

Claiming Welfare Benefits

Contact Details



30 November 2010

Benefit	Brief Description	How to claim	Backdating Rules
Out of work benefits:			
Employment and Support Allowance (ESA)	For people who have limited capability for work because of sickness or disability	<p>Online Claim Claim online at the Department for Work and Pensions website</p> <p>Telephone Claim Phone Jobcentre Plus: Telephone: 0800 055 6688 Textphone: 0800 023 4888 Welsh language line: 0800 012 1888</p> <p>Paper Claim Download a claim form from the Directgov website</p> <p>In Northern Ireland Telephone: 0800 085 6318 Textphone: 0800 328 3419 Download a claim form from the NI Direct website</p>	ESA can be backdated for up to three months before the date of claim if you would have been entitled to it earlier. It does not matter why your claim is late. Request this when claiming.
Income Support (IS)	For people whose weekly income is below a certain level, and who fit in to one of the set groups of people who do not have to be available for work.	<p>Online Claim Claim online at the Department for Work and Pensions website</p> <p>Telephone Claim Phone Jobcentre Plus: Telephone: 0800 055 6688 Textphone: 0800 023 4888 Welsh language line: 0800 012 1888</p> <p>Paper Claim Download a claim form from the Directgov</p>	IS can be backdated for up to three months before the date of the claim if you would have been entitled to it earlier. You have to have an acceptable reason for claiming late. Request this when claiming.

		<p>website</p> <p>In Northern Ireland Download a claim form from the Department for Social Development website Contact your local Social Security / Jobs and Benefits Office for a claim form</p>	
<p>Jobseeker's Allowance (JSA)</p>	<p>For people who are unemployed but capable of work.</p>	<p>Online Claim Claim online at the Directgov website</p> <p>Telephone Claim Phone Jobcentre Plus: Telephone: 0800 055 6688 Textphone: 0800 023 4888 Welsh language Line: 0800 012 1888</p> <p>In Northern Ireland Contact your local Social Security / Jobs and Benefits Office for a claim form</p>	<p>JSA can be backdated for up to three months before the date of the claim if you would have been entitled to it earlier. You have to have an acceptable reason for claiming late. Request this when claiming.</p>
<p>Benefits for people on low incomes:</p>			
<p>Council Tax Benefit (CTB) (England, Wales and Scotland)</p>	<p>For people on a low income to help them pay their Council Tax.</p>	<p>Online Claim You may be able to claim online if your local authority offers this facility.</p> <p>Telephone Claim You may be able to claim by telephone if your local authority offers this facility.</p> <p>Paper Claim Get a claim form by contacting your local authority Council Tax Benefit office.</p>	<p>CTB can be backdated for up to six months if you would have been entitled to it earlier. You have to show a good reason for not claiming sooner. Request this when claiming.</p> <p>If you or your partner is over 60, and you are not getting Income Support, Income-based Jobseeker's Allowance or Income-related Employment and Support</p>

		If you are making a claim for Income Support, Income-related Employment and Support Allowance, Income-based Jobseeker's Allowance, or Pension Credit you can claim Council Tax Benefit at the same time, your details will be sent direct to your local authority.	Allowance, your claim can be backdated for up to three months. It does not matter why your claim is late. Request this when claiming.
Housing Benefit (HB) (England, Wales and Scotland)	For people on a low income to help them pay their rent.	<p>Online Claim You may be able to claim online if your local authority offers this facility.</p> <p>Telephone Claim You may be able to claim by telephone if your local authority offers this facility.</p> <p>Paper Claim Get a claim form by contacting your local authority Housing Benefit office.</p> <p>If you are making a claim for Income Support, Income-related Employment and Support Allowance, Income-based Jobseeker's Allowance, or Pension Credit you can claim Housing Benefit at the same time, your details will be sent direct to your local authority.</p>	<p>HB can be backdated for up to six months if you would have been entitled to it earlier. You have to show a good reason for not claiming sooner. Request this when claiming.</p> <p>If you or your partner is over 60, and you are not getting Income Support or Income-based Jobseeker's Allowance, your claim can be backdated for up to three months. It does not matter why your claim is late. Request this when claiming.</p>
Housing Benefit / Rate Relief (Northern Ireland)	For pensioners and people on a low income to help them pay their rent and/or rates.	<p>In Northern Ireland</p> <p>Owner-occupiers can get a claim form by contacting Land and Property Services: Telephone: 0800 5877 477 E-mail: housingbenefit.rating@lpsni.gov.uk Fax: 028 9025 2639 Download a claim form from the NI Direct website</p>	<p>HB can be backdated for up to six months if you would have been entitled to it earlier. You have to show a good reason for not claiming sooner. Request this when claiming.</p> <p>If you or your partner is over 60, and you are not getting Income</p>

