

Carers are people who look after family members, relatives, friends or neighbours who cannot manage at home without help.

This might be because they have a disability or an illness or because they are older and frail. It might be because they have a baby or child/ren who have a disability or illness.

If you are a carer, the care you give might range from doing the shopping once a week to 24-hour nursing care.

This booklet is designed to provide information, which will help you obtain your maximum welfare benefit entitlement, and to let you know where you can obtain more detailed information in Surrey.

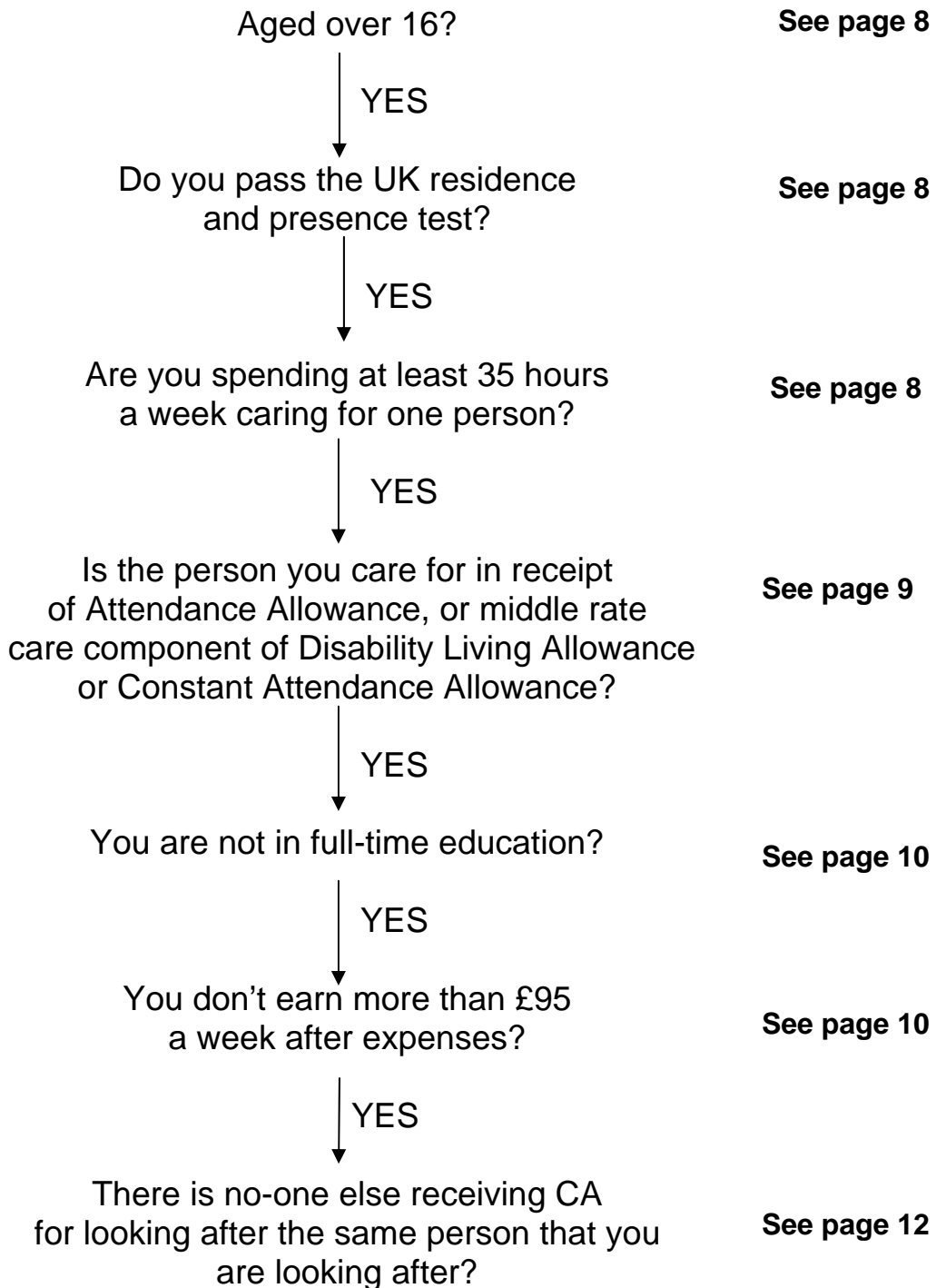
**The information in this booklet has been
compiled by the staff at
Surrey Welfare Rights Unit.**

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Carer's Allowance

Do you qualify?

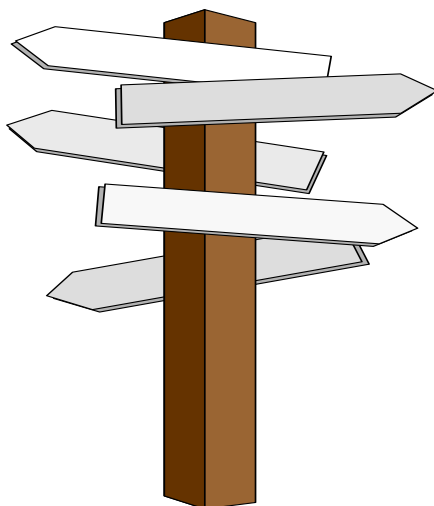


YOU ARE ENTITLED TO CARER'S ALLOWANCE

How to claim

There are several ways of making a claim for Carer's Allowance: you can claim online, ask for a claim form to be sent to you or you can download a form from the DWP website.

Request a form DS700 from your local Jobcentre Plus office on 0800 055 6688. Alternatively you can ring the Carer's Allowance Unit on 01253 856123 (text phone 01772 899489) or phone the benefit enquiry line Telephone: 0800 88 22 00, Textphone: 0800 24 33 55.



If the person you are claiming for is still waiting for their Disability Living Allowance (DLA) or Attendance Allowance (AA) decision then still make a claim to maximise your payment period. If you were actually entitled to Carer's Allowance (CA) before you claimed, it can be backdated for up to three months from the date you claimed.

You can get help with form filling from the agencies listed at the back of this booklet. Always ask if they do home visits if it is difficult for you to take time off from caring. You will have to have your benefit paid directly into a bank or building society or Post Office account.

If you need to contact the CA Unit you can write to:

CA Unit, Palatine House, Lancaster Road, Preston. PR1 1HB
Or phone : **01253 856123**

Weekly Benefit Entitlement

From April 2009

Claimant	£53.10
Adult dependant	£31.70
Eldest child dependant	£ 9.20
Other child dependants	£11.35

Increases for dependants

You may be able to get increased benefit for an adult dependant if that adult dependant is either

- Your spouse, with whom you must live, and whose earnings or occupational/personal pension is not higher than the adult dependant's addition (i.e. £31.70)
- or**
- Any adult who is caring for a child for whom you are receiving Child Benefit, and you are living with that adult. Most people who benefit under this rule are living together as husband and wife with one partner looking after the child rather than working. The earnings/pension rule above for spouses also applies to other adult dependants for whom you are claiming an increase.

You must make a separate claim for an adult dependant's increase, but read page 14 on Overlapping Benefits to check you're entitled and that the increase does not overlap with other additions that you may be claiming.

You may be offered the option of attending a Work Focused Interview to discuss work prospects. If you also claim another benefit like Income Support, you may be obliged to attend an interview as a condition of receiving that other benefit. If the benefit claim includes an amount for a partner they may be required to take part in a Work Focused Interview and unless they have good cause not to attend there may be a deduction of £12.86 a week made from your benefit until such time as they attend.

