

# NORTH WORCESTERSHIRE D.I.A.L.

Registered Charity No. 1053933

## THE BULLETIN



Early Summer  
Issue 2006

Community  
Legal Service



## Welcome

This edition has been produced whilst we are evaluating the bulletin and we have recently circulated a monitoring questionnaire to all subscribers. Please help us help you by sending the completed questionnaire back. We are keen to strengthen the editorial input to future editions, if you feel you can help please get in touch.

## National Carers Week 12th to 18th June

This year theme for Carers Week is “**In Sickness and in Health**”. The importance of looking after the health of the carer and their emotional wellbeing is being highlighted. Improving healthcare services for the UK'S six million carers makes sense not just for carers, but also for those they look after and the economy.

**Worcestershire Association of Carers** is a source of information for adult carers in Worcestershire. Carers groups offer practical and emotional support, they can also help with respite and transport. Some of the groups are listed below. More information can be obtained from **Maggie on 01905 26500**.

**Kidderminster Carers Group** will be launched in Carers Week, at St. Chads's Church Hall, Burcher Green, Comberton. The first meeting will be on the **15th June at 2:00 pm to 4:00pm** and it will be a social “**Getting to Know You**” session.

**Bromsgrove Carers Group** meet on the second Thursday of the month at 11:00 am to 12:30 pm at Bromsgrove Methodist Centre, Stratford Road. The 13th of June's meeting, they have someone from Care-Away taking about financial and legal issues for carers.

**Redditch** at present doesn't have a carers group, but Maggie is looking to start a younger group, for carers aged 30 to 40 years. Anybody interested in exploring this idea, ring the above number.

## Special points of interest:

- VAT relief on products and services for disabled people
- “Dial” Who we are and what we do!
- Dial Volunteers
- Useful Contacts

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# VAT relief on products and services for disabled people

VAT is a tax that you pay as a consumer when you buy goods and services in the European Union (EU), including the United Kingdom. In the UK the standard rate for VAT is 17.5 per cent. Disabled people don't have to pay VAT when they buy equipment that has been designed for disabled people or when they have equipment adapted so they can use it. Also, VAT is not charged on certain services provided to disabled people, including building work to adapt a disabled person's home and the hire of disability equipment like wheelchairs.

Goods and services on which you don't have to pay VAT are often referred to as zero-rated' or 'eligible for VAT relief'. In other words, the rate of VAT that is charged on them is zero. The rules about VAT reliefs for disabled people are complex. Not everything that is supplied to disabled people is zero-rated for VAT.

**Who is eligible for VAT relief:** VAT law states that you must be 'chronically sick or disabled' to qualify for VAT relief. A person is 'chronically sick or disabled' if they:

- have a physical or mental impairment that has a long-term and severe effect on their ability to carry out everyday activities.
- have a condition that doctors treat as a chronic sickness (like diabetes, for example).
- are terminally ill.

A person with a temporary injury like a broken leg would not qualify, nor would a frail older person who was generally able-bodied. A product or service must also be supplied for the 'personal and domestic use' of a chronically sick or disabled person to qualify for zero-rating.

**Things not covered by this include:**

- products and services used for business purposes.
- products made widely available for a group of people to use.
- products and services supplied to people who are staying or living in a hospital or nursing home, as part of their medical or surgical treatment or with any form of care.

**Products that are eligible for VAT relief:** Some examples of products that are zero-rated for VAT are:

- wheelchairs.
- some medical and surgical appliances - like artificial limbs, for example.
- electrically or mechanically adjustable beds.
- gadgets that make everyday tasks easier for disabled people, like kettle tippers.
- chair or stair lifts.
- computer software or hardware designed specifically for disabled people.
- gadgets and devices that are designed specifically to make everyday tasks easier for disabled people, like kettle tippers.
- vehicles that have been adapted for use by a disabled person.

**Services that are eligible for VAT relief:** Services that are eligible for zero-rating include:

- the servicing, maintenance and installation of disability equipment.
- adaptation work on equipment or appliances so a disabled person can use them.
- some building alterations to a disabled person's home.
- the hire of qualifying disability equipment.

**Leasing a vehicle or wheelchair under the Motability Scheme:** Motability is a charity that provides vehicles and powered wheelchairs to disabled people. You don't have to pay VAT when you lease a vehicle or wheelchair under the Motability Scheme.

**Adaptations to your home:** The work involved in some adaptations to disabled people's homes is eligible for VAT relief. However, the rules about adaptations to buildings and VAT are complex. You should always ask whether the adaptation work to your home will be eligible for VAT relief when you're hiring a builder or other tradesperson.

