

Advisors Toolkit Factsheet No 5.a

Department for Work and Pensions (DWP)

This is the main Government department responsible for ensuring that people get any financial help to which they may be entitled. They are there to assist families with children, pensioners, the disabled and their carers and also people of working age.

DWP has produced both quick guides and toolkits for Universal Credit and for Personal Independence Payments. These are designed to inform partner organisations about Universal Credit and Personal Independence Payments, and to help them explain the changes to their clients or direct them to other appropriate sources of help.

The guides/toolkits are available at:

<https://www.gov.uk/universal-credit-toolkit-for-partner-organisations>

www.dwp.gov.uk/pip-toolkit

Jobseeking, benefits and pensions – who to contact

Jobcentre Plus benefits

To make a claim for benefit call **0800 055 6688**

A textphone is available on **0800 023 4888**

Lines are open from 8.00 am to 8.00 pm, Monday to Friday.

The Pension Centre

Contact the local pension centre to make an enquiry about:

- making State Pension claims
- making Pension Credit claims
- existing State Pension or Pension Credit claims

Find the number in the Phonebook or online at <https://www.gov.uk/find-pension-centre>

Disability benefits

The Disability Benefits Centre is a UK Government information and advice service for those who have already made a claim for Disability Living Allowance, Attendance Allowance or Personal Independence Payment. Details of how to contact them is available here: <https://www.gov.uk/disability-benefits-helpline>

Employment and Support Allowance and Incapacity Benefit

To enquire about claiming Employment and Support Allowance, call the contact centre.

Telephone **0800 055 6688** / Textphone **0800 023 4888**

Lines are open Monday to Friday, 8.00 am to 8.00 pm.

If the householder is already receiving Employment and Support Allowance or Incapacity Benefit, contact the office dealing with their claim. The address and phone number will be on letters that were sent to the claimant by the office.

Carer's Allowance Unit

The Carer's Allowance Unit provides information regarding Carer's Allowance, the main state benefit for carers, including eligibility and how to make a claim.

Telephone: **0800 731 0297** / Textphone: **0800 731 0317**

The Unit is open Monday to Friday from .00am to 6.00pm. See also Social Security Scotland below.

Child Poverty Action Group Scotland Support for Front Line Staff in Scotland

CPAG Scotland offers free advice and information on all aspects of the benefits and tax credits system. Phone them on **0141 552 0552** (Monday to Thursday 10am – 4pm, Friday 10am to 12noon) or visit for more information at

<https://cpag.org.uk/welfare-rights/support-advisers/advice-line-advisers>

Directgov

Directgov is an online portal to public services information as well as contact telephone numbers for the agencies and units dealing with benefits and other claims. It also states the eligibility criteria for benefits.

See <https://www.gov.uk/browse/benefits>

Social Security Scotland

Social Security Scotland is an executive agency of the Scottish Government, established to manage the benefits devolved to Scotland in accordance with the principles of the Social Security Scotland Act 2018.

The Carer's Allowance Supplement is an extra payment for those in Scotland who get Carer's Allowance on a particular date. The supplement is paid twice a year.

SSS clients should call 0800 182 2222 for more information.

The Scottish Government manages various benefits and up to date information can be found here: <https://www.socialsecurity.gov.scot/benefits>