



Information pack to support unpaid Carers

January 2024

Information to share with unpaid Carers

Harrow Carers

All unpaid Carers should be encouraged to register for specialist advice, information & access to a range of support services.

Once the unpaid Carer has registered with Harrow Carers they will be invited to attend a one-to-one assessment.



Harrow Carers will discuss the caring role so they can better understand the areas in which the unpaid Carer may need support or help.

Harrow Carers will offer the unpaid Carer specialist, tailored advice and support based on their needs.

This can include activities, training, benefits advice, help in filling out forms, peer support and also providing the unpaid Carer with helpful information and free resources.

Harrow Carers can also signpost the unpaid Carer and the person cared for to relevant specialised sources of support in Harrow.

Young Carers

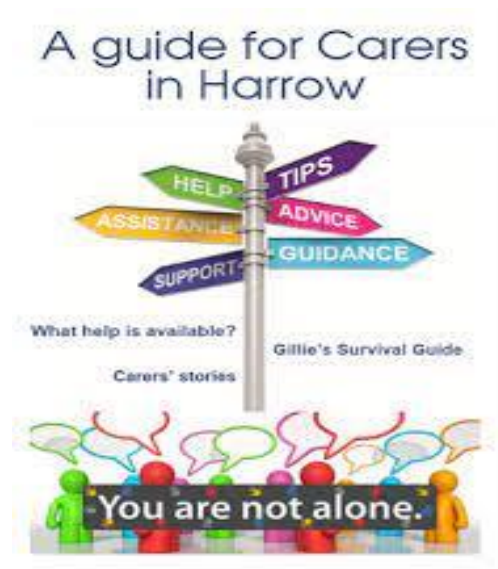
At every initial visit, assessment and review there is a very important question to ask – Is there anyone under the age of 18 who is providing unpaid care and support?

If yes **REMEMBER**

[Young Carers - Help & Support | Carers Trust](#)

[Support for young carers | Carers UK](#)

[Young Carers - Harrow Carers](#)





Harrow Association for Disabled People

This is a registered charity in Harrow that supports people with disabilities.

They offer a range of services to include advocacy (health), Appointeeship, Mentoring, Brokerage, Harrow Campaigns, Payroll Service, Training for Work and Employment and Welfare Benefits.

Conversation Café [Conversation Café – London Borough of Harrow](#)

This is an initiative that gives Harrow residents the opportunity to meet face to face with People Services and fellow Council officers, charity representatives and voluntary organisations. Conversation Café is a resource that supports Harrow residents who may be digitally excluded and unable to access information & advice online. Harrow residents receive one to one support.

What support may a GP be able to provide?

As soon as a person recognises or identifies as being an unpaid Carer they should ask their GP to record this on their GP records. There should be a flagging system that alerts medical staff if the patient is recorded as an unpaid Carer. This could lead to a better level of care and overall experience.



There is lots of help and assistance that GPs can offer, for example:

- Providing information and advice on medical conditions and treatments for cared-for
- Available NHS services such as patient transport to hospital appointments
- The unpaid Carer may be eligible for a free annual flu vaccination
- Home visits, if the caring responsibilities make it difficult to attend appointments at the surgery

- Arranging appointments for the unpaid Carer and cared-for at the same time to avoid having to visit the surgery twice
- Flexibility with appointments, should the unpaid Carer need a little longer with their GP
- Providing supporting letters and information to enable the unpaid Carer and the person they care for to access benefits and other services such as support from Social Prescribers **(please note there may be a charge for this service)**

For further information unpaid Carers should contact their GP surgery.

Money and Benefits

The benefits system can be complicated and confusing. Finding out what an unpaid Carer may be entitled to can often be difficult to understand, and many people may miss out.



You can get further information on benefits including the criteria from the Department of Works and Pension (DWP): [Department for Work and Pensions - GOV.UK \(www.gov.uk\)](https://www.gov.uk) or contact Harrow Carers for further support.

What is Carer's Allowance? Carer's Allowance is the main benefit for unpaid Carers and is extra financial support to use as they need to. **NOTE - This is a means-tested benefit.**

- An unpaid Carer could get Carer's Allowance if they care for someone for at least 35 hours a week
- The person they care for must be in receipt of a relevant disability benefit
- The unpaid Carer does not have to be related to or live with the cared-for person
- The unpaid Carer will not be paid extra if they care for more than one person



What Is Carer's Credit? Carer's Credit is a National Insurance credit that helps



with gaps in the unpaid Carers National Insurance record. The State Pension is based on National Insurance records and If an unpaid Carer has gaps in their National Insurance record, it is important to cover those gaps to ensure the unpaid Carer receives their full pension award when they become entitled.

