

Useful Benefit Helpline Numbers		January 2006	Carers Fact Sheet 6c
Helpline Title	Service provided	Times of opening	Telephone Number
Attendance Allowance	Advice and updates on AA claims and payments		Phone 0845 7 12 34 56 Textphone 0845 7 22 44 33
Benefits Enquiry Line	Advice and information about benefits for people with disabilities and their representatives and carers	8.30am to 6.30pm Mon to Fri 9am to 1pm Sat	Phone 0800 88 22 00 Textphone 0800 24 33 55
Carers Allowance	Advice and information for people with disabilities and their carers	8.30am to 6.30pm Mon to Fri 9am to 1pm Sat	Phone 0800 88 22 00 Textphone 0800 24 33 55
Carers Premium	For information about help for carers with an underlying entitlement to Carers Allowance	8.30am to 6.30pm Mon to Fri 9am to 1pm Sat	Phone 0800 88 22 00 Textphone 0800 24 33 55
Child Benefit Enquiry Line	Advice and information about Child Benefit and Guardians Allowance	8am to 5.30pm Mon to Fri	Phone 08701 55 55 40 Textphone 0191 22 518 33
Child Support Agency National Enquiry Line	Helpline for general enquiries, leaflets and claim forms and advice for employers	8am to 8pm Mon to Fri 8.30 to 10pm Sat	Phone 0845 7 133 133 Textphone 0845 7 138 924
Child Tax Credit	Inland Revenue provides the service which replaces the Children's Tax Credit	8am to 8pm Mon to Sun (except Christmas Day, Boxing Day, New Year's Day, Easter Sunday)	Phone 0845 300 3900 Textphone 0845 300 3909.
Disability Benefits Enquiry Line	For advice and information on benefits for disabled people and their carers		Phone 0800 88 22 00 Textphone 0800 24 33 55
Disability Living Allowance	Advice and updates on DLA claims and payments	8.30am to 6.30pm Mon to Fri	Phone 0845 7 12 34 56 Textphone 0845 7 22 44 33
Health costs advice line	For advice on who is eligible for free prescriptions		Phone 0800 91 77 711
Health literature line	For literature produced by the Department of Health		Phone 0800 555 777
Jobseeker Direct	For people looking for job vacancies	9am to 6pm Mon to Fri 9am to 1pm Sat	Phone 0845 6060 234 Textphone 0845 6055 255
Minimum Income Guarantee	To apply for Minimum Income Guarantee	8.30am to 6.30pm Mon to Fri	Phone 0800 028 11 11 Textphone 0800 028 35 93
New State Pension claims		8am to 8pm Mon to Fri	Telephone 0845 300 1084 Textphone 0845 300 2086
NHS-funded nursing care in nursing homes	For a free copy of the leaflet, 'NHS Funding Care in Nursing Homes - what it means for you'		Phone 0870 1555 455
Pensions - Pensions Direct	Changes of circumstances and enquiries from customers who have their pension paid straight into a bank/building society	8am to 8pm Mon to Fri	Phone 0845 301 3011 Textphone 0845 301 3012
Pensions - Retirement Pension Forecasting Helpline	For a Pension Forecast	8am to 8pm Mon to Fri	Phone 0845 3000 168 Textphone 0845 3000 169
Pensions - War Pensions Helpline	Helpline for War Disablement / War Widows Pension, all aspects of War Pensions. Advice/help filling in claims	Veterans Agency	Phone 0800 169 22 77 Textphone 0800 169 34 58
Winter Fuel Payments	Gives advice on paying bills		Phone 0845 9 15 15 15 Textphone 0845 601 563
Winter Warmth Advice Line	Gives advice on keeping warm and well		Phone 0800 085 7000 Textphone 0800 085 7857
Working Tax Credit	Inland Revenue provides the service which replaces Working Families' Tax Credit and Disabled Person's Tax Credit	8am to 8pm Mon to Sun (except Christmas Day, Boxing Day, New Year's Day, Easter Sunday).	Phone 0845 300 3900 Textphone 0845 300 3909.