



Benefits Self-Help Guide 1

Attendance Allowance



What is Attendance Allowance (AA)?

- AA is a non means tested benefit, paid to people over retirement age, who have additional care needs due to their health conditions or disabilities.
- You do not have to have a specific diagnosis of a particular illness, but you do need to show you need additional support on a daily basis as a result of your physical or mental health.
- It is paid at two rates; Higher Rate and Lower Rate – AA does not have a mobility component.

Will receiving Attendance Allowance affect my other benefit income?

- No. In fact, If you are awarded Attendance Allowance, it may also increase your existing means tested benefit income, and could make it easy for you to receive other entitlements, for example a Blue Badge. Someone may also be able to claim Carers Allowance if they are looking after you. Please see our 'Carers Allowance – Self Help Guide 3'.

How do I claim Attendance Allowance?

- You can claim AA by calling the Attendance Allowance helpline on 0800 169 0154, and asking for a claim form. You will be required to give some information when you make the initial call.

If I am refused AA, can I ask for the decision to be looked at again?

- Yes. If you are unhappy with either the amount of AA you are awarded, or refused, you can ask for a Mandatory Reconsideration within 1 month of the date of the decision letter. If you are still unhappy with that decision, you can request an Appeal. Remember that the decision can mean that your award is changed 'down' as well as 'up', so you may want to access further advice before doing this. Please see our 'How to Appeal - Self Help Guide 4'.

Where can I find further help?

Age UK: 0800 055 6112 / www.ageuk.org.uk
CAB: 0344 771 010 / www.citizensadvice.org.uk