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**Hiring disability equipment:** You don't have to pay VAT when you hire qualifying disability equipment. This applies to large equipment, like powered wheelchairs and hoists (which is usually hired from private companies) and specialised equipment for people with specific disabilities (which is often available from disability organisations and charities).

**How VAT reliefs work:** Before you pay for any product or service, check that it qualifies for zero-rating and that the supplier is registered for VAT.

When you buy a zero-rated product or service, you may have to sign a form declaring that you have a chronic illness or disability and what it is. You must also declare that the product or service is for your own 'personal or domestic use'. The supplier should have copies of this form.

You can then buy the product or service at a price that excludes VAT. You don't have to pay VAT and then reclaim it from the government – it will be taken off the purchase price before you pay. You can find an example of the declaration form in the 'VAT reliefs for disabled people' notice on the HM Revenue & Customs website. You can find out more about VAT reliefs for disabled people on their website.

**HM Revenue & Customs website: [www.hmrc.gov.uk](http://www.hmrc.gov.uk)**

**National Advice Service: Telephone: 0845 010 9000  
Textphone: 0845 000 2000**

## “Dial” Who we are and what we do!

North Worcestershire DIAL is a free and independent, confidential, information and advice service which was formed in the early 1990s. N.W. Dial covers North Worcestershire, the districts of Bromsgrove, Redditch and Wyre Forest. It is a member of DIAL UK's network which consists of 130 local organisations based throughout the UK. There is a similar organisation that covers South Worcestershire.

NW Dial's aim is to empower disabled people, their families, carers, friends and relevant professionals through the provision of an information and advice service.

Our information service is extensive. We have data on all sorts of day to day activities such as where to get a blue badge application form, which are the best companies to provide insurance for a motorised scooter, or maybe how can hot meals be delivered to your door; daily or weekly. Many questions relate to eligibility for state financial support and access to statutory services. If you have a question we will do our best to find an answer. This information and advice is given in many ways using; a free telephone helpline, drop in advice sessions at a number of outreach clinics, benefit advice form filling sessions, a free subscription quarterly bulletin. We have a web-site and e-mail address for information giving and enquiries.

As a registered charity we rely heavily on our team of dedicated volunteers for service provision. We are at present trying to increase the number of volunteers we currently have which will allow us to broaden our service enabling us to reach more areas and more people. A comprehensive support and training programme is in place to allow volunteers to feel secure in their roles. We encourage and enhance learning which supports the development and skills of our volunteers and staff. There is a range of roles at dial for anyone interested in joining our team. Out of pocket expenses are reimbursed.

We will give talks to any organisation that feels its members may benefit from our service, and welcome opportunities for distribution of leaflets or the display of posters, too ensure that people are aware of our service.

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## Useful Contacts

**Disability Living Allowance / Attendance Allowance Helpline** 08457 123456

**Benefit Enquiry Line (BEL)** 0800 88 22 00

**Worcestershire Carer's Unit** 0800 3892896

### Blue Badge Offices:

Wyre Forest Customer Service Centre  
01562 732928

Bromsgrove District Customer Service Centre  
01527 881288

Redditch One Stop Shop 01527 534123

**Pension Credit** 0800 99 1234

**Social Services** 0845 6072000  
Out of hours emergency number 01905 768020

**Community Legal Service Direct**  
0845 3454345

### Dial-A-Ride

Wyre Forest 01562 755084

Redditch 01527 64910

WRVS Bromsgrove Rural Rides  
01527 67771

Mini Bus for the elderly 01527 872507

## "Dial" Who we are and what we do!

N.W. Dial is based at Kidderminster Social Education Centre and offers outreach services at Oldington and Foley Park, Connect Wyre Forest, Redditch Town Hall, Redditch Library, Tenbury CAB and Bromsgrove Hub. **If you require any further details, would like to access our service or to become one of our volunteers, please feel you can contact us using the details below.** You will also be able to get details of our drop in clinics and benefit form filling service by phoning our freephone helpline.



**Volunteers and Staff** who recently celebrated volunteer contributions made to the work of Dial. Dr. Richard Taylor MP presented certificates to Wyre Forest volunteers.

## NORTH WORCESTERSHIRE D.I.A.L.

NW DIAL can help with your queries about all manner of issues related to impairment / disability, access, holidays, support organisations both local and national, discrimination, transport etc. We can also help with form filling.

**Helpline:** 0800 970 7202

**Fax & Minicom :** 01562 68248

**Office:** 01562 60241

**Email:** [admin@nwdial.org.uk](mailto:admin@nwdial.org.uk)

**Website:** [www.nwdial.org.uk](http://www.nwdial.org.uk)

North Worcestershire



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