

Notes about claiming

Disability Living Allowance

for a child under 16

What is Disability Living Allowance?

Disability Living Allowance is a tax-free social security benefit for people with an illness or a disability who need help with getting around, or help with personal care, or help with both of these.

It is not affected by any money the child or the child's family might have as income, or by any savings they might have.

People can still claim Disability Living Allowance even if they do not actually get the help they need.

They must normally be living in Great Britain and have lived there for 26 weeks in the 52 weeks before you claim, or 13 weeks for children under 6 months old. *Great Britain* is England, Scotland and Wales.

This is a claim pack specially for children. If you use the form to claim for a person over 16, it may take longer to deal with the claim. You can get a claim pack for adults from the same place that you got this pack.

There are fixed amounts of money for Disability Living Allowance. The current rates are in leaflet **GL23** *Social security benefit rates*. You can get this leaflet from any Jobcentre Plus or social security office. The information is also available on the website at **www.dwp.gov.uk**

When to claim

Claim straight away. People are normally only entitled to Disability Living Allowance when they have needed help for 3 months. But if you claim now, we can make sure that the child gets Disability Living Allowance as soon as they are entitled to it.

Carer's Allowance

If you are claiming the care component of Disability Living Allowance and there is someone looking after the child for 35 hours or more a week, they may be able to get **Carer's Allowance**. See form **DS700** for more information which you can get from your Jobcentre Plus or social security office. If someone thinks they may qualify for Carer's Allowance they should not delay putting in their claim, even if your child's claim for Disability Living Allowance has not been decided.

The questions in the claim form

- Answer all the questions that apply to the child you are claiming for and complete in black ink wherever possible. Use the spaces to tell us in your own words as much as you can about the help they need. The more you can tell us the easier it is for us to get a clear picture of the child's needs. Do not worry if you are not sure how to spell anything or have to cross something out. But please do not use any correction fluid.

Benefit you can get because of this claim can be paid more quickly if you answer all the questions that apply to you or your child. If you find it difficult to fill in this form, do not worry. One of our staff can help you. **Help and advice on page 3** of these notes tells you what help you can get filling in the form.

- We know that a disability or illness can affect people more on one day and less on another – they have good days and bad days. When you tell us how the child's illnesses or disabilities affect them, tell us about the help they need **most** of the time. If you are not sure if we need to know about something, tell us anyway.
- We know that some of the questions we ask are very personal. And sometimes thinking about the things a child cannot do is upsetting. But we need to know these things to make sure that the child gets all the Disability Living Allowance they are entitled to.

-
- If there is not enough space on the form for everything you want to tell us, use a separate piece of paper and send it with the form. Make sure you put the child's name and reference number on any extra pieces of paper. If you do not know the reference number, use their date of birth.

If you want help filling in the claim form or any part of it

- Ring the Benefit Enquiry Line (BEL) for people with disabilities. The number is **0800 88 22 00**. The textphone number is **0800 24 33 55**.

The person you speak to may need to arrange for someone to phone you back. The person who calls you back is specially trained to help you fill in this form. They will have a copy of the claim form and they will go through it with you over the phone. Or they can fill in a claim form for you.

If they fill in the claim form for you, they will send it to you. You can then check, sign and send it back. They can send you a completed claim form in braille or large print. They will send you an envelope. It will not need a stamp.

We can provide an interpreter, if required, or you may wish to arrange for a friend or family member to interpret for you.

- If you cannot use the phone, we may be able to send someone to visit your child. Write to us at the address on the envelope that came with this claim pack. If you have a visit, it may take us longer to deal with your child's claim.
- You may be able to get help from an organisation that specialises in helping people with the child's illness or disability. Phone them and ask if they can help you.

Help and advice

If you want general advice about Disability Living Allowance or any other benefits you may be able to claim

- Ring the Benefit Enquiry Line (BEL) for people with disabilities. The number is **0800 88 22 00**.

People with speech or hearing problems using a textphone can dial **0800 24 33 55**. If you do not have your own textphone system, they are available in some libraries and some Citizens Advice Bureaux.

The person you speak to will be able to give you general advice about Disability Living Allowance. They will also tell you about other organisations that may be able to help you.

- Get in touch with your Jobcentre Plus or social security office. You can find the phone number and address in the business numbers section of the phone book. Look under **Jobcentre Plus** or **Social Security**.
- Get in touch with an advice centre like the Citizens Advice Bureau.

If you need confidential, independent advice about any aspect of caring for a disabled child, you can phone *Contact a Family* helpline on **0808 808 3555**, Monday to Friday 10am to 4pm. This is a voluntary organisation, funded by the Department of Health, to give information about issues such as benefits, respite, community care, medical conditions and support groups for families.

If you want more information about Child Tax Credit or Working Tax Credit

- ring their **Helpline**. The number is **0845 300 3900**.
- people with speech or hearing problems using a **textphone** can dial **0845 300 3909**.
- people who need a form or help in **Welsh** can dial **0845 302 1489**.
- or you can visit the website at **www.inlandrevenue.gov.uk/taxcredits**

For more information about Pension Credit

- get leaflet **PC1L** *Pick it up. It's yours*
- ring the **Pension Credit application line**. The number is **0800 99 1234**
- people with speech or hearing problems using a **textphone** can dial **0800 169 0133**
- or you can visit the website at **www.thepensionservice.gov.uk**

Problems with getting around

Children can only get Disability Living Allowance for help with getting around if they are **3 years old or over**. The rate of Disability Living Allowance that children get depends on the type of help or supervision they need and their age. If they need reminding or prompting or encouraging to walk, it depends on how much reminding, prompting or encouragement they need. There are 2 rates.

Lower rate

If the child is 5 years old or over and **any** of the following apply

- if the child can walk, but needs someone with them to make sure they are safe
- if the child can walk, but needs someone with them to help them find their way around in places they do not know well.

Remember that all children need some help and supervision when they are out of doors. The child you are claiming for must need **more** help or supervision than other children of the same age who do not have their particular needs.

Higher rate

If the child is 3 years old or over and **any** of the following apply

- if the child cannot walk at all
- if the child can only walk a short distance before they feel severe discomfort
- if the effort of walking could threaten their life
- if the child has had both legs amputated above the ankle or through the ankle, or was born without legs or feet
- if the child is deaf and blind and they need someone with them when they are outdoors, they must have a large amount of hearing loss and sight loss. But they do not have to be totally deaf and blind
- if the child is severely mentally impaired with severe behavioural problems and needs help with personal care both day and night.