		<p>Renters can get a claim form by contacting the Housing Executive: Telephone: 03448 920 902 Download a claim form from the Housing Executive website Or visit your local Housing Executive office to collect one</p> <p>If you are making a claim for Income Support, Income-based Jobseeker's Allowance, or Pension Credit you will be given a claim form.</p>	Support or Income-based Jobseeker's Allowance, your claim can be backdated for up to three months. It does not matter why your claim is late. Request this when claiming.
Tax Credits:			
Child Tax Credit (CTC)	For people who are responsible for a child and have income within a certain limit.	<p>Paper Claim Get a claim form by phoning HM Revenue and Customs Tax Credits Helpline: Telephone: 0845 300 3900 Textphone: 0845 300 3909</p>	CTC can be backdated for up to 93 days if you would have been entitled to it earlier. It does not matter why your claim is late. Request this when claiming.
Working Tax Credit (WTC)	For people on a low income who are working.	<p>Paper Claim Get a claim form by phoning HM Revenue and Customs Tax Credits Helpline : Telephone: 0845 300 3900 Textphone: 0845 300 3909</p>	WTC can be backdated for up to 93 days if you would have been entitled to it earlier. It does not matter why your claim is late. Request this when claiming.
Disability Benefits:			
Attendance Allowance (AA)	For people with care needs who are over 65.	<p>Online Claim Claim online at the Department for Work and Pensions website</p> <p>Paper Claim Phone the Benefit Enquiry Line for a claim form: Telephone: 0800 88 22 00 Textphone: 0800 24 33 55</p>	A claim for AA cannot be backdated. The date of your claim will be the date you call and ask for a claim form as long as you complete and return it within the time given. If you download a claim it will be the date your completed claim form is received.

		<p>Download a claim form from the Directgov website</p> <p>In Northern Ireland Claim online at the Department for Social Development website Phone the Benefit Enquiry Line for a claim form: Telephone: 0800 22 06 74 Textphone: 0800 24 37 87 Phone the Disability and Carer's Service for a claim form: Telephone: 028 9090 6178 Textphone: 0800 243 787 Download a claim form from the NI Direct website</p>	
<p>Carer's Allowance (CA)</p>	<p>For people who care for a disabled person who is in receipt of the middle or higher rate care component of Disability Living Allowance.</p>	<p>Online Claim Claim online at the Department for Work and Pensions website</p> <p>Paper Claim Phone the Carer's Allowance Unit for a claim form: Telephone: 0845 6084321 Textphone: 0845 6045312 Phone the Benefit Enquiry Line for a claim form: Telephone: 0800 88 22 00 Textphone: 0800 24 33 55 Download a claim form from the Directgov website</p> <p>In Northern Ireland Phone the Benefit Enquiry Line for a claim form: Telephone: 0800 22 06 74 Textphone: 0800 24 37 87</p>	<p>CA can be backdated for up to three months if you would have been entitled to it earlier. It does not matter why your claim is late. Request this when claiming.</p>

