

| Useful Benefit Helpline Numbers | | January 2008 | Carers Fact Sheet 06c |
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| 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 |
| 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 0845 850 1166 |
| 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 | 08.30 am 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 s | 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 Text phone 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. |