

Carer Support

HELP WITH THE
COSTS OF CARING



Who we are

Age Scotland is the Scottish charity for older people. We work to improve the lives of everyone over the age of 50 and promote their rights and interests.

Our vision is a Scotland which is the best place in the world to grow older.

Our mission is to inspire, involve and empower older people in Scotland, and influence others, so that people enjoy better later lives.

We have three strategic aims:



We help older people to be as well as they can be



We promote a positive view of ageing and later life



We tackle loneliness and isolation

How we can help

We know that growing older doesn't come with a manual. Later life can bring changes and opportunities to your life and you may need to know about rights, organisations and services which are unfamiliar to you.

That's why we provide free information and advice to help you on a range of topics including benefits and entitlements, social care, legal issues such as Power of Attorney, housing and much more. All of our guides are available to download for free from our website, or you can contact our helpline team to have copies posted to you for free.

Our **helpline** is a free, confidential phone service for older people, their carers and families in Scotland looking for information and advice.

Later life can bring times when you just need someone to talk to. Our **friendship line** is part of our wider helpline and older people can call us for a chat. We're here to listen, provide friendship and offer support.



Call us free on: 0800 12 44 222
(Monday – Friday, 9am – 5pm)



Visit [agescotland.org.uk](https://www.agescotland.org.uk)
to find out more.

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Are you an unpaid carer?

While being a carer can be a profession, many people act as an unpaid carer without realising it. If you look after someone who would find it hard to manage without you, and you are not paid to do this, you are an unpaid carer.

The person you care for may need help due to a disability, a mental or physical health condition, an addiction or increasing needs as they get older. Many people see the support they provide as simply being part of their relationship with the person. They may think:

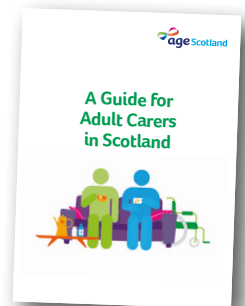
“I’m just doing what anyone would do in my position.”

However, as a carer, you may be entitled to help, including financial support.

In most cases, you can get this support as well as any other benefits you claim. However, you might not get a payment if your income or State Pension is over a certain amount. See page 4 for details.

Carers are also entitled to help from the local council. This could be practical support, including access to respite care, or support for their health and well-being.

Our **Guide for Adult Carers in Scotland** provides more information about your rights as a carer. Call the **Age Scotland helpline** on **0800 12 44 222** to order a copy or visit **www.age.scot/publications**.



What is Carer Support?

Carer Support is financial support if you provide at least 35 hours per week of unpaid care to someone claiming a qualifying benefit. It is paid by Social Security Scotland and has replaced Carer's Allowance in Scotland.

Carer Support has broadly the same eligibility criteria as Carer's Allowance, with some differences for full-time students. The residency and presence requirements are also lower.

Unlike Carer's Allowance, which is a single weekly payment, Carer Support has **three elements**:

- Carer Support Payment - equivalent to Carer's Allowance
- Scottish Carer Supplement - was Carer's Allowance Supplement
- Carer's Additional Person Payment - new, added March 2026

To be awarded Carer Support: you must be 16 or over with an income below a certain amount. See pages 4 and 5 for details. You must also usually live in Scotland, and have been present in Scotland for 26 of the last 52 weeks.

The person you provide care for must be receiving one of the following benefits:

- Pension Age Disability Payment or Attendance Allowance
- the daily living component of Adult Disability Payment or Personal Independence Payment
- the middle or highest rate care component of Disability Living Allowance, Scottish Adult Disability Living Allowance or Child Disability Payment
- Constant Attendance Allowance paid at or above the normal maximum rate, which for 2026/27 is £93.60
- Armed Forces Independence Payment

How do I apply?

You can make your application:

- online: **www.mygov.scot/carers-support-payment/how-to-apply**
- by phone: **0800 182 2222**
 - » from outside the UK: **+44 (0)1382 931 000**
 - » over 100 languages are available by phone
- video relay for British Sign Language users:
contactscotland-bsl.org
- by post: call to request a paper form or download a copy online
- in person: contact **Social Security Scotland** and ask for a Local Delivery appointment

You will need to gather the following information before you apply:

- your bank or building society details
- the date of birth of the person you care for
- the address of the person you care for

The following information is optional, but it can speed up your application:

- your National Insurance number
- the National Insurance number of the person you care for, or their Child Reference Number if they are under 16

If you qualified for Carer Support before you made your application, you can ask for your claim to be backdated for up to three months.