		<p>Phone the Disability and Carer's Service for a claim form: Telephone: 028 9090 6186 Textphone: 0800 24 37 87</p>	
<p>Disability Living Allowance (DLA)</p>	<p>For disabled adults or children with care and/or mobility needs who claim when they are aged under 65.</p>	<p>Online Claim Claim online at the Department for Work and Pensions website</p> <p>Telephone Claim Phone the Benefit Enquiry Line: Telephone: 0800 88 22 00 Textphone: 0800 24 33 55</p> <p>Paper Claim Download a claim form from the Directgov website Phone the Benefit Enquiry Line on 0800 882200 for a claim form.</p> <p>In Northern Ireland Claim online on the Department for Social Development website Phone the Benefit Enquiry Line for a claim form: Telephone: 0800 22 06 74 Textphone: 0800 24 37 87 Phone the Disability and Carer's Service for a claim form: Telephone: 028 9090 6182 Textphone: 0800 24 37 87 Download a claim form from the NI Direct website</p>	<p>A claim for DLA cannot be backdated. The date of your claim will be the date you call and ask for a claim form as long as you complete and return it in the time given. If you download a claim it will be the date your completed claim form is received.</p>
<p>Industrial Injuries Disablement</p>	<p>For people who have a disability due to an accident at work, or</p>	<p>Paper Claim Phone your local Industrial Injuries Benefit</p>	<p>A claim can be backdated for up to three months if you would have</p>

<u>Benefit (IIDB)</u>	who have a certain disease caused by their work.	<u>Centre</u> for a claim form In Northern Ireland Phone the Industrial Injuries Branch for a claim form: Telephone: 028 9033 6000	been entitled to it earlier. It does not matter why your claim is late. Request this when claiming. You cannot ask for Disablement Benefit to be backdated if you are claiming for loss of hearing.
Benefits for Families:			
<u>Child Benefit (CHB)</u>	For people who are responsible for a child aged under 16, or a young person aged under 20 if they are enrolled on certain full-time education or approved training courses.	Paper Claim Phone the Child Benefit Office for a claim form: Telephone: 0845 302 1444 Textphone: 0845 302 1474 Download a claim form from the HMRC <u>website</u>	CHB can be backdated for up to three months if you would have been entitled to it earlier. It does not matter why your claim is late. Request this when claiming.
<u>Guardian's Allowance (GA)</u>	For people who receive Child Benefit for a child who is not their own (biologically or by adoption).	Paper Claim Phone the Child Benefit Office for a claim form: Telephone: 0845 302 1444 Textphone: 0845 302 1474 Download a claim form from the HMRC <u>website</u>	GA can be backdated for up to three months if you would have been entitled to it earlier. It does not matter why your claim is late. Request this when claiming.
<u>Maternity Allowance (MA)</u>	For women who have been working but are not entitled to Statutory Maternity Pay.	Paper Claim Phone Jobcentre Plus for a claim form: Telephone 0800 055 6688 Textphone 0800 023 4888 Download a claim form from the Directgov <u>website</u> In Northern Ireland Phone your local <u>Social Security / Jobs and Benefits Office</u> for a claim form	You can claim at any time once you are 26 weeks pregnant. If you claim late, you can get MA backdated for up to three months if you would have been entitled to it earlier. It does not matter why your claim is late. Request this when claiming.

		Download a claim form from the NI Direct website	
Benefits for people over retirement age:			
Pension Credit (PC)	Pension Credit is made up of guarantee credit and savings credit. The guarantee credit tops up weekly income to a guaranteed level, the savings credit is for people who have a small amount of their own income or savings.	<p>Telephone Claim Phone the Pension Service: Telephone: 0800 99 1234 Textphone: 0800 169 0133</p> <p>Paper Claim Download a claim form from the Directgov website</p> <p>In Northern Ireland Phone the Pension Service: Telephone: 0808 100 6165 Textphone: 0808 100 1165 Download a claim form from the NI Direct website</p>	PC can be backdated for up to three months if you would have been entitled to it earlier. It does not matter why your claim is late. Request this when claiming.
State Retirement Pension (SRP)	For people who have reached state pension age.	<p>The Pension Service should contact you before you reach retirement age and explain how to claim.</p> <p>Online Claim Claim online at the Department for Work and Pensions website</p> <p>Telephone Claim Phone the Pension Service: Telephone: 0800 731 7898 Textphone: 0800 731 7339 Welsh Language Line: 0800 731 7936</p>	

