

Attendance Allowance

Horsham Matters Resource Guide
Version 2 | September 2026

What is Attendance Allowance?

Attendance Allowance is a tax-free benefit for people who have reached State Pension age and need help with personal care because of a long-term physical or mental health condition or disability. You do not need someone to provide care to claim. You usually cannot get Attendance Allowance if you live in a care home and your care is paid for by the local authority. However, you can claim it if you pay for all your care home costs yourself.

Who Can Claim?

You may be able to claim if all the following apply:

- You are State Pension age or older.
- You have a long-term health condition or disability that affects daily living or requires supervision.
- You have needed this help for at least 6 months (unless you are terminally ill).
- You normally live in Great Britain and have been there for at least 2 of the last 3 years and not subject to immigration control.
- You do not already receive a related benefit, such as PIP, Adult Disability Payment, or Disability Living Allowance.

What Does Attendance Allowance Help With?

Attendance Allowance is designed to help with extra costs caused by disability; you can spend it however you choose to make daily life easier with tasks including:

- Washing and bathing
- Dressing and undressing
- Eating and drinking
- Using the toilet
- Supervision to keep you safe
- It does not cover mobility (getting around).

How Much Can You Get?

Attendance Allowance is awarded with two different rates depending on the level of help you need.

- Lower rate - if you need frequent help or constant supervision during the day or supervision at night
- Higher rate - If you need frequent help or supervision throughout day and night, or are terminally ill

Payments are made every 4 weeks directly into your bank account.

Weekly Award Rates	April 2025 – March 2026	April 2026 - March 2027
Lower Rate	£73.90	£76.60
Higher Rate	£110.40	£114.60

How to Claim Attendance Allowance

You can apply online or by post:

- Online: <https://www.gov.uk/attendance-allowance/how-to-claim>
- By post: Print a paper copy of the form (<https://www.gov.uk/attendance-allowance/how-to-claim>) or request a paper form from the Attendance Allowance helpline at 0800 731 0122 (Mon-Fri 8am – 6pm). Return the completed form to Freepost DWP Attendance Allowance (no stamp needed).

Your claim usually starts from the date you submit the form online, or when the DWP receives your paper form. If you are terminally ill, the claim can start immediately.

How to Answer the Questions

When filling in the Attendance Allowance form, it's important to give clear, detailed answers about how your condition affects your daily life. If completing a paper form, it's good practice to write your additional information on a separate sheet or Word document as you are working through and answering the questions.

Remember to:

- Explain what you can and cannot do. Don't just say "yes" or "no." Give real examples from your everyday life.
- Describe help you need. Include any help from family, carers, or aids you use.
- Give details about frequency. Explain if help is needed every day, most days, or at specific times.
- Mention any supervision required. If you need someone to watch or prompt you to stay safe, make this clear.
- Include coping strategies. If you use equipment, reminders, or other ways to manage, describe these.
- Be honest and consistent. Avoid giving hypothetical answers, focus on what happens in real life.
- Use your diary or notes. Keeping a diary of daily difficulties can help you illustrate your needs accurately.

Other Benefits and Support

Your income or savings do not affect your claim for Attendance Allowance.

Receiving Attendance Allowance can help increase or support other benefits, such as:

- Pension Credit
- Housing Benefit
- Council Tax Reduction

If You Disagree with the Decision

If you are unhappy with the decision of your claim, you can appeal by requesting a mandatory reconsideration and following the DWP appeals process. It is strongly recommended to get support from an advisor to help provide guidance with your appeal. For more information, see the Horsham Matters Resource Guide on DWP Appeals Process.

Remember: If you need help with making a claim for Attendance Allowance, speak with a member of our support team at Horsham Matters for a referral to an advisor.

Call or WhatsApp: 0300 124 0204

Email: support@horshammatters.org.uk

Helpful Links:

- Horsham Matters – Support: <https://www.horsham-matters.org.uk/get-help-now/>
- Easy to read – GOV UK: <https://www.gov.uk/government/publications/easy-read-attendance-allowance>
- Benefits calculator: <https://www.entitledto.co.uk/>
- DWP Challenge a decision: <https://www.gov.uk/government/publications/challenge-a-decision-made-by-the-department-for-work-and-pensions-dwp>
- Horsham District Council (HDC), Council Tax Support: <https://www.horsham.gov.uk/council-tax-and-benefits/council-tax/council-tax-support-discounts-and-exemptions>
- HDC – Apply for a Blue Badge: <https://www.horsham.gov.uk/parking/disabled-parking/apply-for-a-blue-badge>
- WSCC older persons free bus pass: <https://www.westsussex.gov.uk/roads-and-travel/travel-and-public-transport/bus-travel/bus-passes-and-discounts/free-older-persons-bus-pass/>
- WSCC Household Support: <https://www.westsussex.gov.uk/leisure-recreation-and-community/household-support-fund/>
- Age UK, Horsham: <https://www.ageuk.org.uk/westsussexbrightonhove/activities-and-events/horsham-district/>
- Carers Support West Sussex: <https://www.carerssupport.org.uk/>
- Prevention Assessment Team: <https://www.sussexcommunity.nhs.uk/patients-and-visitors/services/prevention-assessment-team>