Help with personal care

Children can only get Disability Living Allowance for help with personal care if they are **3 months old or over**. And remember that all children need some help or supervision. The child you are claiming for must need **more** help or supervision than other children of the same age who do not have their particular needs. The rate of Disability Living Allowance that children get depends on the amount of attention, help or supervision they need, and on the sort of help or supervision they need. For example, they may need someone to keep an eye on them, or look after them while they are on dialysis. Or they may need help with things like washing, dressing, using the toilet, communicating with other people, or something like this. If they need reminding or prompting or encouraging to do things, it depends on how much reminding, prompting or encouragement they need.

There are 3 rates.

Lowest rate

- if the child has care needs for some time during the day.

Middle rate

- if the child has care needs for some time during the day, or they are liable to get into danger, **or**
- if the child has care needs for some time during the night.

Highest rate

- if the child has care needs for some time during the day and night.

What is Medical Services

If a medical examination is required we will ask Medical Services to arrange this on behalf of the Disability and Carers Service.

When Medical Services receive a case for examination, they send a letter which outlines their service. This includes details of the examination, complaints procedures and that interpreters and same-sex doctors will be arranged wherever possible. A doctor will then contact you to arrange an appointment for the examination.

Medical Services arrange your appointment, ask a doctor to conduct a medical examination and provide a report of their opinion to the Disability and Carers Service. The decision maker will make a decision on your child's claim using the doctor's report and any other evidence or information available.

You can ask for a copy of the report from the office dealing with your child's claim.

If you are unhappy about any part of the service provided by Medical Services, or simply feel they could do things better, please tell the doctor who conducts the examination. If they cannot help you immediately, they will give you a customer care leaflet, which tells you how to make a complaint or a suggestion, and what Medical Services will do to investigate the complaint or suggestion.

If you complain about a doctor and Medical Services agree with your complaint, they will arrange for action to be taken. If the medical report is found to be factually incorrect, or the doctor has given an opinion that they cannot justify, Medical Services will tell the office dealing with your child's claim.

When Medical Services have all the information they need, they will decide what they can do. If something is wrong, they will put it right and tell you what they have done.

If you prefer, you can contact the Medical Services Customer Relations Manager named in the Medical Services customer care leaflet. Remember that Medical Services cannot change a decision on your child's benefit. If you think the decision on your child's benefit is wrong you can ask the Disability and Carers Service office dealing with your child's claim to look at it again. The address will be on the letter telling you the decision.

Special Rules

Some people can get Disability Living Allowance under the ***Special Rules***. These rules are explained on the blue sheet called **Notes about claiming under the *Special Rules*** in this claim pack.

About the form in this pack

- **This claim form** asks about the child and for some general information.
- Before you fill in **this claim form**, look under **Help and advice on page 3 of these notes**.
- Please send this claim form back to us as soon as you can.
- We can send a doctor to visit your child.

If a doctor visits your child, you may prefer that the examination be undertaken by a doctor of the same sex and wherever possible we will try to accommodate your request. Where you feel that your child's examination can only proceed with a doctor of the same sex, for example on cultural or religious grounds, you must make this clear and appropriate arrangements will be made. Please note the examination is likely to be different from what you would expect from your own doctor. The Medical Services' doctor's examination is not to diagnose or discuss treatment of your child's medical condition, it is to assess how the condition affects your child and the doctor may not need to carry out a physical examination.

About your child's National Insurance (NI) number

To link your child with the right NI account and keep that account secure, we need proof of your child's identity. It is your responsibility to give us the right information to link your child with the right account.

If you do not provide us with your child's NI number, there may be some delay in processing your application. If they do not have a NI number, or they have a temporary one beginning with the letters ZZ or TN, get in touch with your Jobcentre Plus or social security office, they will help you to apply for or trace a NI number. See **Help and advice on page 3** of these notes.

Please note – If your child is awarded Disability Living Allowance, we may look at their case from time to time to make sure that they are getting the right amount of money. This means their award may increase, decrease or stop altogether, because, for example, the amount of help they need has changed.

Notes about

Claiming under the *Special Rules* for a child under 16

About the *Special Rules*

We have arrangements called *Special Rules* which help children who are terminally ill get their benefit as soon as possible. The *Special Rules* are for children who have a progressive disease and are not reasonably expected to live for more than another 6 months.

Getting paid under the *Special Rules* means

- they get the highest rate each week for help with personal care
- they get paid straight away. There is no need to wait until the child has needed help for 3 months
- their claims are dealt with more quickly.

But children can only get money for help with getting around if they have difficulties with getting around.

Claiming for a child under the *Special Rules*

Please read the notes on the other side of this page. They tell you what to do if you want to claim for a child under the *Special Rules*.

So that we can deal with the claim as quickly as possible, it is important that you send a doctor's **DS1500 report** with the claim. These notes tell you how to get a **DS1500 report**.

How to claim under the *Special Rules*

Please fill in this claim form–

Tick the box on page 3 to show that you are claiming for the child under the Special Rules. If you do not tick this box, we cannot consider the claim under the *Special Rules*.

Complete the questions on pages 1 to 4 and pages 28 to 39.

If the child needs help with getting around, read the **Notes about Disability Living Allowance – help with getting around**, then complete pages 5 to 7.

About your doctor's report

Ask the child's doctor or specialist for a **DS1500 report**.

This is a report about the child's medical condition.

You will not have to pay for it.

You can ask the doctor's receptionist, a nurse or a social worker to arrange this for you. The doctor does not have to see the child.

You should be given a **DS1500 report** straight away. Ask for the report in a sealed envelope if you do not want anyone to see it.

What we want you to do

Please send

- this claim form
- **DS1500 report**.

Send us the claim as soon as you can. If you wait, you could lose money.

If you cannot get your **DS1500 report** in time, send us your claim straight away. Send the **DS1500 report** as soon as you can.

Disability Living Allowance

DLA1A Child

Claim for a child under 16

Do not delay in returning this claim pack as benefit can only be considered from the date we receive it.

You may find it easier to fill in the forms in this claim pack if you read the Notes first. If you need help filling in any part of this form, phone on 0800 88 22 00.

Part 1 – About the child

Surname or family name

Other names in full

Any other surnames or family names the child has had

Sex

☐

Male

☐

Female

Address where the child lives

Postcode

Previous address

Postcode

The child's date of birth

Letters

Numbers

Letter

Child reference number if you know it.

What is the child's nationality?

We may get in touch with you for more information.

Part 2 – About the person claiming Disability Living Allowance for the child

Tell us about **yourself** here, not the child.

Tell us your full name

Mr/Mrs/Miss/Ms

Your date of birth

Your National Insurance (NI) number

Letters

Numbers

Letter

This helps us arrange payments quickly.

