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MISS BETHANY WHITE  
257 CHURCH STREET  
NEWCASTLE UPON TYNE  
NE1 1SP



Carer's Allowance Unit  
Mail Handling Site A  
Wolverhampton  
WV98 2AB

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

Telephone: 0800 731 0297  
Textphone: 0800 731 0317

24 February 2023

## Your application for Carer's Allowance

Your reference: QQ 12 34 56 A

Dear Bethany White,

We are sorry to tell you that the claim you made for Carer's Allowance has not been successful.

This is because you must be 16 or over at your claim date to get Carer's Allowance. If you are still providing care for someone for at least 35 hours a week when you turn 16, you can apply again.

### What to do if you think this decision is wrong

The decision about your Carer's Allowance claim was made automatically by a computer, based on the information you provided when you applied.

If you think the decision is wrong, please contact us by phone or in writing, within one month of the date of this letter. You can contact us after that time, but we may only be able to change the decision from the date you contact us. Our contact details are at the top of this letter.

You can ask us to look at the decision again if you think you have further information that may affect it, or you think we have overlooked something. You can also ask for a written statement of reasons for the decision, if we have not already sent one.

When we have looked at the decision again, we will send you a letter explaining what we have done. We call this a Mandatory Reconsideration Notice, and it will include the information you need to be able to appeal. You cannot appeal until we have looked at the decision again.

## **Other help and advice available**

Although you are not entitled to Carer's Allowance, there is a wide range of support available for young carers from the following organisations:

- Carers UK – **[www.carersuk.org](http://www.carersuk.org)** or you can call them on freephone 0808 808 7777
- The Children's Society – **[www.youngcarer.com](http://www.youngcarer.com)**
- Carers Trust – **[www.carers.org](http://www.carers.org)**
- Carers First – **[www.carersfirst.org.uk/young-carers](http://www.carersfirst.org.uk/young-carers)**
- Citizens Advice – **[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**

You may be able to get support from your local council. To find details of your local council, visit **[www.gov.uk/find-local-council](http://www.gov.uk/find-local-council)** and enter your postcode.

Yours sincerely,  
The Carer's Allowance Unit

## **Alternative contact formats**

We can provide the information in this letter in a different format which you may find easier to access. For example, you can ask us to provide information in large print, braille, audio or email. Please contact us on the telephone number above to ask for a different format.

## **Treating people fairly**

We are committed to the Equality Act 2010 and treating people fairly. To find out more about this law, search 'equality' on **[www.gov.uk](http://www.gov.uk)**

## **Call charges**

Calls to 0800 numbers are free from UK personal mobiles and landlines.

## **Why DWP needs personal information and how we treat it**

We treat personal information carefully. We may use it for any of our purposes. To learn more about information rights and how we use information, please visit our DWP Personal Information Charter at **[www.gov.uk/dwp/personal-information-charter](http://www.gov.uk/dwp/personal-information-charter)**