Dependant Children

New claimants of Carer's Allowance cannot claim for any child increases as part of their claim. You will have to claim Child Tax Credit. The tax credits are payable to the person who has care of the child; this is usually determined by who receives the Child Benefit for them.

You will have to complete the claim form TC 600 (which is also the claim form for Working Tax Credit).

You can get a form from:

- Her Majesty's Revenue and Customs (HMRC) tax credit helpline on 0845 300 3900. They will also help you to complete the form.
- HMRC enquiry centres
- Local Jobcentre Plus offices

If you were a Carer's Allowance claimant before 6 April 2003 you could claim an increase for a child if:-

- You were entitled to Child Benefit for the child
- Your spouse or partner's earnings are not above the earnings limit. If you have one child, this is £195. If you have more than one child this limit is raised by £26 for each subsequent child. Earnings include occupational and personal pensions as well as wages and income from self-employment.

If this is the case you will continue to receive the child dependant addition(s) until you are moved over to Child Tax Credit.

If you are an existing claimant you can choose whether to claim Child Tax Credit rather than the child dependant additions. You should seek advice from a Citizens Advice Bureau who can give you a benefit check to see how you would be better off.

CARER'S ALLOWANCE - RULES OF ENTITLEMENT

□ **Age**

You must be at least 16 when you claim Carer's Allowance (CA).

□ **UK residence and presence test**

You must be physically present, and ordinarily resident, in Great Britain to claim CA, and have been present for at least 26 weeks in the last 52 weeks on the date you make a claim.

There are special rules about claiming if your right to reside in Great Britain is subject to any limitation or condition. If you are unsure about whether you may be affected, please seek advice from a Citizens Advice Bureau or one of the other advice agency listed on pages 41 - 44 of this leaflet.

□ **Caring for someone for at least 35 hours per week**

You do not need to be related to the person for whom you care, nor do you have to live with them.

CA is paid on a weekly basis and, during each week, you must be caring for someone for at least 35 hours. The CA "week" runs from Sunday through to Saturday, and it is within this "week" that the 35 hours must be counted. You cannot average the hours from one week with another.

Example: *John spends the following time caring for Mick:*

<i>Week 1</i>	<i>Sunday to Saturday</i>	<i>30 hours</i>
<i>Week 2</i>	<i>Sunday to Saturday</i>	<i>39 hours</i>
<i>Week 3</i>	<i>Sunday to Saturday</i>	<i>34 hours</i>
<i>Week 4</i>	<i>Sunday to Saturday</i>	<i>38 hours</i>

He is only able to claim CA for weeks 2 and 4. He cannot average the hours to make 35 hours each in weeks 1, 2, 3 and 4.

You must care for **one** person for at least 35 hours – if you care for more than one person, you cannot add the hours together to make a total of 35 hours. However, you do not have to spend some time every day caring for someone as long as the total in each CA week

is 35.

Example: Helen looks after her neighbour during the day from Monday to Friday while the neighbour's daughter is at work. The daughter looks after her mother at weekends and at night. Helen can claim CA if she spends at least 35 hours caring for her neighbour.

The care must be "regular and substantial" but this is not defined. Time spent getting ready for a disabled person to visit, or clearing up after they have gone, can count towards the 35 hours if it is directly related to the disabled person.

Example: Rashid is severely disabled and comes home each weekend. He is on a special diet and is also incontinent. He can have tantrums and objects have to be removed before his visit to ensure his safety while at home. The time spent by his mother, Seema, buying and cooking his special food, making the house safe before his visit, and in washing his laundry after he has returned, can count towards the 35 hours.

Seema spends 3 hours on Thursday getting things ready for Rashid. She collects him at 6 pm on Friday afternoon, and takes him back to school on Monday morning. Seema spends Monday morning clearing up. The hours she spends caring for Rashid include the 3 hours on Thursday and the time spent clearing up on Monday morning.

□ **The person cared for is in receipt of Attendance Allowance or Disability Living Allowance**

The person for whom you care must be receiving one of the following benefits:

- Attendance Allowance at:

Higher rate	£70.35
Lower rate	£47.10

- Care component of Disability Living Allowance at:

Highest rate	£70.35
Middle rate	£47.10

(Neither the lower rate of the care component nor the mobility component of DLA count as qualifying benefits for a carer to claim

CA.)

- Constant Attendance Allowance of £57.50 per week or more, paid as part of a war or industrial disablement pension.

If the person for whom you care does not receive Attendance Allowance or Disability Living Allowance, they may be eligible to claim:

- If they are 65 or over claim Attendance Allowance
- If they are under 65 claim Disability Living Allowance.

Forms for AA and DLA can be obtained by phoning the Benefits Enquiry Line on 0800 882200 (Freephone) or you can phone the Disability Benefits Unit on 0845 7 123456.

The basic qualifying condition for these benefits is that a person must be so disabled that he needs frequent attention throughout the day, and/or help at night, from another person. The help must be with bodily functions such as getting in and out of bed, washing, dressing, eating, getting to and from the toilet, getting in and out of a chair, seeing or hearing for someone, help with medication and other such “hands on” care. **Help from the carer with shopping, cleaning, gardening or other “household” tasks usually does not count.** However, if the *person* needs close personal contact from another person to enable *her* to perform a household task *herself*, this contact can count as attention.

Someone may also qualify if they need continual supervision throughout the day (or night) to avoid substantial danger to himself or others.

□ **Full time education**

You must not be in full time education. This means more than 21 hours per week of supervised study e.g. attending lessons or seminars. It does not include study at home or meal breaks.

□ **Earnings and work**

There is no limit on the number of *hours* a carer may work and claim CA, but there is a limit on the *earnings* from work, either as an employed person or from self-employment. If you earn more than £95 per week after allowable expenses (see below), you will not be eligible to claim CA for the following week. This will affect carers who balance periods of caring and work, for instance

claiming CA for a child who is home for school holidays.
The earnings limit is set at the national insurance lower earnings limit and will be linked to this for future annual increases.

What counts as earnings:

- Wages
- Any bonus or commission including tips
- Holiday pay
- Pay in lieu of notice
- Maternity and sick pay
- Allowances for attending meetings as a local councillor.

Allowable expenses

- National Insurance contributions
- Income tax
- Half of any contribution towards an occupational or personal pension
- Expenses incurred “wholly and exclusively” in connection with your work e.g. travel expenses *during* your work. Fares or travel expenses *to and from work* are not allowable expenses.
- Care costs: if you pay someone else, other than a close relative, to look after the disabled person for whom you normally care, or to look after your child, (for whom you receive Child Benefit) while you work, you can deduct up to half of the care costs as allowable expenses. A close relative is the parent, son, daughter, brother, sister or partner of either yourself *or* the disabled person for whom you care.

Other income which affects CA

If you are claiming an increase on your CA for your partner or for a child/children, any earnings or occupational pension or personal pension, which your partner receives, may affect the amount payable for the increase. It will not affect your basic entitlement to CA. See page 6 for more details.

- Any occupational pension or personal pension that *you* receive will not affect your CA.
- Any savings which you or your partner have will not affect CA.
- There is no limit on unearned income e.g. interest on savings, share dividends and rent from a tenant.

The reason for this is that CA is a benefit to replace wages/earnings that a carer may lose because of caring responsibilities.