Carer Support is normally paid every four weeks in arrears. If you or the person you care for are claiming certain benefits under the Special Rules for Terminal Illness, you can ask to be paid weekly in advance instead.


How much could I get?

For 2026/27, the maximum **Carer Support Payment** amount is **£86.45** per week. This payment is taxable and is counted as income for the purpose of other benefits.

Scottish Carer Supplement is an extra **£11.70** per week for unpaid carers in receipt of **Carer Support Payment**. This was previously called Carer's Allowance supplement and used to be paid in two lump sums 6 months apart.

Carer's Additional Person Payment is an extra **£10.40** per week for unpaid carers who support more than one person receiving a disability benefit. They must be caring for the additional person for 20+ hours per week. These hours can overlap with the 35 hours they already spend providing unpaid care.

Scottish Carer Supplement and Carer's Additional Person Payment are not taxed or treated as income.

 Only one person at a time can claim Carer Support for providing care to a certain person. This also applies to Carer's Additional Personal Payment.

Earnings limit

If you are working, your take-home pay for 2026/27 must be no more than £204 per week. This earnings limit is the money you have left after any deductions, including tax, and certain work-related expenses. Expenses could include things like mileage, tools or special clothing you pay for yourself. You should contact **Social Security Scotland** on **0800 182 2222** to check which expenses are covered.

Even if you earn over this amount, you may still have an **underlying entitlement**. See the next page for more information.

What if I am receiving State Pension?

Carer Support overlaps with State Pension. This means you cannot receive both in full at the same time.

If your State Pension amount is less than £86.45 per week, Carer Support Payment will top up your weekly income to this amount.

For example: if your State Pension amount is £80 per week, you will get a Carer Support Payment of £6.45 per week.

If your State Pension amount is £86.45 per week or more, you will not be awarded Carer Support. However, it may still be worth applying to see if you have an **underlying entitlement**. See below for more information.

Effects on other benefits

Claiming Carer Support may affect the benefits of the person you care for. If the person you care for gets a Severe Disability Premium added to a means-tested benefit such as Pension Credit or Housing Benefit, this could be stopped if you apply for Carer Support.

Underlying entitlement to Carer Support

You may still have an **underlying entitlement** to Carer Support even if your income or State Pension amount is too high. This can protect your National Insurance contributions if you are still working and can entitle you to extra amounts in other means-tested benefits, such as Universal Credit or Pension Credit.

You will need to make an application for Carer Support to be awarded an underlying entitlement.



A free benefit check can tell you about your entitlements and the effect of claiming on the benefits of the person you care for. Call the **Age Scotland helpline** on **0800 12 44 222**.

You can also check your entitlements at **www.age.scot/benefitscalculator**.

What if my circumstances change?

The rules for Carer Support recognise that your circumstances, and those of the person you care for, may change from time to time. It is very important that you report changes to **Social Security Scotland** as soon as possible. You can call them on **0800 182 2222**.

Changes may include:

- taking a break from caring
- reaching your State Pension age
- you or the person you care for going into hospital
- the person you care for moving into a care home permanently or temporarily
- an increase (or decrease) in your earnings
- travelling abroad to look after the person you care for
- the disability benefit of the person you care for being stopped because they are in hospital or move to a care home
- the person you care for dying.

You can take breaks from caring and still receive Carer Support in some circumstances. The rules are complicated and you should get advice if you need to know how your benefit may be affected.

You can call the **Carers UK Helpline** on **0808 808 7777** or the **Age Scotland helpline** on **0800 12 44 222**.

If things go wrong

Making a complaint



Most benefit claims go smoothly, but there can be problems. You may want to complain if for example your claim was unreasonably delayed, or you are unhappy with how you were treated during your application. You can complain to **Social Security Scotland** by:

- phone: **0800 182 2222**
- online: **chat.socialsecurity.gov.scot**
- video relay for BSL users: **www.contactscotland-bsl.org**
- post: PO Box 10304, Dundee, DD1 9FZ

You will need to tell them:

- how you would prefer them to contact you
- your full name and contact details
- which benefit you are complaining about
- what happened, when it happened and how it affected you
- what you want them to do to put things right

For full details of how to make a complaint to **Social Security Scotland**, visit **www.mygov.scot/complain-social-security-scotland** or call **0800 182 2222**.

Challenging a decision

If you are unhappy with the decision about your benefit claim, you can ask for it to be looked at again. You usually have a month from the date on your decision letter to do this. If you are still unhappy, you can appeal the decision.

See our **Challenging Benefits Decision** guide for more information or call the **Age Scotland helpline** on **0800 12 44 222**.

Useful contacts



Age Scotland helpline 0800 12 44 222

The Age Scotland helpline provides information, friendship and advice, to older people and their relatives and carers.

