

# Information for Carers: Financial information, support and benefits

WWW.SOMERSET.GOV.UK



Information sheet E5

January 2011

## This information sheet is about:

- Directgov
- Carers Direct
- Financial Assessments and Benefits (FAB) Team
- Citizens Advice Bureaux
- Care First Carers Counselling and Information Service

There is a range of benefits, tax credits and other financial support that you may be able to receive as a carer.

**Directgov**, the public services website, has detailed information for carers about money matters, covering a wide range of topics including Carers Allowance, Carers Credits for the state pension, and Council Tax reduction.

<http://www.direct.gov.uk/en/CaringForSomeone/MoneyMatters/index.htm>

**Carers Direct**, part of the NHS Choices website, also has detailed information for carers about money matters.

<http://www.nhs.uk/CarersDirect/moneyandlegal/Pages/Moneyandlegalhome.aspx>

Their free, confidential information and advice line for carers is also available 8.00am to 9.00pm Monday to Friday, 11.00am to 4.00pm at weekends. Calls are free from UK landlines or you can request a free [call back](#). Phone Carers Direct on 0808 802 0202.

The **Financial Assessment and Benefits (FAB) Team** in Somerset can, in addition to assessing financial charges, provide benefits and pensions information to:

- anyone who receives a service through us, and
- anyone who is vulnerable and unable to access benefits through normal Department for Work and Pensions claim processes.

For more information about the FAB Team go to our website

[www.somerset.gov.uk/fabteam](http://www.somerset.gov.uk/fabteam)

or phone us on **0845 345 9133**.

**Citizens Advice Bureaux** provide free, independent advice. To find your local bureau go to <http://www.citizensadvice.org.uk/>

The **Care First Carers Counselling and Information Service** provides a free, independent information service about a wide range of topics, including money matters. All information advisors are trained and experienced and are available 8.00am to 8.00pm, Monday to Friday on **0800 197 4516**.

## **Your opportunity to feedback**

We welcome your comments about the services you receive. If you would like to tell us what you think, please either:

- Contact us electronically, by going to our website, [www.somerset.gov.uk](http://www.somerset.gov.uk), or
- Speak to your social care worker if you have one.
- Phone Somerset Direct on 0845 345 9133, or
- Contact the Community Directorate Complaints Officer:  
The Complaints Officer - Community Directorate  
Floor A2 East  
County Hall  
Taunton  
TA1 4DY  
Phone: 01823 356274
- Email: [adults@somerset.gov.uk](mailto:adults@somerset.gov.uk)

<p>This document is also available on request in Braille, large print, tape, disc and can be translated into different languages.</p>
---