- **There is no one else receiving CA for looking after the same person that you care for**

CA is only paid for one carer for a disabled person, even if two or more people share the care. If you cannot claim CA (because someone else is already claiming) you may be able to get Home Responsibilities Protection, which will help towards your State Retirement Pension in the future. (See pages 31 for more information on this).

Example:

Lam and Kim both spend at least 35 hours per week caring for their mother who gets Attendance Allowance. They will have to decide who will make the claim for CA. They cannot both claim.



What happens to Carer's Allowance when you are 65 ?

Before 28 October 2002, there was an age limit on claiming CA – you could only claim CA if you were under the age of 65. People who were already claiming CA when they reached 65 could continue to receive CA and no longer had to fulfil the qualifying criteria (such as providing 35 hours of care each week). In effect, CA became a non-contributory form of retirement pension. People who were in this category when the rules changed in October 2002 can continue to receive CA as they are transitionally protected, and do not have to meet the qualifying criteria.

Since 28 October 2002, there has been no age limit for claiming CA – but all claimants now have to fulfil the qualifying criteria such as caring for 35 hours, having earnings below £95 etc. People over 65 are now eligible to claim CA, but most will find that it “overlaps” with their Retirement Pension (see page 14).

It is likely that the two main groups of people who have benefited from the changes in the age rules for claiming CA are:

- Carers who are in receipt of a small state pension who may be able to “top-up” their pension to the level of CA (see page 14)
- Carers in receipt of means-tested benefits (Income Support/Income Based-Employment and Support Allowance/Pension Credit/Housing Benefit/Council Tax Benefit) will be able to claim carers premium as part of their means-tested benefit claims (see page 17).



Carer's Allowance – Overlapping Benefits

Carer's Allowance is known as an “earnings replacement benefit” and is intended to compensate you because you are caring for someone and therefore cannot work full-time.

Usually, you may not receive more than one “earnings replacement benefit” at a time. Always seek advice if you are unsure what the rules allow.

You cannot usually receive more than one of the following:

- Carer's Allowance
- Contribution-based JSA
- Incapacity Benefit
- Contribution-based Employment Support Allowance (cbESA)
- Maternity Allowance
- Retirement Pension
- Widow's Pension
- Bereavement Allowance
- Widowed Parent's Allowance
- Severe Disablement Allowance

Where there is entitlement to more than one of these earning replacement benefits then the following rules apply:

- If you are in receipt of a contributory benefit e.g. Incapacity Benefit, cbESA or State Retirement Pension, then this can be topped up by any balance of non-contributory benefit that is due:

Example A

You are a woman, Mrs Mesher, aged 60 looking after your husband; he is 63 and now claiming Disability Living Allowance. You are already in receipt of a small Retirement Pension of £24.60 per week based on your own contributions (known as Category A), which were insufficient to give you a full pension. You claim CA and your £24.60 is topped up by £28.50 to give you a total of £53.10 per week (the normal weekly rate of CA).

- If you are in receipt of non-contributory benefits e.g. Severe Disablement Allowance, then the higher of the two overlapping benefits is payable:

Example B

You have mild learning disabilities and some physical problems and claimed Severe Disablement Allowance because you have never been able to work but you care for your elderly mother who is receiving Attendance Allowance. You receive the maximum age addition with your SDA, a total of £73.10 each week. You do not, therefore, receive any Carer's Allowance but still have an underlying entitlement to the benefit.

Benefits you can claim which do not affect Carer's Allowance are:

- Disability Living Allowance
- Attendance Allowance
- Industrial Injuries Benefits and Reduced Earnings Allowance
- Child Benefit
- Guardian's Allowance

Example C

Your husband is working full-time and you have two young children and claim Child Benefit. You look after your aunt who lives nearby, is disabled and claims DLA. You can claim CA and continue to receive Child Benefit.

Adult Dependants' Benefits

Extra benefit is payable for adults who are the claimant's dependant. This is called an "increase". If you are the claimant of an overlapping benefit, you cannot receive more than one increase of benefit for the same dependant.

Dependants are a spouse or adult partner looking after a child and children up to the age of 16, or up to age 20 and still in full-time non-advanced education. They do not include other members of your family such as parents or brothers and sisters or adult children still living at home.

Your dependant might be getting an overlapping benefit in his or her own right. If this is the case, an increase on your benefit will only be paid if their benefit is less than your increase. You receive the difference between the two rates.

Example D

The increase of Carer's Allowance for an adult dependant is £31.70 per week. If your spouse or adult dependant receives another benefit such as a pension, which is less than £31.70 you will receive the difference in a payment of CA.



How does your Carer's Allowance affect other Benefits?

If you are claiming -

- Income Support
- Pension Credit
- Income-based Jobseeker's Allowance
- Means tested Employment Support Allowance (Mt-ESA) (from 27 October 2008)
- Housing Benefit
- Council Tax Benefit

and are getting Carer's Allowance (*or would be if it were not overlapping with another benefit*), you will be entitled to the Carer Premium, (Carers Addition for Pension Credit) currently £29.50 each week, added on to the calculations of your means-tested benefits.

CA is taken into account as income for means-tested benefits, so you will be better off each week by £29.50. However, if the person you are caring for is receiving any of the means-tested benefits above, they will not qualify for the **Severe Disability Premium/Addition** currently £52.85 a week, while you are in receipt of CA (but see p.18).

Important

The Severe Disability Premium/Addition may seem a greater financial benefit than the Carer Premium, but it is paid to the disabled person, not the carer. You must consider your own individual circumstances and seek expert advice before deciding whether or not to claim Carer's Allowance. If you do not claim CA, you will have to look at whether or not you might need National Insurance credits or whether you will have to sign-on as available for work.



The Carer Premium

If you are getting, or treated as getting, CA (see page 14) a Carer Premium/Addition will be included in your applicable amount for Income Support, Income-Based Jobseeker's Allowance, Income based ESA, Pension Credit, Housing Benefit and/or Council Tax Benefit. It is also included in the calculation for Health benefits on the grounds of low income.

From April 2009 the Carer Premium/Addition is £29.50 per week

"If you are getting CA"

If you are in receipt of CA this will qualify you for the Carer Premium/Addition to be included in your applicable amount. Although CA is counted in full as income when calculating means-tested benefits, overall income will increase by the amount of the Carer Premium/Addition. So if you have not claimed CA because you could not see any advantage, if you are entitled, it is worth claiming in order to get the Carer Premium/Addition.

“If you are treated as getting CA”

You can be treated as getting CA even if you are not actually receiving the benefit. If you are entitled to CA, but not receiving it because of the overlapping benefit rules, then you are still entitled to the Carer Premium/Addition. See page 14 for more information on overlapping benefits.

Further Points

- A double premium/addition is awarded where both you and your partner satisfy the conditions for CA.
- If you are not claiming a means-tested benefit because your income is too high, the addition of the Carer Premium/Addition into your applicable amount may now bring you into entitlement to benefits. Always check.
- If you stop getting, or being treated as getting, CA, your entitlement to the Carer Premium/Addition continues for a further 8 weeks.
- If your financial gain by claiming CA is only the Carer premium/addition then take note of the overlapping rule on page 14 as the Severe Disability Premium/Addition is substantially higher than the Carer Premium/Addition. However, if you are entitled to the Carer Premium/Addition on the grounds that you are being “*treated*” as receiving CA, (see previous page), then the person for whom you care will not lose their SDP/A as you are not actually in receipt of benefit. In this case you both get to keep your premiums/additions.