Your address

Postcode

Previous address if you have moved in the last 2 years.

Postcode

Daytime phone number
where we can contact you
or leave a message.

Code

Number

Please tick the appropriate box

Home

Work

Mobile

Fax

Textphone

What is your relationship to the child?
For example, parent, step-parent,
foster parent, guardian, etc.

Do you receive Child Benefit for the child?

No

Yes

If someone else receives the Child Benefit, tell us their name.

What is the Child Benefit number for the child?
This is on letters about Child Benefit.

Claiming under the *Special Rules*

If you are claiming for a child under the *Special Rules*, tick this box

☐

You must read the Notes about claiming under the *Special Rules* before you tick this box.

The Special Rules are for children who have a progressive disease and are not reasonably expected to live for more than another 6 months.

- 1 Complete all questions that apply to you or to the child you are claiming for on pages 1 to 4 and pages 28 to 39.
- 2 If the child needs help with getting around, read the **Notes about Disability Living Allowance - help with getting around**. They explain what we mean by help with getting around. Then complete all the questions that apply to the child you are claiming for on pages 5 to 7.

Please check that you have answered all the questions on this form that apply to you or to the child you are claiming for. Check that you have ticked the box above. **Make sure you sign the Consent on page 32 and Declaration on page 39.**

Send this form to us. Send it with the **DS1500 report** from the child's doctor.

If you cannot get your **DS1500 report** in time, send us the claim straight away. Send the **DS1500 report** as soon as you can.

Part 3 – About where the child lives

Does the child normally live in Great Britain?
Great Britain is England, Scotland and Wales.

No

Yes

If you live in Wales and would like to receive future communications in Welsh, please tick this box.

Has the child been abroad for 4 weeks or more in the last 12 months?

No

Yes

Tell us the dates they went abroad, where they went and why they went. Please give any additional details on an extra piece of paper and send it with this form.

Tell us when they went abroad.

From

To

Tell us where they went.

Tell us why they went.

Part 4 – About the child’s illnesses or disabilities

If you have a spare up to date printed prescription list from the child’s doctor, please send it in with this form.

What are the child’s illnesses or disabilities?
Just tell us the names of the child’s main illnesses or disabilities. We will ask you how these affect the child later in this claim form.
Do not worry if you are not sure how to spell anything

If medicines, tablets or other medical treatments are prescribed for the child’s illnesses or disabilities, tell us about them here.
This information will be on the printed label on front of the child’s medicine bottle.
Do not send any type of medication or other personal items with your child’s claim form.

Part 5 – More about the child

Please tick all the boxes that apply to the child. Tell us if the child

is blind or partially sighted

☐

Partially sighted means that they have problems with their eyesight even when wearing glasses or contact lenses.

has problems with hearing even with a hearing aid

☐

has problems with speech or language which affects communication with other people

☐

is both deaf and blind

☐

To get help because of deafness and blindness the child must have a large amount of loss of hearing and sight. But they do not have to be totally deaf and blind.

has physical disabilities

☐

was born without legs or feet or has had both legs amputated above or through the ankle

☐

has a learning difficulty

☐

has a mental health problem

☐

has both a severe learning disability and severe behavioural problems

☐

has a long term illness

☐

has been assessed for things such as disability aids, or do they have a care plan or an occupational therapy report?

No

☐

Yes

☐

Please send copies, if you can, of any documents with this claim form.

About Disability Living Allowance for children

All children need some help or supervision. For a child to get Disability Living Allowance they must need **more** help or supervision than other children of the same age who do not have their illnesses or disabilities. Tell us in this form about the extra help the child needs. Tell us as much as you can about the ways the child's illnesses or disabilities affect them. The more you tell us, the easier it is for us to get a clear picture of the type of help the child needs. You can claim Disability Living Allowance for children as soon as they are born, but we cannot start to pay until they are **3 months old**.

We know that illnesses or disabilities can affect people more on one day than another – they have good days and bad days. If the child you are claiming for has **good days and bad days**, try to tell us about the problems they have most of the time. If you are not sure if we need to know something, tell us anyway.

We know that some of the questions will be difficult to answer, especially for babies and very young children, but please try to tell us as much as you can.

Part 6 – Walking outdoors

By this we mean walking on reasonably level ground, not up or down hills or slopes. You can only get Disability Living Allowance for help with getting around at the higher rate if the child you are claiming for is **3 years old or over**.

You cannot get Disability Living Allowance for help with getting around at the lower rate until the child is **5 years old or over**.

Does the child have difficulties walking?

This may be because

- they cannot walk at all
- of an amputation
- they were born with a deformity of the spine, legs or feet, or something like this
- of paralysis, weakness or stiffness
- walking makes them breathless or gives them pain or discomfort
- of a heart condition
- they refuse to walk.

No

☐

Go to Page 7.

Yes

☐

Tell us about the difficulties they have with walking and about any equipment they use to help them.

Tell us here if there is anything about the way the child walks that causes difficulties. For example, if they have poor co-ordination, bad balance or a poor manner of walking. Tell us if the effort of walking might be dangerous for the child and why this might be. Equipment might be crutches, a walking stick or walking frame, an artificial leg, callipers, splints, a rolator, or something like this.

How many days a week does the child have these difficulties?

days a week

How far can the child walk before they have to stop because of severe discomfort?

For example, it may be too painful for them to go on, or they may need to stop and rest.

metres/yards

How long does it take them to walk this far?

minutes

Part 7 – If the child needs someone with them when they are outdoors

Does the child need to have someone with them when they are outdoors in places they do not know well?

For example, they may need someone to look after them because

- they are blind or partially sighted
- they are deaf or hearing impaired
- they might fall
- they have behavioural problems or a severe learning disability
- they may forget where they are going, or wander off
- they need a lot of encouragement to walk
- they might put themselves or other people in danger.

No

☐

Go to Page 8.

Yes

☐

Remember – the child must need **more** help than a child of the same age who does not have their illness or disability.

Tell us why the child needs someone with them when they are outdoors in places they do not know well.

For example, they may be easily confused or taken advantage of.

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Part 8 – Someone keeping an eye on the child

All children need someone to keep an eye on them to make sure that they are safe. Answer the questions on this page if the child you are claiming for needs **more** supervision during the day or night than other children of the same age who do not have their illness or disability. By **night** we mean when the household has closed down at the end of the day.

Does the child need someone to keep an eye on them?

For example, because they

- have no sense of danger and might hurt themselves or someone else
- might wander about
- have behavioural problems
- cannot hear or see or respond to danger signs
- need someone to monitor their medical condition or diet.

