

# Information Sheet



## 7. How to make a Welfare Rights appointment at the DIB

DIB can be contacted on **01625 501759** to make an appointment within Cheshire East. We may be able to support a request for a Home Visit in exceptional circumstances.

You can also go into the office in person or email us on [info@dibservices.org.uk](mailto:info@dibservices.org.uk)

If your query is about benefits, one of the benefits staff or volunteers will contact you within 7-10 days to arrange an appointment. We will make the appointment as soon as possible but it does help us if you can notify us of any deadlines that you have for returning forms or disputing a decision.

If you want help to complete a form, we normally expect you to have requested and obtained the form.

You can do this by calling the relevant DWP unit/department.

The following numbers are free to call;

- Attendance Allowance Helpline.....0800 731 0122
- Disability Living Allowance.....0800 121 4600
- Carers Allowance.....0800 731 0297
- Employment Support Allowance.....0800 055 6688
- Personal Independence Payment Helpline.....0800 917 2222

If you are struggling to get a form for Personal Independence Payment (PIP) we can help you with this but we can only do this if you are present and have brought the necessary information; we will provide a list of what will be required beforehand.

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## Which Benefits We Can Help With

We specialise in benefits connected to Physical Disability but can provide information and assistance on the whole range of benefits.

We can carry out Benefit Checks to see which, if any, benefits you might be entitled to.

We can assist with the completion of benefit forms. These are usually:

- Disability Living Allowance (DLA)
- Personal Independence Payment (PIP)
- Attendance Allowance (AA)
- Employment and Support Allowance (ESA)
- Carer's Allowance (CA)

We can provide advice on other benefits and changes to the system as they are introduced, or refer you to agencies that can help.

## What Help You Can Expect

We specialise in Benefits for all disabilities.

We will make an appointment to help you as soon as we can.

We will make home visits but only in exceptional circumstances.

We can provide a range of advice from checking what benefits you get to helping you write a 'reconsideration' if you are turned down for a benefit and advising you on how to set about making an appeal.

In certain circumstances we may be able to prepare for an appeal and in extreme circumstances go with you to the tribunal.