Example

Lakshmi is claiming Incapacity Benefit, but she is also a carer and would be able to receive CA if she wasn't in receipt of an overlapping benefit. Because she is still entitled but not in receipt of CA, she is getting the Carers Premium as part of her Income Support. Her mother, who she cares for, lives elsewhere. Her mother is entitled to receive the Severe Disability Addition as part of her Pension Credit as Lakshmi is not in receipt of CA. Lakshmi does have to make a claim for CA to get her Carer's Premium.

Benefit information you need to know

Claims and Changes of Circumstance

Whether you are acting on behalf of another person as their appointee or you are claiming a benefit yourself, you have a duty to:

- claim within the time limits **and**
- give as much information as possible to enable benefit to be correctly awarded **and**
- notify the Department of Work and Pensions of any change of circumstance which might affect your benefits or the benefits of the person you are acting for. If you are unsure what changes should be reported, seek advice.

Hours that you work, wages that you earn

If you are eligible to claim Income Support as a carer you will not be restricted in the hours that you are able to work. This includes any paid work that you do in addition to your caring hours. If you are claiming CA the earnings limit will still apply. There is a £20 disregard of earnings (for Income Support) if you are in receipt (or can be treated as being in receipt) of the Carer Premium (see page 17). If you are not in receipt of Carer's Allowance or the Carer Premium, the earnings disregard is either £5 if you are a single person, or £10 if you are part of a couple. For the purposes of claiming JSA (Jobseekers Allowance), it is only your caring hours (not any paid employed hours) that are disregarded and you are therefore required to limit your paid work to 16 hours (or 24 if your partner is the JSA claimant).

Backdating

Backdating of benefits is difficult and restricted to very short periods. For instance, a change of circumstances which would improve your benefits can usually only be backdated one month. Most benefits must be claimed within 3 months of qualifying in order to get full backdating. Claimants of working age are able to backdate claims of Housing and council tax benefit for up to 6 months as long as continuous good cause has been shown and accepted.

Overpayments

If you misrepresent or fail to disclose any facts affecting your benefit, the law allows any overpayment of benefit to be recovered from you, if it is reasonable to do so.

You may have told the Department of Work and Pensions (DWP) about a change of circumstances and they did not act on this information. Even if an overpayment of benefit has been caused by a DWP error, you may still have to argue that it was not reasonable for you to have known that an overpayment was occurring and that you should not have to pay back the benefit. Your individual situation and your knowledge of the benefits system will be taken into account.

Revisions and Appeals - If the DWP decides that there has been a recoverable overpayment, you should seek advice as soon as you can. The time limit for requesting a revision or appeal is 1 month from the date of the decision.

The Decision Maker at the DWP deals with a revision of your claim. A First-tier Tribunal hears your appeal. Even if your appeal is unsuccessful the Secretary of State for DWP has a final discretion to waive repayment of benefit depending on the circumstances and if recovery would cause hardship.

Fraud - If the DWP considers that you deliberately and dishonestly misrepresented the facts or failed to disclose, you could be accused of fraud and prosecuted for a criminal offence in the Magistrates or Crown Court. In this case, you must seek legal advice urgently.

Who to notify

You, or anyone acting on your behalf, should notify the relevant office of the Department for Work and Pensions of any changes that could affect your benefit. This disclosure does not have to be in writing.

Your award letter should contain the addresses of the agencies you are dealing with, e.g., the Disability Benefits Centre or the Carer's Allowance Unit. Alternatively, contact your local advice agency for the relevant addresses. If you telephone, make a note of the date and the name of the person you are speaking to (and what you told them, of course).

What to notify

- Deterioration or improvement in the condition of the person you are caring for, particularly if claiming DLA or AA. If you claim DLA/AA, you also have this responsibility.
- Any extra needs for attention or supervision through the day or at night.
- Significant ages, such as school leaving age or pension age.
- Changes in your family, e.g., a young person leaving home or someone moving in to look after you or marriage or cohabitation, a new baby or a child of the family moving in or out.
- The loss or reduction of any other benefit.
- For means-tested benefits, any changes to income or capital.
- For most benefits, changes in earnings and working hours.
- Time spent in hospital, residential care or on a short-term break.



Taking a break from caring



What happens to your benefits when you have a break from caring?

The CA rules allow breaks in care of up to a maximum of 12 weeks within a 26-week period without affecting CA. Of those 12 weeks, up to 4 weeks can be for a temporary break in caring such as having a holiday or the person you care for taking a break in residential care. The remaining 8 weeks allow for the carer or the disabled person to receive medical or other treatment as an in-patient in hospital.

What happens if you, or the person you care for, go into hospital?

If you go into hospital, your CA will stop after 12 weeks. It may stop sooner if you have been in hospital, or had a break in caring within the last 26 weeks (see above).

If the person you are caring for goes into hospital CA will stop after 4 weeks (or for 12 weeks if the cared for is a child) However, your entitlement to CA may stop sooner. The reason why this may happen is because your CA depends on the disabled person you care for being entitled to receive Attendance Allowance or DLA Care Component. If the disabled person is readmitted to hospital having been at home for 28 days or less, then the number of days during each hospital stay are linked together and payment of DLA/AA will stop after a total of 28 (or 84 for a child) days.

The rules state that if someone is aged 16 and over and is admitted into a National Health Service hospital the right to receive Attendance Allowance or DLA Care Component stops after 4 weeks. If they are under age 16, benefit stops after 12 weeks.

You **must** report these changes immediately in writing to the Carer's Allowance Unit. It is also important that the AA Unit/DLA Unit is told that the disabled person has been in hospital for either 4/12 weeks, otherwise the authorities may decide that any benefit paid after these periods must be paid back. It is a good idea to keep a copy of your letter.

If the cared for is in hospital and claims Income Support/Pension Credit/means-tested-ESA any Severe Disability Premium entitlement is withdrawn after the DLA/AA stops although the disability and enhanced disability premiums continue to be payable.

What happens if the person you care for takes a break in residential care?

If you are away from each other the "4 week-off" rule applies.

If you have had more than 4 weeks (or 12 weeks) off in the past 26 weeks (six months) you are not entitled to CA for any week you are not caring for the disabled person for at least **35** hours (see page 8 for more information on this point). However, odd days or weekends only are unlikely to affect your benefit as a weekend straddles two different weeks (see p 8).

What happens if the person you care for dies?

Entitlement to CA is extended for eight weeks after the death of the person being cared for. The eight weeks will run from the Sunday following the date of the death, or from the date of the death if it is on a Sunday. This continuing entitlement is subject to the other rules; for example, if the carer starts gainful employment or full-time education, entitlement will end. Payment is also subject to the existing rules whereby the award of certain other benefits, for example, bereavement benefit, can reduce or stop payment of CA. If you are receiving the Carer Premium, that premium continues for a further 8 weeks. Widows and widowers may wish to check with an advice agency to see if they would be entitled to bereavement benefit.

You continue to be eligible for the additional amount for carers in Pension Credit for 8 weeks following the death or indefinitely if you were over 65 and in receipt of CA on 27th October 2002.

What happens if my disabled child is at boarding school?

If your child is away at boarding school and the cost is being met, or could be met, by the local education authority, you will not be able to receive CA once your child has spent 28 days there. Two or more periods separated by 28 days or less will be linked together towards the 28-day limit. However, if your child comes home each weekend, and you care for him/her for 35 hours each week it may be possible to continue to receive your CA. (See pages 8- 9 for further details on this.) If your child comes home less frequently, or only during the school holidays, you can ask for your CA to be reinstated during any week that you look after him/her for at least 35 hours.