No

☐

Go to page 9.

Yes

☐

Why the child needs someone with them.

During the day

Why the child needs someone awake with them.

During the night

If the rest of the questions on this page are difficult to answer because of the child’s condition, do not worry. You can tell us more about this later.

How many days a week does the child need someone with them?

days a week

How many nights a week does the child need someone to be awake with them?

nights a week

How much of the day do they need someone with them?

How much of the night does someone have to be awake with them?

Tell us roughly how long do they need someone with them each time during the day?

We know this may be difficult, but please try to tell us in minutes.

minutes

Tell us roughly how long do they need someone awake with them each time during the night?

We know this may be difficult, but please try to tell us in minutes.

minutes

Part 9 – About the child's development

We know that all children develop at different rates, but some illnesses or disabilities can have a marked effect on how a child develops. Tell us if the child you are claiming for has suffered a delay in their development.

Has the child's development of physical and sensory skills been delayed?

For example,

- using their hands
- hearing or talking
- sitting, standing or walking.

Or something else.

No

☐

Go to the next question under the thick black line.

Yes

☐

Tell us about the help they need.

If the next 2 questions are difficult to answer because of the child's condition, do not worry. You can tell us more about this later.

Tell us roughly how many times a day does the child need help?

times a day

Tell us roughly how long does it take each time?

We know this may be difficult, but please try to tell us in minutes.

minutes

Has the child's development of learning skills been delayed?

For example,

- understanding the world around them
- following instructions
- developing daily living skills.

Or something else.

No

☐

Go to **Page 10**.

Yes

☐

Tell us about the help they need.

If the rest of the questions on this page are difficult to answer because of the child's condition, do not worry. You can tell us more about this later.

Tell us roughly how many times a day does the child need help?

times a day

Tell us roughly how long does it take each time?

We know this may be difficult, but please try to tell us in minutes.

minutes

Part 9 – About the child’s development – continued

Has the child's development of social skills been delayed?
For example,
• interacting with others
• communicating with others or something else

No☐Go to the next question under the thick black line.

Yes☐Tell us about the help they need.

If the next 2 questions are difficult to answer because of the child’s condition, do not worry. You can tell us more about this later.

Tell us roughly how many times a day does the child need help?

times a day

Tell us roughly how long does it take each time?
We know this may be difficult, but please try to tell us in minutes.

minutes

Does someone need to help the child develop through play?
For example, encouraging
• age appropriate play
• stimulating play.
Or something else.

No☐Go to Part 10.

Yes☐Tell us about the help they need.

If the rest of the questions on this page are difficult to answer because of the child’s condition, do not worry. You can tell us more about this later.

Tell us roughly how many times a day does the child need help?

times a day

Tell us roughly how long does it take each time?
We know this may be difficult, but please try to tell us in minutes.

minutes

Part 10 – Waking, getting up and going to bed

Does the child have difficulties waking, getting up or going to bed?

For example, they may need help with things like

- getting into or out of bed
- settling in bed
- staying in bed.

Or help with something else.

No

☐

Yes

☐

Remember – the child must need **more** help than a child of the same age who does not have their illness or disability.

Does someone have to wake the child up, or tell or encourage them to get up or go to bed?

No

☐

Yes

☐

Tell us about the help the child needs to wake up or get up or go to bed.
Tell us about any equipment the child uses and how it helps them.

How many days a week does the child need this help?

days a week

How many times a day does the child need this help?

times a day

Tell us roughly how long does it take the child to get out of bed or into bed?
We know this may be difficult, but please try to tell us in minutes.

minutes

Part 11 – Washing and bathing

Does the child have difficulties washing, or having a bath or shower?

For example, they may need help with things like

- cleaning their teeth
- washing their hair
- getting into or out of the bath or shower
- physical support
- coping with periods
- keeping safe.

Or help with something else.

No

☐

Yes

☐

Remember – the child must need **more** help than a child of the same age who does not have their illness or disability.

Does someone have to tell or encourage the child to wash or have a bath or shower?

No

☐

Yes

☐

Tell us about the help or encouragement the child needs washing or having a bath or shower. If they have bed baths, tell us about this here. Tell us about any equipment the child uses and how it helps them.

How many days a week does the child need this help?

days a week

How many times a day does the child need help with washing or having a bath or shower?

times a day

Tell us roughly how long does the child take to have a bath or shower? We know this may be difficult, but please try to tell us in minutes.

minutes

Part 12 – Getting dressed or undressed

Does the child have difficulties getting dressed or undressed? No ☐

For example, they

- have poor co-ordination
- have no control over their arms or legs
- are not able to judge appropriate clothes.

Yes ☐

They may need someone to help them, or it may take a long time.

Remember – the child must need **more** help than a child of the same age who does not have their illness or disability.

Does someone have to tell or encourage the child to get dressed or undressed? No ☐

Yes ☐

Tell us about the help or encouragement the child needs getting dressed or undressed. Tell us about any equipment the child uses and how it helps them.

How many days a week does the child need this help?

days a week

How many times a day does the child need this help?

times a day

Tell us roughly how long does it take the child to get dressed or undressed? We know this may be difficult, but please try to tell us in minutes.

minutes

Part 13 – Help with toilet needs

We know these are very personal questions, but this information will help us to decide about the child’s claim.

Does the child have difficulties coping with their toilet needs?

For example,

- getting to the toilet and using the toilet
- using something like a nappy, commode, bedpan or bottle instead of the toilet
- using or changing incontinence aids
- catheterisation or bladder expression
- using enemas or suppositories.

Does someone have to tell or encourage the child to attend to their toilet needs?

No

☐

Yes

☐

No

☐

Yes

☐

Tell us about the help or encouragement the child needs and any equipment they use.

During the day

Tell us about the help or encouragement the child needs and any equipment they use.

During the night

How many days a week does the child need this help?

days a week

How many nights a week does the child need this help?

nights a week

How many times a day does the child need this help?

times a day

How many times a night does the child need this help?

times a night

Tell us roughly how long does it take each time?

We know this may be difficult, but please try to tell us in minutes.

minutes

Tell us roughly how long does it take each time?

We know this may be difficult, but please try to tell us in minutes.

minutes

Part 14 – Communicating with other people

Does the child need help understanding other people?

For example, they need someone to

- help with lip reading
- explain what people mean
- interpret sign language.

No

☐

Go to the next question under the thick black line.

Yes

☐

Tell us about this.

Tell us about the child's difficulties understanding other people. Tell us about anything the child needs to help them understand other people, and how useful this is. Tell us if they need to have physical contact or some other sign to attract their attention.