What is Carer Premium? An unpaid Carer may be able to get extra money added to their existing benefits or credits if they claim Carer's Allowance (or have an underlying entitlement to it). This is called the carer premium. This is part of the calculation that works out how much financial award an unpaid Carer is entitled to, and it is added to the other amounts.

What is Attendance Allowance? Attendance Allowance is a benefit for those over state pension age that helps with the extra costs of living with a long-term illness or disability. This is not a means-tested benefit.

What is Personal Independence Payment (PIP)? PIP is a benefit paid to those who are between 16 years-old and state pension age, who have daily living and/or mobility needs, to help with the extra costs of living with a longterm illness or disability.



factsheet

Disability Living Allowance (DLA)

for children aged 16 and under



2015/16

carersuk.org

Disability Living Allowance (DLA)? Disability Living Allowance (DLA) is a benefit for children, which may help with the extra costs of looking after a child who is under 16 and has difficulties walking or needs much more looking after than a child of the same age who does not have a disability.

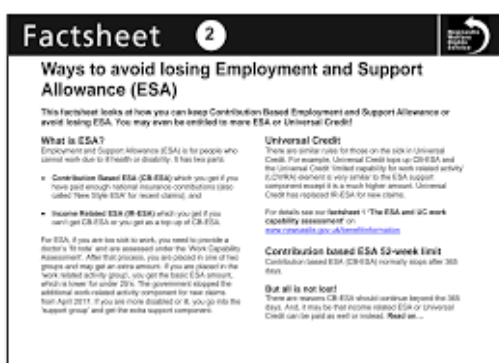
Other Benefits may be available If the unpaid Carer has had to give up work to care, or is in receipt of a low income, then there are other benefits the carer and their partner may be able to claim.

What is Universal Credit? Universal Credit is a means-tested benefit for people of working age who are on a low income. It replaces six means-tested benefits:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance (ESA)
- Housing Benefit
- Child Tax Credit
- Working Tax Credit



Universal Credit is intended to be simpler than the current system of benefits and tax credits and is paid on a monthly basis. Entitlement is worked out by comparing basic financial needs that the government says one needs to live on with their financial resources.



What is Contribution based Employment Support Allowance (ESA) An unpaid Carer may get Employment Support Allowance if the person they care for has an illness or disability that affects the unpaid Carer's ability to work, and they have previously worked as an employee and paid Class 1 National Insurance contributions.

What is Contribution based Job Seekers Allowance? A benefit paid to someone who is looking to gain employment. It supports them and their family if they have previously worked as an employee and paid Class 1 National Insurance contributions.

What is Pension Credit?

Pension Credit is an income-related benefit to give financial assistance in retirement if you are on a low income. One can claim pension credit as soon as they reach state pension age.



Other Benefit Help

If the unpaid carer or cared-for is in receipt of any means-tested benefit, then they may also receive assistance or additional payments such as:

- Support for mortgage interest (SMI) if they are a homeowner
- A Christmas bonus payable if they are in receipt of some benefits
- Cold weather payments

And other benefits such as:

- Free eye tests from your optician
- Free single vision glasses
- Free dental check-ups
- Travelling expenses including parking to attend hospital appointments
- Free prescriptions

Can unpaid carers access Council Tax Benefits/Reductions? Depending on circumstances, the unpaid Carer may be eligible for a discount or reduction on their council tax bill, for example, if:

- The unpaid Carer is in receipt of benefits or on a low income
- The unpaid Carer is a single person living alone (25 per cent reduction)
- The unpaid Carer is living with someone who has a severe disability such as Alzheimer's (25 per cent reduction)
- If certain adaptations have been completed in the home (reduced to a lower band)

What is a Blue Badge ? A blue badge enables people whose ability to walk is seriously impaired, or those registered severely visually impaired, either as a passenger or driver, to park close to their destination.

[Apply for or renew a Blue Badge – Blue Badges – London Borough of Harrow](#)



What is a Freedom Pass? A Freedom Pass gives people with disabilities or visual impairments and older people (state pension age) free travel on buses, underground, trains, trams and DLR services.



Unpaid Carer support in the London Borough of Harrow

Harrow Council 020 8901 2680
www.harrow.gov.uk/carers



Harrow Carers 020 8868 5224
admin@harrowcarers.org
www.harrowcarers.org

Conversation Café
020 8901 2680
www.harrow.gov.uk/conversationcafe



Harrow Association for Disabled People 020 8861 9920
[Services And Support For Disabled People | HAD.org.uk](http://HAD.org.uk)
[| United Kingdom](http://HAD.org.uk)

Citizens Advice Bureau 0808 250 5705
[cA Harrow – Free, confidential, impartial advice \(citizensadviceharrow.org.uk\)](http://citizensadviceharrow.org.uk)

