A message from our Chief Executive

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

The Disability and Carers Service deal with claims for the following benefits:

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

The Disability and Carers Service 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 on the Disability and Carers Service. If you have any comments, you can write to me at the address below.

Terry Moran
Chief Executive

The 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 the first time;

• provide you with an efficient service - this means we will be good at our job;

• recognise you as an individual and we will 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

We will:

• 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 or look after someone;

• if you care or look after someone and have started or changed your hours of work.

If you are unsure whether to report a change please contact us.
Other ways of getting information

You can get information we send out in different languages and formats (e.g. audiocassettes / large print and British Sign Language video / 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 impairment. We also welcome calls from 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 out 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 the Disability and Carers Service 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 Management Team
Room B303
Warbreck House
Warbreck Hill
Blackpool, FY2 0YE

Telephone: 01253 331759

e-mail: DCS-Customer-Management-Team@dwp.gsi.gov.uk
How you can help us make our service better

At the Disability and Carers Service 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 Telephone

Call the DLA/AA Helpline
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
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 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 Telephone

Call the Carer's Allowance Unit
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
01772 89 94 89

You can ring these numbers between 9.00am and 5.00pm Monday to Thursday and between 9.00am and 4.30pm on 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 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 Telephone

Call the Vaccine Damage Payments Unit
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
01772 89 94 89

You can ring these numbers between 9.00am and 5.00pm Monday to Thursday and between 9.00am and 4.30pm on 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 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.  

**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 **0800 24 33 55**

You can ring these numbers between 8.30am and 6.30pm Monday to Friday and between 9.00am and 1.00pm on Saturday.

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 unhappy 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, if you want us to phone you, instead of writing to you, let us know.

We aim to reply to your complaint within 7 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 it.
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/case and explain why you are asking for a special payment.
Request form

Please send me another version of this leaflet. Please choose from standard print, large print or audio and tell us what language you want by ticking the boxes below.

- Standard print
- Audio cassette
- Large print
- Audio CD

- English
- Bengali
- Gujarati
- Somali
- Other
- Welsh
- Chinese
- Polish
- Tamil
- Arabic
- French
- Punjabi
- Urdu
- Braille
- British Sign Language video
- British Sign Language DVD

My name and address is: 

Name: ____________________________
Address: __________________________
                                      ____________________________
                                      ____________________________
                                      ____________________________
                                      ____________________________
Postcode: ____________________________

Please Print
Department for Work and Pensions
P.O. Box 56
Heywood
Lancashire
OL10 2GF