Example:

Jamie is aged 11 and goes away to boarding school, which is in Somerset. The arrangement is that he will come home every third weekend and during the school holidays. He starts at school on 6 September. Jamie's mum, Lesley, receives CA as he is receiving DLA Care Component Middle Rate. Jamie's first weekend home is Friday 24 September and he will return to school on Monday morning 27 September. Jamie has been at school for 20 days, as the day he started and the day he comes home are not counted as days he is at school for benefit purposes.

Jamie comes home next on Friday 15 October for half term and returns to school on Monday 25 October.

Jamie's right to be paid DLA care stops on 4 October as he has been in publicly funded accommodation on 4 October for 28 days. Lesley's right to receive CA stops the same week. Lesley can ask for Jamie's DLA to be paid between 15 October and Monday 25 October inclusive. She therefore may be able to receive CA for 3 weeks so long as she has cared for Jamie for 35 hours during each of the weeks he is at home – remember she can count preparing for him to come home and clearing up afterwards in the 35 hours (see page 8).

If Jamie comes home at Christmas for at least 28 days this linking will be broken and the same system can start again.

What happens when my caring responsibilities end because the person I care for goes into residential care permanently?

When the person you have been caring for goes into residential care permanently you will lose your Carer's benefits apart from the payment extension of a few weeks mentioned in this leaflet. If the person returns home temporarily you may be able to have at least some of your benefits re-instated during the time they are at home, pro-rata.

It is a very good idea to seek advice from one of the agencies listed on pages 41-44 when this happens. This is to ensure that the change of circumstances is notified to the relevant agencies. This is very important to safeguard against any overpayments coming to light at a later date, which you may have to pay back.

How do I get paid CA for the weeks I am caring?

You need to write to the Customer Service Section, CA Unit, Palatine House, Lancaster Road, Preston PR1 1HB (Telephone 01253 856123) stating your National Insurance number. Ask them to send you Form DS700. It is helpful if you tell them in your letter the date and weeks you wish to be paid CA.

What happens when I am no longer caring?

What benefits may I be entitled to?

This depends on your particular circumstances. If you are a woman and have reached 60 you may be entitled to Retirement Pension. You may also be entitled to Pension Credit if you have little or no other income.

If you are a lone parent with at least one child aged less than 12 you might be entitled to Income Support (was 16 years prior to Autumn 2008)

If you are sick, or have given up your caring duties because of your own disability, you may be able to claim Incapacity Benefit, Income Support or ESA. Seek advice.

In most other circumstances you will have to sign on as unemployed. The benefit paid to unemployed people is Jobseeker's Allowance. Jobseeker's Allowance is available to people who are working less than 16 hours a week, on a low income and are available for and actively looking for work.

There are two types of JSA:

- **Contribution-based JSA** - this is based on your National Insurance contribution record and is non-means-tested. It is payable for up to 6 months. It is taxable.
- **Income-based JSA** - this is means-tested and payable if you have little or no other income and have savings under £16,000. If you have a partner they must be working less than 24 hours a week. It can top up Contribution-based JSA if your total income is low. It is taxable.

(The rules for claiming JSA are not set out in this leaflet.)

Carer's right to a State Retirement Pension

The following information is relevant for men born before 6 April 1945 and women born before 6 April 1950. The rules on entitlement, NI contributions and credits are changing for those people who reach retirement age on or after 6 April 2010. The Pension Service helpline should be able to help you with enquiries 0845 60 60 265, Textphone 0845 60 60 285, www.thepensionservice.gov.uk. They produce several guides which may be obtained from their publication order line of 08457 31 32 33.

Am I getting any protection for my State Retirement Pension (SRP) when I am a carer?

If you are receiving CA you receive National Insurance credits which may help towards your entitlement to your pension and other benefits including Contributory JSA, contribution based ESA, bereavement benefits or Incapacity Benefit. The contribution conditions can be different for carers-see advice.

To receive the full rate of state pension (£92.25) you must satisfy two contribution conditions. The first is that you must have worked and paid full NI contributions during at least one year of your working life. The second condition is that you also must have paid or been credited NI contributions during 90% of your working life. A working life for a woman is currently between the ages of 16 and 60 and for a man between 16 and 65. It is also possible to pay voluntary NI contributions to make up gaps in your contribution record, but any voluntary contributions only help towards the second contribution condition.

Unless you are working and paying National Insurance contributions it is necessary to have 52 credits in each tax year in order to have a full year's contribution record for your pension. For each week you are receiving CA you are getting one credit. Therefore if you don't receive CA for a full tax year you will not receive 52 credits. However, you may offer to pay voluntary contributions for any missing weeks.

Example: *Jamila gave up work last March to look after her son Ilias who had a serious car accident which has left him brain-injured. Jamila claims CA on 15 May and doesn't think she will return to work for a long time, if ever. She will receive about 47 credits during this tax year – 5 credits short of the required amount. She will probably get a letter from the 'HMRC', NI and Contributions Agency at some stage "inviting" her to pay an amount of voluntary contributions to meet this shortfall. If she pays this amount she would have a full contribution record for this tax year.*

What is State Second Pension?

Since April 2002 many carers have been able to build up additional money for when they retire through the State Second Pension (also known as Additional State Pension). State Second Pension is paid on top of basic State Pension. Many Carers and parents will automatically build up State Second Pension but some who have not been in regular employment because they are caring for a sick or disabled person at home may need to take action to ensure they get more pension when they retire. Some may need to claim Home Responsibilities Protection and there are time limits for doing this.

From April 2002/2003 tax year claims need to be made within three years of the end of the tax year in which the caring took place. There is a guide available explaining who can benefit from State Second Pension, who needs to take action to ensure they don't miss out and who needs to make a claim for Home Responsibilities Protection. The guide *State Pensions your guide* (PM2) is available from the Pensions Information Order Line on 08457 313233, text phone 0845 604 0210.

What happens to my SRP if my spouse dies before they are pension age?

If your spouse dies before they reach pension age and you are already over pension age, you will be able to receive the amount of SRP they would have received when they reached 60/65 but see p14 on overlapping benefit rules.

What happens if my spouse dies under pension age and I am also under pension age?

This depends on your age when your spouse dies. If you are 55 when your spouse dies, you will receive Bereavement Allowance based on their contribution record. If you are 45 or over but under 55 when your spouse dies, you will get a reduced Bereavement Allowance based on their contribution record. For each year you are under 55 you will receive a reduction of 7%.

What happens if I still have children at school?

You may be able to receive Widowed Parent's Allowance based on your spouse's contribution record. You must be entitled to Child Benefit for at least one child or be pregnant by your late husband. Widowed Parent's allowance is £92.25. You will need to claim Child Tax Credits for your dependant child(ren). See also page 14 on overlapping benefits. You may also qualify for an additional earnings-related payment based on your late spouse's contribution record.

Do I have to pay NI contributions to protect my SRP if my spouse dies, or we divorce, before he is 65 and I am under 60?

This will depend on a variety of factors. In general, a spouse is able to benefit from their ex-spouse's contribution record for the period they were married. For example, if your husband dies at age 58 and you are 55 you will be able to "take over" his contribution record for the years you were married. When you reach 60, and if you have not re-married, you will be able to combine his contribution record with yours.

