

Disability and Carers Service

Customer information



DWP Department for
Work and Pensions

A message from our Chief Executive

We, the Disability and Carers Service, are part of the Department for Work and Pensions and are here to provide financial help to disabled people and carers.



We deal with claims for:

- Disability Living Allowance (DLA);
- Attendance Allowance (AA);
- Carer's Allowance (CA); and
- Vaccine Damage Payments.

We, also run the Benefit Enquiry Line (BEL).

It is our aim to find ways to improve the service we give by listening to what you, our customers, have to say.

This leaflet tells you what you can expect from us and what we expect of you. It also says what to do if things go wrong and tells you how to get in touch with us.



We are always happy to hear any comments you have about us. If you have any comments, you can write to me at the address below.

Terry Moran
Chief Executive

Disability and Carers Service
5th Floor
Whitehall 2
Whitehall Quay
Leeds
LS1 4HR



What we aim to do

We will:

- provide you with an accurate service - this means we will get things right first time;
- provide you with an efficient service - this means we will be good at our job;
- recognise you as an individual and treat you with respect - this means we will see you as a person and understand your needs;
- keep you informed - this means we will let you know what is going on and what is happening with our service;



What we aim to do

- be accessible to you - this means we will be easy to get in touch with, and our guides and leaflets will be easy to access; and



- listen to and learn from your comments - this means we will hear what you tell us and get better where we can.



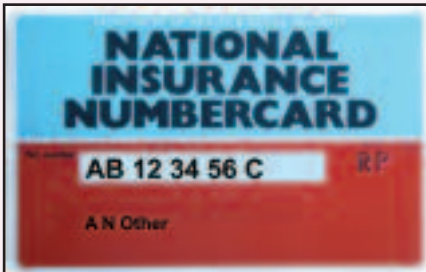
Helping us to help you

You can help us to give you a good service by:

- filling in all the forms and answering our questions as well as you can;



- giving us a way of contacting you;
- giving us your National Insurance (NI) number when you ring or write to us;



- being polite to our staff; and
- telling us about any changes we need to know about as soon as you can.

Changes you should tell us about

Some of the changes you should contact us about are:



- if you need more or less help with your personal care needs:
- if your walking ability has improved or got worse:
- if you have changed your name or address;
- if you have been or are going into a hospital or residential home;
- if you no longer care for or look after someone; and
- if you care or look after someone and have started or changed your hours of work.

If you are not sure whether to report a change, please contact us.

Other ways of getting information

You can get the information we send out in different languages and formats (for example, on audio tape, in large print and on a British Sign Language video or DVD).



We can also ring or write to you in many other languages.

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

We can explain information to you if you are having difficulty reading or understanding it.



Other ways of getting information

You can also use a textphone to ring us if you have a speech or hearing difficulty. We also welcome calls from Royal National Institute for the Deaf (RNID) Typetalk.

Our textphone service does not receive text messages from a mobile phone.

If you want to get information from us in one of these ways, please tell us.

If you want this information in another format, please fill in the card at the back of this leaflet.



Go to page 23.

Or, ring us on the numbers provided.



Go to pages 12 to 18.

Information on the internet



You can also find out more about us on the internet, by visiting the Directgov website at **www.direct.gov.uk**

Our targets and performance

You can find out if we are meeting our targets each year. If you want to find out how we are doing, please contact:

Disability and Carers Service
Customer Relations Team
North Fylde Central Offices
Room 111
Norcross
Thornton-Cleveleys
FY5 3TA

E-mail:
customer.relationsteam@dwp.gsi.gov.uk

How you can help us make our service better

We want to give you the best service we can.



Your views are important to us and they will help us make our service better.



If you have any comments or suggestions on how we can improve our service, please tell us.

Contacting us about Disability Living Allowance (DLA) or Attendance Allowance (AA)

By phone

Call the DLA/AA helpline
on **08457 12 34 56.**



When you ring us, our staff will be polite and give you their name.

If you have speech or hearing problems, you can ring our textphone service on **08457 22 44 33.**



You can ring these numbers between 7.30am and 6.30pm Monday to Friday.

In person

If you have an appointment to see us, we aim to see you on time. If you do not have an appointment, we will try to see you within 10 minutes.



Contacting us about Disability Living Allowance (DLA) or Attendance Allowance (AA)

In writing

Our address will be at the top of letters we send to you.



