

Carers Allowance Digital Service – Information Note

The Carer's Allowance Digital Service has been available since October 2013. It is a simpler, clearer and faster way to make a claim or report a change of circumstances. The service receives excellent feedback, with customer satisfaction consistently over 90%.

Some benefits of using the Digital service to make a claim

- Available 24 hours a day 7 days per week
- Arrives immediately at the Carers Unit once submitted
- Can be used on a mobile phone or tablet
- Has significantly less questions than the paper claim
- Does not require a signature or a password
- Has mandatory questions to ensure carers provide the information needed to help pay claims quickly
- Has helpline numbers and help text if carers need to clarify questions
- Does not need to be printed or saved
- Is available in Welsh

What happens after the claim is submitted?

Claimants can request an email notification to confirm that the application has been submitted. The Carer's Allowance Unit will start processing the claim and will write to the Disabled Person to let them know a claim by someone caring for them has been made.

How long will it take to make the claim?

We regularly review the questions to ensure we only ask for the information we need. The time to complete the on line claim has been reducing as we do this and average time to complete is now around **24 minutes**

What if the carer needs to take a break whilst making the claim on line?

You will not be timed out for **90 minutes**, once you have started to complete the digital claim form, meaning that you should be able to take a break and then return to complete. You will get 90 minutes to complete each page of the application.

What if claimant needs help?

There are help guides to clarify questions and eligibility questions right up front to help you. Remind carer not to make the claim to Carers Allowance until advised that Disabled Person is in receipt of one of the qualifying benefits.

Where can carers access this Service?

Through GOV.UK

www.gov.uk/apply-carers-allowance

Report a Change of Circumstances

Claimants can report a change of circumstances online; for example if:

- They start or leave their job
- They stop being a carer
- They take a holiday or go into hospital
- The person they care for goes into hospital or takes a holiday

www.gov.uk/carers-allowance-report-change