

The Attendance Allowance



The government does not want millions of older adults to move into care homes. To try to prevent this, they offer the Attendance Allowance to help you live independently for as long as possible. [If you move to a care home the payments will continue as long as the NHS or local authority are not paying the fees].

Age requirements

Applicants need to be over the state pension age.

Physical requirements

Applicants have to struggle with tasks that people do every day. For example, arthritis in your fingers makes tying shoelaces difficult, a hip replacement makes you slower when going up and down the stairs, stiff joints makes it harder to bend down at the supermarket.

Applicants are not required to be ready for a home carer or to be on the verge of moving into a care home in order to be considered.

If methods of coping in daily life have been discovered, eligibility is still possible.

Payment levels

There are two levels* based on how much help is needed,

- The lower rate is £76.70 a week (£3,988 a year)
- The high rate is £114.60 a week (£5,959 a year)

*rates 2026/27

The lower rate is paid if help or supervision is needed during the day or at night. The higher rate applies when help is needed both during the day and the night.

There is no obligation to spend the money on care services.

How to apply

Call the Attendance Allowance helpline and request an application form. The form is also available in braille, large print or audio CD format. You can also fill out the form online, but if you call the helpline, payments will start from the day you called. You will have six weeks to submit the application.

The form comes with general instructions on how to fill it out, but before you get started, read our tips below.

Attendance Allowance helpline

Telephone: 0800 731 0122

Textphone: 0800 731 0317

The helpline is open Monday to Friday, 9:30am to 3:30pm

Tips for completing the application

Don't be put off by the length of the form or the amount of information you must gather. Before you begin, collect all of the necessary details. We've created a checklist for you below. It can also help to keep a diary for one week, listing any difficult activities on a daily basis. Even if the claim is denied, save a copy of the form for future applications. As needs change, reapply.

Here is what you will need:

- National Insurance number. You can find this on a National Insurance card, a letter from the Department for Work & Pensions, or an old payslip.
- GP name and address.
- Details of medication or an up-to-date printed prescription list.
- Details of anyone seen about illnesses, accidents or disabilities over the last 12 months, apart from the GP.
- A hospital record number (if available). This is found on an appointment card or letter.
- The in/out dates of any visits to a hospital, care home or similar place, along with the name and address of the facility.

Don't leave anything out, even if ways to cope have been found. Make a note of any accidents or falls, no matter how minor. It is critical to list all disabilities and health issues and clarify how they interact with one another. It's fine to write that there are good days and bad days; try to keep track of how many of each there are every week on average. What happens when things are bad?


List the things that are hard to do on their own, even if ways to deal with them have been found (for example, using shoes with velcro ties instead of laces). Don't assume that any detail is too minor to mention.

Include any task that:

- Is painful (e.g. as a result of arthritis in the fingers)
- Takes a long time
- Is dangerous
- Results in breathlessness (e.g. walking upstairs)
- Causes unsteadiness

Remember to include any help needed during the night too.

Note down if reminders or encouragement are needed to complete things (this counts as help), such as having a bad day and needing encouragement to get out of bed. Consider how frequently help is needed. This is especially important when it comes to questions about care needs. For example, if assistance is needed to maintain a good standard of appearance, this can occur up to six or seven times every day. For example, if eyesight is poor, it can be hard to see if food has spilt when eating or it may be difficult to reach for a coat and appropriate shoes if the cupboards are a bit too high.

 Help with personal care does not mean help with things like housework, shopping, gardening, cooking or other tasks around the home - even though these can be included, they should not be the focus of the application.



Personal tasks mean things like:

- Getting in or out of bed
- Having a bath or shower
- Getting dressed
- Being reminded or encouraged to eat or drink

Give plenty of information, in your own words, about what's difficult and why. Don't worry if the same information is repeated several times on the form. Use an extra sheet of paper if needed.

Send the completed form to:

Freepost DWP Attendance Allowance (you don't need a postcode or a stamp).

If you get stuck, you can call the helpline.

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Frequently Asked Questions

Q: Can I still receive the money after moving to a care home?

A: Yes, as long as care home's fees are paid privately.

Q: How do I move to the higher rate?

A: Just call the helpline, you won't need to complete the full application form again.

Q: A family member receives the allowance and is in hospital, are they still eligible?

A: Yes, but only if the hospital stay is for less than 28 days. If it's longer, you would need to give the helpline a call to let them know.

You can read more details here on the government website [here](#).