		<p>Textphone: 0800 731 7013</p> <p>Paper Claim Download a claim form from the Directgov website</p> <p>In Northern Ireland Claim online on the Department for Social Development website Phone the Pension Service: Telephone: 0808 100 2658 Textphone: 0808 100 2198 Download a claim form from the NI Direct website</p>	
Winter Fuel Payment	<p>Paid every year over the winter months to help with fuel costs. A woman can claim when she reaches state pension age. A man can claim when he reaches the state pension age of a woman with the same date of birth as him.</p>	<p>People in receipt of certain benefits who are entitled to a Winter Fuel Payment do not need to make a claim the payment will be made automatically.</p> <p>Paper Claim Phone for a claim form: Telephone: 0845 915 1515 Textphone: 0845 601 5613 Download a claim form from the Directgov website</p> <p>In Northern Ireland Phone for a claim form: Telephone: 0845 915 1515 Text phone: 0845 601 5613 Download a claim form from the NI Direct website</p>	<p>To make backdated claims for the years 1997-1998 to 1999-2000 you need to use the 'Claim forms for past Winter Fuel Payments' available in the same way as the current claim form. Payments can't be made for late claims for any winters from 2000/01 onwards.</p>
Bereavement			

Benefits:			
<p><u>Bereavement Allowance</u></p>	<p>For people over 45 but below pension age, with no dependant children, whose husband, wife or civil partner has died. Paid for 52 weeks.</p>	<p>Paper Claim Phone Jobcentre Plus for a claim form: Telephone: 0800 055 6688 Textphone: 0800 023 4888 Welsh language line: 0800 012 1888</p> <p>Download a claim form from the Directgov <u>website</u></p> <p>In Northern Ireland Phone the Pension Service claim line for a claim form: Telephone: 0808 100 2658 Textphone: 0808 100 2198 Phone your local <u>Social Security / Jobs and Benefits Office</u> for a claim form Download a claim form from the NI Direct <u>website</u></p>	<p>Bereavement Allowance can be backdated for up to three months if you would have been entitled to it earlier. It does not matter why your claim is late. Request this when claiming.</p>
<p><u>Bereavement Payment</u></p>	<p>For people below pension age when their husband, wife or civil partner dies. A one-off payment.</p> <p>It is paid to people over state pension age if their husband, wife or civil partner was not getting State Retirement Pension when they died. In this situation, as long as you meet the conditions, you will automatically get the Bereavement Payment when you notify the benefits office of your</p>	<p>Paper Claim Phone Jobcentre Plus for a claim form: Telephone: 0800 055 6688 Textphone: 0800 023 4888 Welsh language line: 0800 012 1888</p> <p>Download a claim form from the Directgov <u>website</u></p> <p>In Northern Ireland Phone the Pension Service claim line for a claim form: Telephone: 0808 100 2658 Textphone: 0808 100 2198 Contact your local <u>Social Security / Jobs and</u></p>	<p>Must be claimed within 12 months of the date of death.</p>

	partner's death.	Benefits Office for a claim form Download a claim form from the NI Direct website	
Widowed Parent's Allowance	For a widow, widower or surviving civil partner who has dependent children or is pregnant.	<p>Paper Claim Phone Jobcentre Plus for a claim form: Telephone: 0800 055 6688 Textphone: 0800 023 4888 Welsh language line: 0800 012 1888</p> <p>Download a claim form from the Directgov website</p> <p>In Northern Ireland Phone the Pension Service for a claim form: Telephone: 0808 100 2658 Textphone: 0808 100 2198 Contact your local Social Security / Jobs and Benefits Office for a claim form Download a claim form from the NI Direct website</p>	Widowed Parent's Allowance can be backdated for up to three months if you would have been entitled to it earlier. It does not matter why your claim is late. Request this when claiming.
Benefits Paid by Employers:			
Statutory Adoption Pay (SAP)	For an employee who has been employed by the same employer for at least 26 weeks. Paid for up to 39 weeks when they adopt a child.	To claim SAP you must notify your employer that you want to take adoption leave no more than seven days after you have been notified of a match, and notify of the expected placement date.	
Statutory Maternity Pay (SMP)	For an employee who has been employed by the same employer for at least 26 weeks. Paid for up to 39 weeks when they reach a certain stage of pregnancy or	To claim SMP you must tell your employer 28 days before you decide to start maternity leave and show your medical certificate (MATB1).	