For those who reach pension age before 6 April 2010 in order to receive a full SRP they must have paid, or have credited, contributions for 90% of their working life. A full working life for a woman for contribution purposes, is between the ages of 16-60, i.e. 44 years (90% = 39 years).

From 6 April 2010 a single contribution condition is to be introduced and for those people who reach pension age on or after this date they will only have had to pay or been credited with sufficient contributions over 30 years in order to establish entitlement to full pension.

Can I get a forecast?

You can get a State Pension forecast by post or telephone if you:

- ◆ live in the UK and
- ◆ are more than 30 days away from State Pension age.

The forecast will give you your current state pension entitlement based on the records held by HMRC. To get a forecast contact your local Jobcentre Plus office or contact the Pension Forecast Team by phone on **0845 3000 168** (local call rates apply). Textphone on **0845 3000 169**.

To have a forecast application form (BR19) sent to you by post or for more information about filling in the form, call or write to State Pension Forecasting Team at this address:

State Pension Forecasting Team:

The Pension Service
Room TB201
Tyneview Park
Whitley Road
Newcastle Upon Tyne
NE98 1BA
Typetalk: **18001 0845 3000 168**.

This forecast will tell you how much you may need to pay before you reach pension age. If you retire without full contributions your pension will be reduced by 2% for each missing year. You can backdate contributions for up to six years by paying voluntary contributions.

You should be able to get an online forecast if you:

- ◆ live in the UK and
- ◆ are more than four months away from State Pension age and
- ◆ are not widowed or someone whose civil partner has died.

www.thepensionservice.gov.uk/state-pension/forecast

Combined Pensions Forecast (CPF)

A CPF forecasts an individual's State Pension alongside information on their occupational or private pension. There is more information about how to obtain this forecast available in the guide CPF2 available from the CPF team on 08457 31 32 33 or text phone 0845 60 40 210.

Can I get SRP when I reach 60 if my husband is under 65?

This will depend on your own contribution record. If you have not contributed yourself for 90% of your working life (i.e. between the ages 16-60) you will receive an amount based on the number of years you have contributed or received credits or Home Responsibilities Protection (HRP) since 1978 (see below).

Home Responsibilities Protection (HRP)

You may be able to protect your contribution record for SRP and bereavement benefits (see page 27 onwards) by claiming HRP. You will be able to get HRP in any tax year since April 1978 if:

- you are getting Child Benefit for a child under 16
- you receive Income Support and don't have to sign on because you are caring for someone who receives, or has claimed Attendance Allowance or Disability Living Allowance Care Component (higher or middle rate)
- you are caring, for at least 35 hours per week, for a person who gets Attendance Allowance, or Disability Living Allowance Care Component (higher or middle rate) or Constant Attendance Allowance. The person being cared for must receive those benefits for at least 48 weeks in a year for this to count

To get HRP you must normally satisfy one or more of the above conditions for every week of the tax year.

HRP reduces the number of years in which you have to pay NI contributions to get a retirement pension or bereavement benefits. The number of years in which you have to pay contributions is reduced by one year for each year you are entitled to HRP. HRP can be backdated to 6 April 1978 on either of the first two qualifying routes above.

If you qualify only on the third of the above grounds or you qualify for part of the year on one ground and the rest on another you must apply for HRP you should complete a form available from your local benefits office. You can apply at any time after the end of the tax year for which you wish to claim HRP. HRP can be backdated (if a client can show s/he met the qualifying conditions) for up to three years from the end of the tax year in which the caring took place. You will not be entitled to HRP if you still have the right to pay reduced rate NI contributions as a married woman or widow.

How long is HRP available for?

If you retire before 6 April 2010 you can claim HRP in order to reduce the number of qualifying years for a full state pension by a maximum of 20 years.

Changes to HRP from 6 April 2010

HRP will be replaced from this date, credits of Class 3 NI contributions will be given for each week after that date where:

- child benefit is paid in respect to a child under 12; or
- you are a foster parent; or
- you have certain other caring responsibilities (not yet defined).

Each year of HRP you received prior to this change will be converted into credited contributions for that year up to a maximum of 22 years for retirement pension, or half the requisite number of years for widowed parents allowance or bereavement allowance purposes.

Council Tax

Carer's Council Tax liability

If you live alone, the standard 25% single person reduction applies to your Council Tax liability.

A carer is disregarded for the purpose of a discount if s/he is providing care or support (or both) to another person:

- on behalf of an official or charitable body; or
- is employed by the person being cared for to provide care and support and was introduced by a charitable body; or
- is caring for someone in receipt of certain benefits.

Carers providing care on behalf of an official or charitable body

The carer must be:

- providing the care or support in question on behalf of a local authority, the Common Council of the City of London, a government department or a charitable body, and be resident in the premises provided by, or on behalf of, that organisation, so that the best care can be provided; *and*
- engaged or employed for at least 24 hours a week; *and*
- from April 2009 paid no more than £44 a week.

Carers introduced by a charitable body

The carer must:

- be employed to provide care or support by the person who needs the care for at least 24 hours a week; and
- be earning not more than £44 a week from this employment; and
- have been introduced to the person by the charitable body; and
- be resident in the premises provided by or on behalf of the person being cared for to enable the best care to be provided.

Caring for someone in receipt of certain benefits

The carer must:

- be resident in the same dwelling as the person being cared for; and
- be providing care for at least 35 hours per week on average; and
- not be the partner of the person being cared for, or, if the person needing care is under 18, not be the child's parent; and
- be caring for someone entitled to:
 - higher rate AA; or
 - the highest rate care component of DLA; or
 - an increase in constant attendance allowance under the industrial injuries or war pensions scheme; or
 - the highest rate of constant attendance allowance payable on top of full rate disablement benefit paid for an industrial injury.

More than one person living in the dwelling can count as a carer. A dwelling left empty is exempt, whether or not the carer meets any of the above definitions. If you have other people living with you then check with an advice agency to see if they are also "invisible" for Council Tax purposes.

Severely mentally impaired

If you live with the person you care for, or if they live with you, they may be "invisible" for Council Tax purposes on the grounds of severe mental impairment. They have to suffer from "*a severe impairment of intelligence and social functioning (however caused) which appears to be permanent*", and be in receipt of one of the following: middle or higher rate care component of DLA, AA, IB,

SDA, ESA, a disability premium, or would have been entitled had they claimed before the age of 65. You need to obtain a certificate of confirmation from a registered medical practitioner.

If your home is considered to only have one resident living in it, then the Council Tax bill will be reduced by 25%. If your home is considered to have no residents (because everyone is “invisible”) then your bill will be reduced by 50%.

If you live away from home because you are caring

If there is no-one living in your home because you are living elsewhere in order to care for someone, your former home is exempt from Council Tax if your absence is permanent, or if you have been away for a long time, usually six months or more. The permanence of your stay will depend upon your intentions and the situation.

If your absence is not permanent and you remain liable for Council Tax on your home, any Council Tax Benefit (CTB) you receive may stop after 13 weeks. If you are providing medically approved care away from your home, CTB can continue for up to 52 weeks.

If you now live in the home of the person you care for as your main residence, you may affect their Council Tax liability.

Disability Reduction Scheme

You can get a reduction on your Council tax bill if you or someone living in your house is “*substantially and permanently disabled*” and one of the following applies:

- You have a second bathroom or kitchen needed by that person
- You have a room (not a bathroom or kitchen) that is needed by and predominantly used by that person
- Your home has enough space for that person and their wheelchair to be used indoors

If this scheme applies, your Council Tax bill will be reduced by one band, unless your home is Band A, when your bill will be reduced by 1/6th.

