



Department
for Work &
Pensions

Attendance Allowance

Overview

Attendance Allowance helps with extra costs if you have a disability severe enough that you need someone to help look after you. It's paid at [2 different rates](#) and how much you get depends on the level of care that you need because of your disability.

You could get £72.65 or £108.55 a week to help with personal support if you're both:

physically or mentally disabled

[State Pension age](#) or older

It does not cover mobility needs.

You could get extra Pension Credit, Housing Benefit or Council Tax Reduction if you get Attendance Allowance.

You do not have to have someone caring for you in order to claim.

What you'll get

Attendance Allowance rates

Rate	Level of help you need
Lower rate - £72.65	Frequent help or constant supervision during the day, or supervision at night
Higher rate - £108.55	Help or supervision throughout both day and night, or a medical professional has said you might have 12 months or less to live

Attendance Allowance is paid weekly at 2 different rates - the one you get depends on the level of help you need.

Attendance Allowance is not means-tested - what you earn or how much you have in savings will not affect what you get.

If your circumstances change, you could get a different rate. You must [report a change of circumstances](#).

You could get extra Pension Credit, Housing Benefit or Council Tax Reduction if you get Attendance Allowance - check with the helpline or office dealing with your benefit.

What you'll get

If you qualify for the **2024/2025 higher rate** of Attendance Allowance, you'll get **£108.55** a week, **£434.20** every four weeks and **£5,644.60** a year. During **2023/2024**, you would have got **£101.75** a week, **£407.00** every four weeks and **£5,291** a year. So, this is an increase of **£6.80** a week, **£27.20** every four weeks and **£353.60** a year.

If you qualify for the **2024/2025 lower rate** of Attendance Allowance, you'll get **£72.65** a week, **£290.60** every four weeks and **£3,777.80** a year. During **2023/2024**, you would have got **£68.10** a week, **£272.40** every four weeks and **£3,541.20** a year. So, this is an increase of **£4.55** a week, **£18.20** every four weeks and **£236.60** a year.

Attendance Allowance Benefit Cap

The [Benefit Cap](#) is the maximum amount of benefits you can receive. This increased by 10.1% in April 2023, but has remained the same for 2024/2025.

However, the Benefit Cap only applies to people of working age. As Attendance Allowance is a benefit for people above the State Pension age, it doesn't apply to people who receive Attendance Allowance.

If you or your partner receive Attendance Allowance, you'll be excluded from the Benefit Cap.

Eligibility

You can get Attendance Allowance if you've reached [State Pension age](#) and the following apply (unless you might have 12 months or less to live):

You have a physical disability (including sensory disability, for example blindness), a mental disability (including learning difficulties), or both

Your disability is severe enough for you to need help caring for yourself or someone to supervise you, for your own or someone else's safety

You have needed that help for at least 6 months

You must also:

Be in Great Britain when you claim - there are some exceptions, such as members and family members of the armed forces

Have been in Great Britain for at least 2 of the last 3 years (this does not apply if you're a refugee or have humanitarian protection status)

Be [habitually resident](#) in the UK, Ireland, Isle of Man or the Channel Islands

Not be subject to [immigration control](#) (unless you're a sponsored immigrant)

Not get [Disability Living Allowance \(DLA\)](#), [Personal Independence Payment \(PIP\)](#) or [Adult Disability Payment \(ADP\)](#)

Eligibility

If you might have 12 months or less to live

You can get Attendance Allowance more quickly and at the [higher rate](#) if a medical professional has said you might have 12 months or less to live. This is sometimes called 'special rules'.

If you live in the EU, Switzerland, Norway, Iceland or Liechtenstein

You might still be able to get Attendance Allowance if you're a UK national and you live in or move to the EU, European Economic Area (EEA) or Switzerland.

Read guidance to [find out if you can get benefits in the EU, EEA or Switzerland](#).

If you're in a care home

You cannot usually get Attendance Allowance if you live in a care home and your care is paid for by your local authority. You can still claim Attendance Allowance if you pay for all your care home costs yourself.

If you need an assessment

You'll only need to attend an assessment to check your eligibility if it's unclear how your illness or disability affects you.

If you do need an assessment you'll get a letter saying why and where you must go. During the assessment, a medical professional will need to examine you.

Attendance Allowance

You may qualify for Attendance Allowance if you need help with personal care or supervision to keep you safe. What matters is that you need help, not whether you're currently getting any.

Attendance Allowance is paid at a lower or higher rate, depending on the level of help you need.

What does personal care involve?

Personal care includes help with things like:

getting in and out of a chair

bathing and washing

dressing and undressing

help with medication and treatment

getting in and out of bed and sleeping

communicating

eating and drinking

using the toilet

seeing - ie, if you need someone to see for you

breathing

walking.