	have recently given birth.		
Statutory Paternity Pay (SPP)	For working fathers or the partner of a woman having a child, including a same-sex partner. SPP can be paid for two weeks and may also be available when adopting a child.	To claim you must give your employer notice 15 weeks before the baby is due or, as soon as possible once you know you want to take leave. If you are adopting a child, you must give notice no later than seven days after you have been notified of a match.	
Statutory Sick Pay (SSP)	For employed people who are too ill to work. SSP is paid by your employer for up to 28 weeks.	Follow employer's sickness procedure.	
Social Fund Payments:			
Budgeting Loan	An interest-free loan for people on certain benefits to help with essential lump sum expenses which are difficult to budget for.	<p>Paper Claim Contact your local Jobcentre Plus Office for a claim form Download a claim form from the Department for Work and Pensions website</p> <p>In Northern Ireland Contact your local Social Security / Jobs and Benefits Office for a claim form Download a claim form from the NI Direct website</p>	
Cold Weather Payment	For people on certain benefits to help with fuel costs when the average daily temperature is 0 degrees centigrade or less for 7 days in a row.	If you are entitled you will automatically be sent a payment for each qualifying period of cold weather, you don't have to make a claim.	
Community Care	For people on certain benefits to	Paper Claim	

<p><u>Grant</u></p>	<p>help with expenses so that they can live in the community and/or their family can stay together. Awarded at the discretion of the benefit office.</p>	<p>Contact your local Jobcentre Plus Office for a claim form Download a claim form from the Department for Work and Pensions website</p> <p>In Northern Ireland Contact your local Social Security / Jobs and Benefits Office for a claim form Download a claim form from the NI Direct website</p>	
<p><u>Crisis Loan</u></p>	<p>An interest-free loan which can provide help in an emergency or disaster.</p>	<p>Paper Claim Contact your local Jobcentre Plus Office for a claim form Download a claim form from the Department for Work and Pensions website</p> <p>In Northern Ireland Telephone: 0800 028 8822 Contact your local Social Security / Jobs and Benefits Office for a claim form Download a claim form from the NI Direct website</p>	
<p><u>Funeral Payment</u></p>	<p>For people on certain benefits to help with the essential costs of a funeral. Where possible the payment can be recovered from the estate of the person who has died.</p>	<p>Paper Claim Contact your local Jobcentre Plus Office for a claim form Download a claim form from the Department for Work and Pensions website</p> <p>In Northern Ireland Contact your local Social Security / Jobs and Benefits Office for a claim form Download a claim form from the NI Direct website</p>	<p>You can claim from the date of death up to three months after the date of the funeral.</p>

<p><u>Sure Start Maternity Grant</u></p>	<p>For people on a low income to help with the extra costs of a new baby.</p>	<p>Paper Claim Contact your local <u>Jobcentre Plus Office</u> for a claim form Download a claim form from the Department for Work and Pensions <u>website</u></p> <p>In Northern Ireland Contact your local <u>Social Security / Jobs and Benefits Office</u> for a claim form Download a claim form from the NI Direct <u>website</u></p>	
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If you need assistance making a claim you should consult an experienced adviser, for example, at a Citizens Advice Bureau. [Find an adviser.](#)

Call charges:

01 and 02 numbers (geographic numbers, specific locations) – Calls from landlines are typically charged between 1p and 8p per minute. For mobiles typical charges are between 5p and 30p per minute.

03 numbers (UK wide geographic numbers) - Calls are no more than a call to an 01 or 02 number and are typically charged at the same rate. Like calls to 01 and 02 numbers they must be included in any inclusive minutes or discount schemes a caller may have in their landline or mobile call package.

0800 and 0808 numbers (freephone numbers) - Calls are free from BT landlines and are normally free of charge from other service providers. Calls to the DWP claim line numbers (Jobcentre Plus, Pension Service) are free from six of the biggest mobile phone network companies. The mobile networks are: O2, Orange, Tesco Mobile, Vodafone, T-Mobile and Virgin Mobile. Charges may apply from other mobile networks, if the caller will be charged the operator must state this before the call is connected. Calls from mobiles typically cost up to 40p per minute.

0845 numbers (chargeable business rate numbers) – Calls from landlines are typically charged at between 1p and 10p per minute depending on the time of day and service provider. The cost of calling HMRC’s Tax Credit Helpline is typically between 0.5p and 2p per minute. Calls from mobile phones generally cost between 20p and 40p per minute.

For further details on call charging see Ofcom’s quick guide [‘Number crunching: - how much does a phone call really cost?’](#)