If you need an interpreter, simply call the helpline and state the language you need, e.g. Polish or Urdu. Stay on the line for a few minutes and we will do the rest.

You can also call the helpline for a copy of our publications list or any of our guides. To read, download or order guides online, visit **www.age.scot/information**.

Carers Scotland

Provides expert information, advice and support to unpaid carers. Part of Carers UK.

0808 808 7777

www.carersuk.org/scotland

Carers Trust Scotland

Provides funding and support to unpaid carers by partnering with its network of local carer organisations. They can help you to find the carer organisation for your local area.

0300 772 7701

www.carers.org/scotland

The Coalition of Carers in Scotland

Brings together unpaid carers and local carer organisations to promote the voice of carers in the development of services, policy and legislation. Provides information about carers rights and a directory of local carer organisations.

01786 850247

www.carersnet.org

Care Information Scotland

Provides information and advice about the care services available in Scotland, for yourself or someone you care for.

0800 011 3200

www.careinfoscotland.scot

Shared Care Scotland

Information and advice for unpaid carers about short respite breaks.

01383 622462

www.sharedcarescotland.org.uk

Citizens Advice Bureau (CAB)

Free, independent and confidential advice on a broad range of welfare issues affecting people across Scotland.

0800 028 1456

www.cas.org.uk

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Please note that the inclusion of named agencies, websites, companies, products, services or publications in this information guide does not constitute a recommendation or endorsement by Age Scotland or any of its subsidiary companies or charities.

How you can help

Our vision is a Scotland which is the best place in the world to grow older.

All the information we provide is free and impartial. It helps older people access their rights and entitlements and can be life changing.

We are also a lifeline for older people who are feeling lonely and isolated. You can help us to support older people who need us most.

Together, we can make a difference.



Make a donation

No matter how small or large, donations make a massive difference and help us continue our important work.

- Call **03330 15 14 60**
- Visit **age.scot/donate**
- Complete the **donation form** and return by Freepost



Fundraise

Whether it's having a bake sale or running a marathon, there are so many ways to raise vital funds to support our work. To find out more, call **0333 323 2400** or visit **age.scot/fundraise**.



Leave us a gift in your Will

By choosing to leave us a gift in your Will, your legacy will help us to continue being there for older people for generations to come. To find out more, call **0333 323 2400** or visit **age.scot/legacy**.

Please donate today

Complete the form and return by Freepost to RSBS-KEHC-GBBC, Age Scotland, Edinburgh, EH9 1PR

Your details

Title: Forename: Surname:

Address:

City:

Postcode: Date of birth:

By providing us with your telephone number and email address you are consenting to us contacting you via phone, text and email.

Email:

Home tel: Mobile tel:

I WOULD LIKE TO DONATE

£75 £50 £25 Other (£)

I wish to pay by (please tick):

MasterCard Visa CAF

CharityCard Cheque (payable to Age Scotland)

Signature

Name on Card

Card No.

Expiry date Security code

Date

I prefer not to receive a thank you acknowledgement for this donation

I would like information about leaving a gift in my Will

I WOULD LIKE TO MAKE MY DONATION WORTH 25% MORE

I want Age Scotland** and its partner charities to treat all donations I have made for the four years prior to this year, and all donations I make from the date of this declaration until I notify you otherwise, as Gift Aid donations.

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I am a UK tax payer and understand that if I pay less income tax and/or capital gains tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

Yes, I want Age Scotland** to claim Gift Aid on my donations

I do not wish you to claim Gift Aid on my donations

Date

Keeping in touch

We will stay in contact by post unless you ask us not to. We will never sell your data and we promise to keep your details safe and secure. You can change your mind at any time by emailing us on contact@agescotland.org.uk or calling us on 0333 323 2400.

You can read Age Scotland's privacy policy at [age.scot/privacypolicy](https://www.agescotland.org.uk/age.scot/privacypolicy).

Age Scotland is the Scottish charity for older people. We work to improve the lives of everyone over the age of 50 so that they can love later life.

Our vision is a Scotland which is the best place in the world to grow older.

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Let's keep in touch

Contact us:

Head office

0333 323 2400

Age Scotland helpline

0800 12 44 222

Email

info@agescotland.org.uk

Visit our website

www.agescotland.org.uk



Sign up to our newsletter

Our regular newsletters by email contain details of our campaigns, services and how you can support our work.

Sign up today at [agescot/roundup](https://www.agescotland.org.uk/agescot/roundup)



Follow us on social media

Our social media channels are a great way to keep up to date with our work and issues that affect older people.



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