If the next 2 questions are difficult to answer because of the child's condition, do not worry. You can tell us more about this later.

How many times a day do they need someone to help them understand other people?

times a day

Tell us roughly how long does it take each time?

We know this may be difficult, but please try to tell us in minutes.

minutes

Does the child need help being understood by other people?

For example,

- because of a language disorder or a physical speech problem
- someone has to interpret the child's language, signs or gestures.

No

☐

Go to page 16.

Yes

☐

Tell us about this.

Tell us about the child's difficulties being understood by other people. Tell us about any equipment the child uses to help them, and how useful this is.

If the rest of the questions on this page are difficult to answer because of the child's condition, do not worry. You can tell us more about this later.

How many times a day do they need help to make themselves understood by other people?

times a day

Tell us roughly how long does it take each time?

We know this may be difficult, but please try to tell us in minutes.

minutes

Part 14 – Communicating with other people – continued

Is the child unwilling to communicate with other people?

For example, because of

- difficult or withdrawn behaviour
- frustration or stress
- a communication disorder.

Or something like this.

No	<input type="checkbox"/>	Go to Part 15.
Yes	<input type="checkbox"/>	Tell us about this.

Tell us about the encouragement the child needs to help them communicate with other people. Tell us about any equipment the child uses to help them and how useful this is.

If the rest of the questions on this page are difficult to answer because of the child’s condition, do not worry. You can tell us more about this later.

How many times a day do they need help to communicate with other people?

times a day

Tell us roughly how long does it take each time?
We know this may be difficult, but please try to tell us in minutes.

minutes

Part 15 – Eating and drinking

Does the child have difficulties eating or drinking?

For example, they need help

- cutting up food or being fed
- with a specialised feeding method.

Or with something else.

No

☐

Yes

☐

Does someone have to tell or encourage the child to eat or drink?

No

☐

Yes

☐

Tell us about the help or encouragement the child needs, and any equipment they use.

During the day

Tell us about the help or encouragement the child needs, and any equipment they use.

During the night

How many days a week does the child need this help?

days a week

How long on average do you need help each time during the night?

nights a week

How many times a day does the child need this help?

times a day

How many times a night does the child need this help?

times a night

Tell us roughly how long does it take each time?

We know this may be difficult, but please try to tell us in minutes.

minutes

Tell us roughly how long does it take each time?

We know this may be difficult, but please try to tell us in minutes.

minutes

Part 16 – Help with medication

Does the child need help with medication?

For example,

- taking tablets or medicines
- having injections
- using an inhaler or nebuliser
- applying creams
- they do not co-operate with their treatment.

No

☐

Go to Part 17.

Yes

☐

Tell us about this.

Tell us about the help or encouragement the child needs with medication.

During the day

Tell us about the help or encouragement the child needs with medication.

During the night

How many days a week does the child need this help?

days a week

How many nights a week does the child need this help?

nights a week

How many times a day does the child need this help?

times a day

How many times a night does the child need this help?

times a night

Tell us roughly how long does it take each time?

We know this may be difficult, but please try to tell us in minutes.

minutes

Tell us roughly how long does it take each time?

We know this may be difficult, but please try to tell us in minutes.

minutes

Part 17 – Therapy

Does the child need therapy?

Therapy may be done by a therapist or by someone else. It may be at home or somewhere else. It may involve exercises, routines or methods designed to help the child develop. For example,

- physiotherapy
- speech therapy
- play therapy.

Or something else.

No

☐

Go to **Part 18**.

Yes

☐

Tell us about this.

Tell us about the child's therapy.

During the day

How many days a week does the child need this help?

days a week

How many times a day does the child need this help?

times a day

Tell us roughly how long does it take each time?

We know this may be difficult, but please try to tell us in minutes.

minutes

Tell us about the child's therapy.

During the night

How many nights a week does the child need this help?

nights a week

How many times a night does the child need this help?

times a night

Tell us roughly how long does it take each time?

We know this may be difficult, but please try to tell us in minutes.

minutes

Part 18 – Help with medical equipment

Does the child need medical equipment?
For example,

- colostomy or catheter care
- tracheostomy care
- using splints, gaiters or special clothing.

Or something else.

NoGo to Part 19.

YesTell us about this.

Tell us about the help or encouragement
the child needs with medical equipment.

During the day

Tell us about the help or encouragement
the child needs with medical equipment.

During the night

How many days a week does the child
need this help?

days a week

How many nights a week does the
child need this help?

nights a week

How many times a day does the child
need this help?

times a day

How many times a night does the child
need this help?

times a night

Tell us roughly how long does it take
each time?
We know this may be difficult, but
please try to tell us in minutes.

minutes

Tell us roughly how long does it take
each time?
We know this may be difficult, but
please try to tell us in minutes.

minutes

Part 19 – Blackouts, fits, seizures or something like this

Does the child have blackouts, fits, seizures or something like this?

For example, because of

- epilepsy
- diabetes.

No

☐

Go to Part 20.

Yes

☐

Tell us about this.

Tell us what happens.

We need to know

- what happens before they have a blackout, fit or seizure
- if they get any warning of what is going to happen
- what happens during the fit or seizure
- if they lose consciousness or if their limbs shake, or if they bite their tongue or are incontinent
- what happens after a fit or seizure, if they need to sleep or if they are confused.

Tell us anything that will help us get a clear picture of what happens to the child if they have a blackout, fit or seizure.

Tell us about the help or encouragement the child needs with medical equipment.

During the day

Tell us about the help or encouragement the child needs with medical equipment.

During the night

Tell us roughly how often this happens.

tell us roughly how long does the child need help each time?

We know this may be difficult, but please try to tell us in minutes.

minutes

Tell us roughly how often this happens.

Tell us roughly how long does the child need help each time?

We know this may be difficult, but please try to tell us in minutes.

minutes

Part 20 – The child’s mental health

Does the child have difficulties because of the way they feel?

For example, they may sometimes

- get anxious or panicky
- get upset or frustrated
- feel someone may harm them
- try to harm themselves
- be verbally or physically aggressive
- try to damage things
- be impulsive or destructive
- feel they cannot cope with even the slightest change to their daily routine.

Or something else.

No

☐

Go to **Part 21**.

Yes

☐

Tell us about this.

Tell us about the help the child needs and the things the child does because of their mental health problems.

Tell us roughly how often this happens, and how long the child needs help when it happens

Part 21 – Movement and co-ordination

Does the child have difficulties with movement and co-ordination?

For example, they

- cannot move at all
- suffer pain when they move
- may injure themselves if they move
- cannot co-ordinate movements of their arms or legs.