You can also write to:

Attendance Allowance Unit /
Disability Living Allowance Unit
Warbreck House
Warbreck Hill
Blackpool
FY2 0YE.



You can also e-mail us with your enquiry. Send your message to

DBU-Customer-Service
@dwp.gsi.gov.uk



We aim to reply to you within 10 working days. If we cannot reply in this time, we will tell you why and when you can expect a full reply.

Contacting us about Carer's Allowance (CA)

By phone

Call the Carer's Allowance Unit on **01253 85 61 23.**



When you ring us, our staff will be polite and give you their name.

If you have speech or hearing problems, you can ring our textphone service on **01772 89 94 89.**



You can ring these numbers between 9am and 5pm Monday to Thursday, and between 9am and 4.30pm on Fridays.

In person

If you have an appointment to see us, we aim to see you on time. If you do not have an appointment, we will try to see you within 10 minutes.



Contacting us about Carer's Allowance (CA)

In writing

Our address will be at the top of letters we send to you.



You can also write to:

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



You can also e-mail us with your enquiry. Send your message to

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



We aim to reply to you within 10 working days. If we cannot reply in this time, we will tell you why and when you can expect a full reply.

Contacting us about Vaccine Damage Payments

By phone

Call the Vaccine Damage
Payments Unit on
01772 89 99 44.



When you ring us, our staff will be
polite and give you their name.

If you have speech or
hearing problems, you can
ring our textphone service
on **01772 89 94 89.**



You can ring these numbers
between 9am and 5pm
Monday to Thursday, and between
9am and 4.30pm on Fridays.

In person

If you have an
appointment to see us,
we aim to see you on time. If you
do not have an appointment, we
will try to see you within 10
minutes.



Contacting us about Vaccine Damage Payments

In writing

Our address will be at the top of letters we send to you.



You can also write to:

Vaccine Damage Payments Unit
Palatine House
Lancaster Road
Preston
PR1 1HB.



You can also e-mail us with your enquiry. Send your message to

CAU-VDPU
@dwp.gsi.gov.uk



We aim to reply to you within 10 working days. If we cannot reply in this time, we will tell you why and when you can expect a full reply.

Other help available

You can also contact the **Benefit Enquiry Line (BEL)** if you want general advice and information about all benefits.

Call 0800 88 22 00.



When you ring us, our staff will be polite and give you their name.

If you have speech or hearing problems, you can ring our textphone service on **0800 24 33 55.**



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



You can also ask for advice from an organisation like your local Age Concern or Citizens Advice.

If we contact you

In writing

Our letters will be written in a way that is easy to understand. They will tell you clearly if there is anything you need to do and will tell you how to contact us.



In person

If we can, we will agree the date with you before the visit. We will let you know when we will arrive and if there are any papers you need to have ready.



The visiting officer will show you their identification card and give you their name. We can also agree to give you a password when we visit.

By phone

Our staff will be polite, tell you who they are and why they are ringing you.



Not happy with our service?

If you are not happy with something we have done, or if you think we have not done something, you should contact the office dealing with your claim to make a complaint.



We will deal with your complaint in the best way for you. For example, let us know if you want us to phone you instead of writing to you.



We aim to reply to your complaint within seven working days. If it is likely to take longer, we will let you know. Our reply will tell you what you should do if you are still not happy.

Other help available with your complaint

You can also contact your Member of Parliament who may be able to send your complaint to the Ombudsman.



We aim to send a full reply to letters from Members of Parliament within 15 working days of getting them.



If we have made a mistake

If we have made a serious mistake, we may be able to give you a small special payment.



We will consider making a special payment if we agree you have suffered financially as a result of a mistake we have made in handling your claim. This is called 'maladministration'.

Please note that in looking at special payments, we do not look at the amount of benefit you are getting.

If you think this applies to you, contact the office dealing with your claim or case and explain why you are asking for a special payment.

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and Pensions.

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Request form

If you would like another version of this leaflet, please choose from standard-print, large-print or audio versions, and tell us what language you want, by ticking the boxes below.

Standard print
 Audio tape

Large print
 Audio CD

English
 Bengali
 Gujarati
 Somali
 Braille

Welsh
 Chinese
 Polish
 Tamil

Arabic
 French
 Punjabi
 Urdu

British Sign Language video
 British Sign Language DVD

My name and address is as follows.

Name:	_____
Address:	_____

**Department for Work and Pensions
FREEPOST OL5225
Heywood
OL10 2GF**