These discounts reduce your Council Tax liability irrespective of your means. If you think that you are entitled, notify your Borough Council and ask them to backdate the discount to

when you were first entitled. There is no limit to the backdating of a discount. You may be entitled to claim Council Tax Benefit to help you pay your bill in addition to the discounts. CTB entitlement is means-tested and will depend upon your income and savings. Ask one of the advice agencies if you would be eligible to claim.

Health Benefits



Some people are exempt from charges. This includes anyone getting Income Support, Income-Based JSA, income-related ESA, Pension Credit (guarantee credit) and some people who get Working Tax Credit (WTC) or Child Tax Credit (CTC). If you receive WTC with a disability element, or CTC but no WTC as you are not working, or if you receive both WTC and CTC, then you are entitled to help with the charges. Your award letter should tell you more. You can also get a full or partial reduction of charges if you have “low income” and have savings below £16,000. The low income calculation can be explained to you by any of the contacts for further help set out at the end of this booklet.

What are the Health Benefits from which I may be exempt, or receive a reduction?

- NHS prescriptions
- NHS dental treatment and dentures
- Sight tests and glasses
- Wigs and fabric supports
- Free milk and vitamins
- Travel costs to and from hospital (see below for further details)

Travel costs – What can you claim for?

A person qualifies if they are going to a NHS hospital for treatment, or a disablement services centre. Payment should be made at the hospital each time you visit.

You are expected to use the cheapest form of transport available and you can claim for the following :

- normal public transport fares
- estimated petrol costs
- From 1 April 2008 in England, road and toll charges may be taken into account when calculating the amount of a person's NHS travel expenses by private car.
- a reasonable contribution to a local voluntary car scheme
- taxi fares but only if there is no alternative for all or part of the journey, or you cannot use public transport because of a disability

The travelling costs of a companion, or carer, will also be paid if it is necessary for you to be accompanied on medical grounds.

How to claim at the hospital

You should ask at the hospital each time you go for treatment. You will be asked to show that you are entitled to have these costs refunded. Any of the following counts as proof:

- An HC2 charges certificate
- Award letter showing entitlement to the qualifying benefit
- A letter showing that a person gets any of the above benefits paid directly into a bank, building society or Post Office account
- An HC3 charges certificate, if you have to pay some of the costs

Can I get a refund if I have already paid my health charges?

If you have paid a charge you can, in certain circumstances, obtain a refund. Most refunds should be claimed **within 3 months** of paying the charge. Claims may be accepted outside this time if there is a “good cause” for the lateness.

If you think you may be entitled to free prescriptions but do not yet have a certificate, ask the chemist for a form FP57 when you pay the charge (you cannot get the form later).

For reduced cost sight tests, free sight tests or if you have paid for glasses, complete form HC5 (available from Jobcentre Plus) and send it, with your receipt and optical prescription, to the local health authority.

For dental treatment, wigs and fabric supports, get a receipt and then claim on form HC5 (available from Jobcentre Plus or from your dentist).

For travel costs, the same rule applies but you can also obtain an HC5 from the NHS hospital. Send the form back to the hospital where you were treated and they should refund your costs. The form also explains how you can claim your fare if you have been treated in a private hospital because your local NHS hospital sent you there.



Acting on behalf of another person

Appointees

The Secretary of State can appoint someone to act on behalf of another person for the purpose of claiming a benefit. For example, the mother of a child under 16 will usually be their appointee for claiming Disability Living Allowance. However, the child is the claimant of the DLA and the benefit belongs to them. An application to be the appointee must be made in writing to the DWP. If a 16 year old continues to need an appointee, the appointee will act for all benefits apart from Housing and Council Tax Benefits, for which a separate appointment must be made with the local authority.

Agents

On reaching 16, if the young person is mentally capable, they make their own claim but can still ask someone to be their agent to help with claiming or collecting benefits if they are physically disabled. Elderly or incapacitated people often ask a neighbour or family member to be their agent to collect benefits.

Power of Attorney

A Power of Attorney can be created by anyone who is mentally capable of managing their own affairs but this area of law is complicated and it is important to take legal advice first. The person giving the power is the donor. The person receiving it is the attorney. A donor can appoint more than one person as attorney. This is considered good practice as two or more appointments can be a useful safeguard against fraud or improper acts. “Joint Attorneys” must act together. “Joint and Several Attorneys” are interchangeable but each one’s signature or action is equally binding or valid. Granting a power does not deprive the donor of the right to act on his or her own behalf.

Responsibilities of the Attorney

If paid, the attorney is required to act reasonably. If unpaid, they are required to act reasonably and as if conducting their own affairs. In either case the attorney is required to act in good faith, informing the donor of any conflicts of interest and keeping separate, up to date accounts of the donor’s affairs. Solicitors’ fees vary for this service.

Types of power of attorney:

- General – a blanket authority where the Attorney can sign most legal documents but there is a danger of unlimited scope for irresponsible acts. This power becomes invalid when the donor begins to become mentally incapable of handling their finances.
- Limited – this only applies to specific authorised acts, e.g. to enter contracts for buying and selling of property. The wording must be legally watertight.
- Trustee – limited to one year for trustees of property, wills or trusts. A solicitor is necessary to create this type of power.

- An enduring power of attorney made before 1 October 2007. This can provide authority for an attorney to look after a client's financial affairs both before and after s/he loses the mental capacity to do so her/himself
- From 1 October 2007, a lasting power of attorney. This can provide authority for an attorney to look after a client's financial affairs both before and after s/he loses the mental capacity to do so her/himself A donor can make an LPA about:-
 - decisions about her/his property and other financial affairs and/or
 - decisions about her/his personal welfare, for example, decisions relating to her/his care from social services.

In order for the lasting power of attorney(s) to be valid it/they have to be registered with the Public Guardianship Office and there is a fee payable for each form. Some donors are exempt from paying these fees.

See address list at the end of the booklet for contact details of The Public Guardianship Office Court of Protection.

There is a new postal address for matters other than Court Of Protection issues Office of the Public Guardian, PO Box 15118, Birmingham, B16 6GX.

Receivership

This is necessary where no power exists or if registration of the enduring power has been rejected. Receivers are appointed by an order of the Court of Protection or via a direction of the Public Trustee, depending on the nature of the estate. The Public Guardianship Office has full details of application procedures, fees and duties in their booklet; see address list. In certain cases it may not be necessary for a receiver to be appointed. This would usually be if the mentally incapacitated person has assets of less than £16,000 and no income other than social security benefits. Such cases can usually be dealt with by making an application to the Public Trustees for directions that will allow for the limited assets to be dealt with.

Protecting Vulnerable Adults

A person may be vulnerable because of age, illness or injury. We often think of abuse as physical but abuse can be any violation of an individual's human and civil rights by another person or persons, including financial abuse.