Or something else.

No

☐

Go to Part 22.

Yes

☐

Tell us about this.

Tell us about the help the child needs with movement and co-ordination.

Part 22 – Moving about indoors

Does the child have difficulties moving about indoors?

For example, with things like

- getting out of a chair
- walking around indoors
- going up or down stairs
- using a wheelchair or Major Buggy
- transferring from a wheelchair or Major Buggy
- having to be carried.

No

☐

Yes

☐

Remember – the child must need **more** help than a child of the same age who does not have their illness or disability.

Does someone have to tell or encourage the child to move about indoors?

No

☐

Yes

☐

Tell us about any help or encouragement the child needs moving about indoors. Tell us about any ways the child's home has been adapted, or about any equipment they use to help them move about indoors. This could be a wheelchair, a frame, a stairlift, or something like this.

Part 23 – When the child is in bed at night

By **night** we mean when the household has closed down at the end of the day.

Does the child need help when they are in bed at night?

For example, they may need help with things like

- changing sheets or nightclothes
- getting bedclothes back on the bed if they fall off
- turning over
- resettling to sleep after waking because of night terrors or irregular sleep patterns
- getting back into bed after falling out
- settling and staying in bed.

Or something else.

No

☐

Go to **Part 24**.

Yes

☐

Tell us about this.

Remember – the child must need **more** help than a child of the same age who does not have their illness or disability.

Tell us about any help the child needs when they are in bed at night.

How many nights a week does the child need help?

nights a week

How many times a night does the child need help?

times a night

Tell us roughly how long does it take each time?

We know this may be difficult, but please try to tell us in minutes.

minutes

Part 24 – Help the child needs when they go out during the day or in the evening

Please tell us in this part about the help the child needs from another person at home or when they go out. For example, this can be help with things like social and religious activities, interests and hobbies.

Remember – they can be helped in lots of different ways. Someone speaking to them can count as help if they

- tell them or encourage them to do things
- tell them how to do things
- tell them if there is danger.

Even someone reading to them or helping them to communicate with other people can count as help. For example, they may need someone to interpret their sign language for other people. Or they may only be able to make themselves understood to someone who knows them well, who needs to interpret what they are saying for other people.

You should tell us about the help they need even if they do not actually get that help.

We want you to tell us about each of the different things they usually do or would do if they had the help they need. Use a separate box to tell us about each thing. We have given you three sets of boxes, but you do not have to fill in every set unless you need to tell us about 3 different things. If you want to tell us about more than 3 things, use a separate sheet of paper and send it to us with this form.

What they do or would do if they had the help they need

When they go out during the day
or evening

What they do or would do if they had the help they need

At home

**How many days
a week?**

days a week

**How many times
a day?**

times a day

**How many days
a week?**

days a week

**How many times
a day?**

times a day

**How long do they usually need help
for each time?**

**How long do they usually need help
for each time?**

**What help do they need from another
person?**

**What help do they need from another
person?**

Part 25 – Help the child needs when they go out during the day or in the evening – continued

What they do or would do if they had the help they need

When they go out during the day or evening

How many days a week?

days a week

How many times a day?

times a day

How long do they usually need help for each time?

What help do they need from another person?

What they do or would do if they had the help they need

At home

How many days a week?

days a week

How many times a day?

times a day

How long do they usually need help for each time?

What help do they need from another person?

Part 26 – Who would you like to tell us about the child’s illnesses or disabilities?

This could be for example

- a teacher
- a nurse, a health visitor, a physiotherapist, a speech therapist, or an occupational therapist
- someone from the Social Services or the Social Work Department
- a carer or any other professional who knows the effect of your child’s illness.

We may contact them if we need further information.

Please tell us their name

Their address

Postcode

Their phone number, if you know it.

CodeNumber

What is their job?

When did they last see the child?

Part 27 – Anything else about the way the child is affected by their illnesses or disabilities

Tell us about any ways that the child's illnesses or disabilities affect them that you have not been able to put anywhere else on this form.

For example, the child may need special help at school or nursery. Or there may be places on this form where the questions have been difficult to answer, and you want to tell us more about the help the child needs. Or you may want to tell us if the child's condition changes from day to day, which means that the amount of help they need varies.

Tell us anything that you think will help us get a picture of how the child is affected by their illnesses or disabilities.

Part 28 – About the child’s condition

Tell us when the child started to have the problems you have told us about.

If the problems with getting around and with personal care started on different dates, tell us about this. Tell us the exact dates if you can. But if you cannot remember, tell us roughly when this was.

Part 29 – About nights in hospital

Is the child in hospital now?

No

Go to Part 30.

Yes

When did the child go into hospital?

When will they leave hospital? If you know this?

Please tell us the full name and address of the hospital. Tell us the name or number of the ward if you know it.

Postcode

Phone number if you know it.

Code

Number

Hospital phone number, if you know it.

Code

Number

While the child is in hospital is the NHS paying for their stay and treatment?

No

Yes

Not sure

Part 30 – About nights in residential care

Residential care includes – nights in a residential school or college, a children's home, hospice care, respite care or anywhere like this.

Is the child in residential care now?

No

☐

Go to Part 31.

Yes

☐

Please tell us the full name and address where the child is staying.

Postcode

Phone number if you know it.

Code

Number

When did the child first go into residential care?

Does a local authority, a health authority, an NHS trust, Primary Care Trust or a government department pay any of the costs for the child to live there?

No

☐

Yes

☐

Not sure

☐

Which authority, NHS trust, Primary Care Trust or government department pays?

Part 31 – About nights in hospital and nights in residential care

Has the child been in hospital or residential care in the past 6 weeks?

No

Yes

Tell us when they went in. If they have come out of hospital or residential care, please tell us when this was.

in

out

Please tell us the full name and address of where the child was staying.

Phone number if you know it.

Code

Number

Part 32 – For children on kidney dialysis

Tell us about the hospital that arranges the dialysis, so we can contact them.

Hospital address

Postcode

Hospital phone number, if you know it.

Code

Number

Hospital record number, if you know it.

Part 33 – The child’s school or nursery

Name of child’s school or nursery

Address

Postcode

Phone number

Code

Number

Contact

For example, a teacher.

Part 34 – The child’s hospital doctor or specialist

Tell us about any hospital doctor or specialist the child has seen in the last 12 months because of their illnesses or disabilities. This might be a doctor at a child development centre. If you want to tell us about more than one person, give us the details on an extra piece of paper and send it with this form.

Please tell us their name

Their address

Postcode

Their phone number,
if you know it.

Code

Number

The child’s record number,
if you know it.