What does supervision include?

Supervision means you need someone to check on you regularly to keep you and/or others safe. For example, you may need checks if you have memory loss, are at risk of falling, have seizures, or aren't aware of potential dangers. Being left unsupervised may mean you fall, leave the gas on, self-harm, or are violent towards others.

How to claim

To apply, you'll need:

your National Insurance number

your address and contact details

details of the health condition or disability that you need extra help for

details of your GP surgery or medical centre

Apply online

The new service will accept a limited number of applications each week.

You cannot apply online if you're either an appointee or have power of

Attendance Allowance helpline

Telephone: 0800 731 0122

Textphone: 0800 731 0317

[Relay UK](#) (if you cannot hear or speak on the phone): 18001 then 0800 731 0122

British Sign Language (BSL) [video relay service](#) if you're on a computer - find out how to [use the service on mobile or tablet](#)

Monday to Friday, 8am to 6pm

[Find out about call charges](#)

How to claim

Apply by post

You can claim by either:

printing and submitting the [Attendance Allowance claim form](#)

contacting the helpline to request a claim form

There is a different process for [Attendance Allowance in Northern Ireland](#).

Send the completed form to:

Freepost

DWP Attendance Allowance

You do not need a postcode or a stamp. The form comes with notes telling you how to fill it in.

Completing the form

It's a long form so take your time to complete it – you don't have to do it all in one go. Ask for help from a local advice agency if needed. List all the help you need before completing the form. You could ask your carer to list all the help they give you to make sure you don't miss anything out.

Think about all the difficulties you have and what help would make things easier. Point out any adjustments you've also already made to help.

Be honest about how long things take you and if you can do them safely.

Remember that what matters is that you need help, not that you're already getting help.

If you have equipment or adaptations, explain any help you need to use them. Explain any additional help you need from another person as well as your equipment and adaptations.

Try keeping a diary for a week if you're not sure how much help you need, or how long things take. This can be particularly useful if your condition changes.

You don't have to need help every day – you'll qualify if you need help 'most of the time'. If your needs vary, make a list of the help you need on each day of the week or month.

Don't just think about what happens on good days. Get an overall picture of the help you need.

Explain any falls or accidents you've had.

Evidence is important, so send in as much as you can with your claim form. This could include a letter from your GP or consultant, your care plan, information from a community psychiatric nurse, appointment letters or prescription lists.

After you apply

After you send your claim, you'll get a text or letter within 3 weeks that explains when you can expect a decision. Once a decision is made, you'll get a letter explaining the outcome.

When you'll be paid

If you're awarded Attendance Allowance, the decision letter will tell you when you'll get your first payment.

If you apply online, your claim will start on the date you make your claim.

If you print and post the form, your claim will start on the date the Department for Work and Pensions (DWP) receives it.

If you call the helpline to get a form, your claim will start on the date of your call (if you return the form within 6 weeks).

If you might have 12 months or less to live

You can get Attendance Allowance more quickly if a medical professional has said you might have 12 months or less to live. This is sometimes called 'special rules'.

You cannot apply online. You must complete an [Attendance Allowance claim form](#). You should also ask a doctor or medical professional for form SR1 - they'll either fill it in and give the form to you or send it directly to the DWP.

You can do this on behalf of someone else without their permission. The letter about the money awarded will not mention 'special rules'.

If you disagree with a decision

You can [challenge a decision](#) about your claim. This is called asking for **mandatory reconsideration**.

You can do this by phone, in writing or by downloading and printing off a CRMR1 Form from the internet. Additional evidence can also be provided.

You can phone and ask for an explanation of the decision and request a copy of the Assessment Report.

A new Case Manager will look at all the available evidence and make a decision.

A Case Manager can decide to leave the level of award the same, increase an award and in some cases decrease the award.

CRMR1 - [Challenge a decision made by the Department for Work and Pensions \(DWP\) - GOV.UK](#)

Report a change in circumstances

If your circumstances change, the amount you get from Attendance Allowance may go up or down.

You must contact the Attendance Allowance helpline straight away if:

the level of help you need or your condition changes - you'll need to provide details like if the amount of times you need help each day has changed

you go into hospital or a care home - you'll need to provide the address, the dates you've been there for, and how your stay is paid for

a medical professional has said you might have 12 months or less to live

you plan to leave the country for more than 4 weeks

you go into prison

you change your name, address or bank details

you want to stop receiving your benefit

your doctor's details change

your immigration status changes, if you're not a British citizen

If you've been paid too much

If you've been paid too much

You may have to repay the money if you:

- did not report a change straight away
- gave wrong information
- were overpaid by mistake

Find out how to [repay the money you owe from benefit overpayment](#).