Signs of financial abuse could be:-

- ◆ Unexplained loss of funds / sudden large withdrawals from bank accounts, etc.
- ◆ Inability to pay bills
- ◆ Marked change in lifestyle / standard of living
- ◆ Basic needs not being met
- ◆ Theft of property
- ◆ Misuse of benefits
- ◆ Recent acquaintances expressing sudden or disproportionate affection for a person with money or property
- ◆ The person managing financial affairs is evasive or uncooperative

If you suspect financial abuse, or indeed any kind of abuse, you can contact one of the following numbers for help and support:

- ◆ Action on Elder Abuse Response Line 0808 808 8141
Free and Confidential
- ◆ Surrey County Council 0300 200 1005
Minicom 0208 541 8914. Normal office hours
- ◆ Surrey County Council Emergency Duty Team
01483 517898 Between 5pm and 9am and at weekends
- ◆ Surrey Police Switchboard 0845 125 2222 ask for the
Vulnerable Adults Officer

SURREY CITIZENS ADVICE BUREAUX

Ash Hill Road
Ash
GU12 5DP
Tel: 01252 315569
Fax: 01252 316612

The Horseshoe
Banstead
SM7 2BQ
Tel: 0870 1264009
Fax: 01737 377562

Rear of Library
Knoll Road
Camberley
GU15 3SY
Tel: 01276 684342
Fax: 01276 683192

Soper Hall
Harestone Valley Rd
Caterham
CR3 6YN
Tel: 01883 344777
Fax: 01883 341745

Village Way
Cranleigh
GU6 8AF
Tel: 0844 848 7969
Fax: 01483 271054

Lyons Court
Dorking
RH4 1AB
Tel: 01306 876805
Fax: 01306 741416

The Old Town Hall
The Parade
Epsom
KT18 5AG
Tel: 01372 720205
Fax: 01372 732622

Harry Fletcher House
High Street
Esher
KT10 9RN
Tel: 01372 464770
Fax: 01372 470488

Montrose House
South Street
Farnham
GU9 7RN
Tel: 0844 848 7969
Fax: 01252 726218

10 Queen Street
Godalming
GU7 1BD
Tel: 0844 848 7969
Fax: 01483 527915

15-21 Haydon Place
Guildford
GU1 4LL
Tel: 01483 576699
Fax: 01483 450185

Well Lane House
Well Lane
High Street
Haslemere
GU27 2LB
Tel: 0844 848 7969
Fax: 01428 656130

The Georgian House
Swan Mews
Leatherhead
KT22 8AE
Tel: 01372 375522
Fax: 01372 379166

The Portacabin
Ellice Road Car Park
Oxted
RH8 0PY
Tel: 01883 715525
Fax: 01883 723252

24 Cromwell Road
Redhill
RH1 1RT
Tel: 08444 779394
Fax: 01737 773535

The Old Library
Church Road
Addlestone
KT15 1RW
Tel: 01932 842666
Fax: 01932 827187

Community Link
Knowle Green
Staines
TW18 1XA
Tel: 01784 444220
Fax: 01784 446394

Sunbury Library
The Parade
Staines Road West
Sunbury on Thames
TW16 7AB
Tel: 01932 765041
Fax: 01932 786473

Elm Grove
Hersham Road
Walton on Thames
KT12 1LH
Tel: 01932 248660
Fax: 01932 221680

Provincial House
26 Commercial Way
Woking
GU21 6EN
Tel: 0845 120 2919
Fax: 01483 776350

OTHER ORGANISATIONS

Age Concern, Surrey

Rex House
William Road
Guildford
Surrey
GU1 4QZ
Tel: 01483 503414
Fax: 01483 454614
admin@acsurrey.org.uk

Office of Public Guardianship Court of Protection

Archway Tower
2 Junction Road
London
N19 5SZ
Tel: 0845 330 2900
Fax: 02076647551
Textphone: 020 7664 7755
[customerservices@
publicguardian.gsi.gov.uk](mailto:customerservices@publicguardian.gsi.gov.uk)

Alzheimer's Society

Mid Surrey & Dorking Branch
The Meadows Day Hospital
West Park
Horton Lane
Epsom, Surrey
KT19 8PB
Tel: 01372 72998
Fax: 01372 727940
info@midsurreyalzheimers.org.uk

Carers UK

UK Office
20 Great Dover Street
London SE1 4LX
Telephone 020 737804999
Fax: 020 7922 8001
Fax: 020 7922 8001
Email: info@carersuk.org
www.carersuk.org
Carers line 0808 808 7777
Wed and Thurs 10-12 and 2-4

CARERS SUPPORT WORKERS/PROJECTS

Action for Carers (Surrey)

"Astolat" Coniers Way
Guildford
GU4 7HL
Tel: 01483 302748
Fax: 01483 303958
ACS@actionforcarers.org.uk
Contact: Jane Thornton
(County Carers Coordinator)

Carers of Epsom

The Old Town Hall
The Parade
Epsom KT18 5AG
Tel: 01372 722269
Fax: 01372 729126
carers.epsom@btconnect.com
Contact: Sue Mance, Maria Jordan, &
Margaret Wright

Carer Support Elmbridge

Case House
85 -89 High Street
Walton on Thames
KT12 1DZ
Tel: 01932 235770
[carersupport@elmbridgehousing.org.
uk](mailto:carersupport@elmbridgehousing.org.uk)
Contact:
Yvonne Clarke

Carers Support (Guildford)

Howard Buildings
69-71 Burpham Lane
Guildford
GU4 7NB
Tel: 01483 458123
Fax: 01483 302101
carersguildford@tiscali.co.uk
Contact: Karen Lewis,
Maria Hewson
Sylvia Cunningham

Rethink
Carers support Co-Coordinator
North Surrey
Cornerhouse
2 Courtenay Road, Woking
GU21 5HQ
Tel: 01483 724244
lynne.dossetter@rethink.org
Contact: Lynne Dossetter

Rethink
Carers support Co-Coordinator
East Surrey
Wingfield, St Annes Drive
Redstone Hill, Redhill
RH1 4AA
Tel: 01737 277757
diane.luck@rethink.org
Contact: Diane Luck

Rethink
Carers Support Worker
Guildford
Unit 1 Howard Building,
69-71 Bur[ham Lane, Burpham
Guildford GU4 7NB
Tel: 01483 451020
chris.todd@rethink.org
Contact: Christine Todd

Carers Support Worker
South West Surrey Mental Health
Resource Centre
9 Queen Street,
Godalming,
GU7 1BA
Tel/Fax: 01483 415950
swsurrey@rethink.org
Contact: Pam Sedgwick

Carers Support Runnymede
Carers Support Runnymede
Room 12a, The Runnymede Centre
Chertsey Road, Addlestone
KT15 2EP
Tel: 01932 564446
Fax: 01932 568507
office@carerssupportrunnymede.org.uk
Contact: Sandy Lunn
Ishret Mirza

Carers Support Spelthorne
Community Link, West Wing,
Council Offices, Knowle Green
Staines
TW18 1XA
carers-support@supanet.com
Contact:
Celia MacKay & Rayner Ward Tel: 01784
446234
Jacqui MacLean
Parents Child Special Needs Worker
Tel: 01784 444233

Surrey Heath Carers Support
The Ian Goodchild Centre
Knoll Road
Camberley
GU15 3SY
Tel: 01276 27390
office@surreyheathcarers.org.uk
Contact: Judith Roberts,
Anne Farthing

Carers Support, Waverley
Brightwells, Gostrey Centre
Brightwells Road
Farnham, Surrey
GU9 7SB
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syc@actionforcarers.org.uk
Manager: Michelle Bull.

Area 1 staff.
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Woking, Spelthorne, Surrey Heath
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Area 2 staff
Geoff Parkes & Jayne Brown
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Mole Valley and Tandridge
**Lisa Roberts – Participation
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Schools workers:
**Patrick Buckingham, Sue Skerritt &
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