When did the child last
see their hospital doctor
or specialist?

The child’s present illness
or disability they are
seeing a hospital doctor
or specialist for.

Part 35 – The child’s family doctor or health centre

Please tell us their name

Their address

Postcode

Their phone number,
if you know it.

Code

Number

When did the child last see
their doctor about their
illnesses or disabilities?

Part 36 – Consent

We may wish to contact your GP or persons or organisations involved with you for information in relation to your claim. This may include medical information in respect of your claim. You do not have to agree to us contacting those persons or organisations. If you do not, however, agree to us obtaining such information, it may mean that we are unable to obtain enough information to satisfy ourselves that you meet the conditions of entitlement in respect of your claim.

The Department for Work and Pensions or any doctor providing medical services on behalf of an organisation approved by the Secretary of State, may ask any person(s) or organisation(s) for any information, including medical information, which is needed to deal with:

- this claim for benefit, or
- any appeal or other reconsideration of a decision in relation to this claim and that the information may be given to that doctor or to the Department.

Now please tick one of the consent options below.

I agree to you contacting persons or organisations as in the statement above.

☐

I do not agree to you contacting persons or organisations as in the statement above.

☐

Now sign and date below.

Signature

Date

Please make sure you sign and date the Declaration on page 39 of this claim form.

Part 37 – Statement from someone else who knows the child

Please note – completion of this page is optional.

Please ask someone who knows how the child's illness or disability affects them to sign this statement. This could be anyone who knows the child well. For example, a carer, relative, friend, professional health care worker or someone like this. They do not need to look at the answers on this form.

How often do you see the child this form is about?

Please tell us what their illnesses and disabilities are, and how they are affected by them

Tell us your job, profession or relationship to the child this form is about

Your full name

Your daytime phone number

Code	Number
------	--------

Your address

Postcode

Your signature

Date

Part 38 – About Income Support, Jobseeker’s Allowance or Pension Credit

Are you getting or waiting to hear about Income Support, Jobseeker’s Allowance or Pension Credit?

No

Yes

Is anyone within your household getting or waiting to hear about Income Support, Jobseeker’s Allowance or Pension Credit for you?

No

Yes

Please tell us their name

Their National Insurance (NI) number

Their relationship to you

Part 39 – About tax credits

Is anyone within your household getting or waiting to hear about Child Tax Credit?

No

Yes

Please tell us their name

Their National Insurance (NI) number

Their relationship to you

Is anyone within your household getting or waiting to hear about Working Tax Credit?

No

Yes

Please tell us their name

Their National Insurance (NI) number

Their relationship to you

Part 40 – Making payments to you

We normally pay Disability Living Allowance directly into an account.

This is the safest way to pay you and lets you choose how and when you get your money. You can use a bank or building society. You may be able to use a cash machine, which will usually mean you can get your money at any time of the day or night. Most of these machines can be used for free, but some of them will charge you to take your money out. If so, you will be warned by a message on the screen. This will give you the opportunity to cancel your transaction without being charged. There are arrangements with banks and building societies so that you can collect cash from some of their accounts at your Post Office® branch. The Post Office® also provides a bank account that we can pay benefits and entitlements into. With this account you can only collect your money in cash from Post Office® branches during opening hours.

A – Payment direct into an account.

How you will be paid

Your Disability Living Allowance will be paid into the account every 4 weeks.

Finding out how much is paid into the account

We will tell you when the first payment will be made and how much it is for.

Each payment, after the first one, should be for the same amount unless there is a change in your circumstances. We will tell you whenever we know there is going to be a change in the amount we pay into your account.

You can check Disability Living Allowance payments on your account statements. Your statements will show your National Insurance (NI) number next to payments that are from us. A Post Office® card account statement shows your payment details but not your National Insurance (NI) number. If you think your payment is wrong, get in touch with the office that pays you.

Getting someone to collect your Disability Living Allowance payments

You may be able to get someone else to collect your Disability Living Allowance for you regularly if you wish. For help with this please contact your bank, building society or the Post Office® if you have a Post Office® card account.

If not enough money is paid into the account

If we do not pay enough money into the account, we will make another payment or add the money we owe you onto your next payment. We will contact you to tell you what we are going to do.

Sometimes we may pay too much money into the account and you may be overpaid

If this is because of the way the system works for payments directly into an account, we have the right to recover any money you are not entitled to. For example, you may give us information which means you are entitled to less money but we may not be able to change the amount already sent out. We will contact you first if we propose to recover any money.

Please go to

Part B if you want to tell us about the account you want to use for your Disability Living Allowance payments.

or

Part C if you are unable to tell us about the account now or want information about how your payments can be made by other means.

Part 40 – Making payments to you – continued

B – About the account you want to use

Tick this box if you agree to be paid directly into an account and understand the information in **Part A** about being overpaid.

☐

Please give your account details on page 37.

You must fill in **all** the boxes including the building society roll or reference number if you have one. You can find the account details on the cheque book, passbook or statements. If you are not sure about the details, ask the bank or building society, or the Post Office® if it is a Post Office® card account.

Whose name or names is the account in?

Please tick one box

We use *partner* to mean:

- a person you are married to or a person you live with as if you are married to them, or
- a civil partner or a person you live with as if you are civil partners.

☐

In your name.

☐

In the name of your partner

☐

In both the names of you and your partner.

☐

In the name of the person acting on your behalf.

☐

In both the names of you and the person acting on your behalf.

Please note:

- a Post Office® card account can only be in your name.
- by ticking the box for an account that includes the name of the person acting on your behalf, you confirm that you will authorise them to use the money in the way you tell them. Or you are an appointee acting on behalf of the customer.

Part 40 – Making payments to you – continued

B – About the account you want to use continued

What name or names is the account in?

Please write the name or names as they appear on the cheque book, passbook or statement.

Full Name of bank or building society

For a Post Office® card account write Post Office.

Sort code – of the bank, building society or Post Office® card account.

Please tell us all six numbers for example, 12-34-56

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

Account number

This is seven to ten numbers long.

More information if it is a building society account

Building society roll or reference number

Some building society accounts use a roll or reference number. The number is on the passbook. The roll or reference number can contain letters and numbers and can be up to 18 characters long. If you are not sure if the account has a roll or reference number, ask the building society.

You may be getting other benefits and entitlements that are not paid directly into an account. If you now agree to have them paid into this account, please tell us the names of the benefits or entitlements.

Part 40 – Making payments to you – continued

C – If you did not complete section B

Please read the notes below then tick **Box 1** or **Box 2**.

