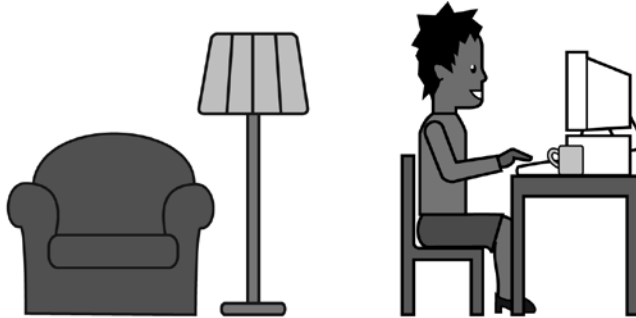
For Vaccine Damage Payments

cau-vdpu@dwp.gsi.gov.uk

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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 phone

If we phone you:

- our member of staff will ask you some security questions to make sure that they are talking to the right person
- our member of staff will be polite
- our member of staff will tell you their name, and
- 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 letter

If we send you a letter:

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

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

By visiting you at home

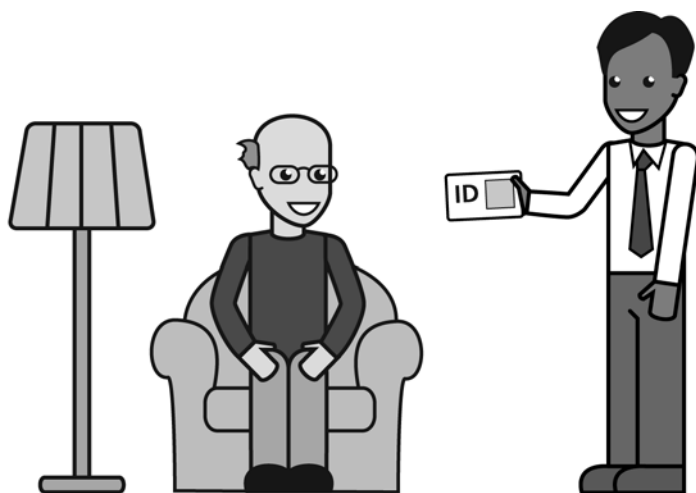
If we need to visit you at home:

- we will try hard to visit you at a time you agree, and
- 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, and
- 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 8 to 11.

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If you are unhappy with our service

If you are unhappy with our service:

- contact the office dealing with your benefit, and
- tell us what you are unhappy about.

We will look into what you say and phone you as soon as we can about it.

We aim to fully answer in 3 weeks.

This process is different from the process you can follow if you are unhappy with a benefit decision that has been made. Page 15 explains what to do if you're unhappy with our decision.

Our answer will tell you what to do if you are still unhappy and want to take your complaint further.

If you take your complaint further but are still unhappy with the way we have handled it, we will tell you how to send your complaint to the Independent Case Examiner to investigate.

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 answer letters from Members of Parliament within 3 weeks of getting them.

If you are unhappy with a benefit decision

If you think a decision about your benefit claim is wrong, you can ask the office who made the decision to explain it.

You can also ask them to look at the decision again, and if you are still unhappy you can then usually ask for an appeal. All letters we send you about your benefit decisions give information on your appeal rights. The office who is dealing with your claim can also let you know how to appeal.

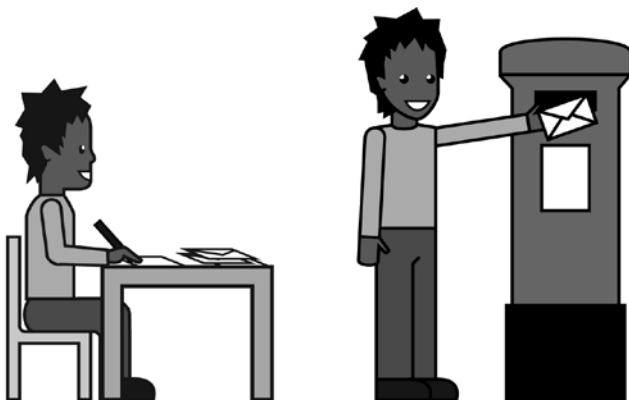
If we make a mistake

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 8 to 11
- tell us you want a special payment, and
- explain what our mistake was and how it has affected you.



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 that the information in this leaflet is correct as of November 2012. It is possible that some of the information is oversimplified, or may become inaccurate over time, for example because of changes to the law.

You can find more information about benefits and pensions online.



For benefits information go to:
www.gov.uk/browse/benefits



For pensions information go to:
www.gov.uk/browse/working/state-pension

This leaflet is available in Welsh and other formats on request:



Phone: **0845 7 31 32 33**

If you can't speak or hear clearly, you can order leaflets from our textphone service.



Textphone: **0845 604 0210**

We aim to provide a high quality of service to all our customers. You can find out more in our customer charter at **www.dwp.gov.uk/about-dwp/customer-delivery/**

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