If you have an account but you do not wish to use it, for example a joint account, any bank or building society will help you open an account that suits you better. Remember to ask whether their accounts allow you to get your money from the Post Office®, if this is important to you.

- **Basic bank accounts**

If you have had problems opening a current account, or if you are worried about being overdrawn, you could ask any bank or building society about opening a basic bank account. These are sometimes called introductory or starter accounts and are available from all major banks. These accounts offer free banking but overdrafts are not available. You can use these accounts to pay money in, pay bills automatically and get cash out. Many basic bank accounts also allow you to get cash from Post Offices®.

- **Post Office® card account**

This is a simple bank account that can only have benefit, pension, entitlement allowance or tax credit payments paid into it. You can only collect payment from it in cash at a Post Office® branch during opening hours. You will not have a cheque book and cannot withdraw money at a cash machine. You will not be able to run up an overdraft, pay bills by Direct Debit or Standing Order, or have your salary or any other money paid in. The account can only be in your name. You may be able to arrange with the Post Office® for someone else to collect your benefit regularly from this account.

Tick the box that applies to you.

Box 1

I intend to open an account.

☐

Complete the claim form and send it to us now.

Do not wait until you have opened an account.

Any bank or building society will help you open an account. If you want to get your money at the Post Office®, check that the account allows you to do this. If you want us to pay into an account, tell us your account details as soon as you have them.

Box 2

I would like information about how
I can be paid by other means.

☐

We will contact you about your payment options. If, in the meantime, you want more information about opening a bank or building society account or a Post Office® card account, please contact us.

Complete the claim form and send it to us now.

Do not wait until you have opened an account.

Part 41 – Declaration

- **I declare**
that the information I have given on this form is correct and complete as far as I know and believe.
- **I understand**
that if I knowingly give false information, I may be liable to prosecution or other action.
- **I understand**
that I must promptly tell the office that pays my child's Disability Living Allowance of anything that may affect their entitlement to or the amount of that benefit.
- **I understand**
that the Department may use the information which it has now or may get in the future to decide whether I am entitled to
 - the benefit I am claiming for my child
 - any other benefit I have claimed
 - any other benefit I may claim in the future.

This is my claim for Disability Living Allowance.

Signature

Date

/

/

Please make sure you sign and date the Consent section on page 32 of this claim form

Part 42 – What to do now

Do not forget to write your name and national insurance number on any additional documents you send us.

If you are sending any documents with this form, please list them below.

Check that you have signed the **Consent** statement on **page 32** and the **Declaration** on **page 39**.

Then send the completed form back to us.

If you are not sure where to send this form, phone the Benefit Enquiry Line on **0800 88 22 00**.

Part 43 – How we collect and use information

The Department for Work and Pensions collects information for the purposes of dealing with social security, child support, vaccine-damage issues, employment, training, private pensions policy and retirement planning. The information we collect about you depends on the reason for your business with us, but we may use the information for any of these purposes.

We may check information about you with other information we have. We may get information about you from other people and certain other organisations. We may give information to certain other organisations, as the law allows, to:

- check the accuracy of information
- prevent or detect crime
- protect public funds in other ways, and
- use in research or statistics.

These other organisations include other government departments, local authorities, and private-sector bodies such as banks and organisations that may lend you money. We will not give information about you to anyone outside our department unless the law allows us to.

The Department for Work and Pensions is the Data Controller for the purposes of the Data Protection Act.

If you want to know more about what information we have about you, or the way we use your information, please contact us. You can contact any of our offices and ask for leaflet **GL33** *Data Protection Act 1998 – It affects you*. Or you can find a copy of the leaflet on our website. **The address is www.dwp.gov.uk**

Where to send the completed form

Please send the completed claim form to the office nearest to where you live.

1. Bootle Disability Benefits Centre

St Martins House
Stanley Precinct
Bootle
Merseyside L69 9BN

2. Bristol Disability Benefits Centre

Government Buildings
Flowers Hill
Brislington
Bristol BS4 5LA

3. Edinburgh Disability Benefits Centre

Argyle House
3 Lady Lawson Street
Edinburgh EH3 9DR

4. Glasgow Disability Benefits Centre

Glasgow
Corunna House
29 Cadogan Street
Glasgow G2 7BN

5. Leeds Disability Benefits Centre

Government Buildings
Otley Road
Lawnswood
Leeds LS16 5PU

6. Manchester Disability Benefits Centre

Albert Bridge House
Bridge Street
Manchester M60 9DA

7. Midland Disability Benefits Centre

Five Ways Complex
Islington Row Middleway
Edgbaston
Birmingham B15 1SL

8. Newcastle Disability Benefits Centre

Arden House
Regent Centre
Regent Farm Road
Gosforth
Newcastle Upon Tyne
NE3 3JN

9. New Claims Unit

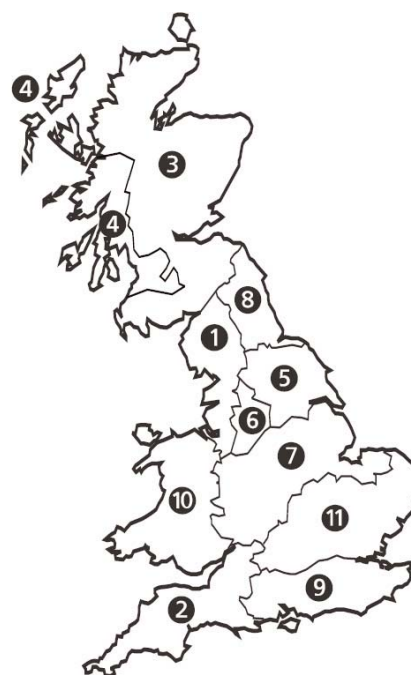
Disability Contact and
Processing Unit
Government Buildings
Warbreck House
Warbreck Hill
Blackpool FY2 0YJ

10. Wales (Cardiff) Disability Benefits Centre

Government Buildings
St Agnes Road
Gabalfa
Cardiff CF14 4YJ

11. Wembley Disability Benefits Centre

Olympic House
Olympic Way
Wembley
Middlesex HA9 0DL



If you are still not sure where to send the form

Phone the Benefit Enquiry Line (BEL). The number is **0800 88 22 00**.
Textphone **0800 24 33 55** (for hearing or speech difficulties).

For existing disability claims

You can contact:

Blackpool Disability Contact and Processing Unit
Disability Contact and Processing Unit
Government Buildings
Warbreck House
Warbreck Hill
Blackpool
Lancashire FY2 0YJ

Phone: **08457 123456**

Fax: **01253 331 266**

Email: **DCPU.Customer-Services@dwp.gsi.gov.uk**