

# Information Sheet



## 7. How to make a benefit appointment at the DIB

DIB can be contacted on 01625 501759 for the Macclesfield Office.

You can also go into the office in person or email us [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 get the form pack sent to you by ringing the Attendance Allowance helpline OR you can download and print the form which is available on the following link; <https://www.gov.uk/government/publications/attendance-allowance-claim-form>

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.

### 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.

# Information Sheet



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)

Universal Credit (UC)

We can provide advice on other benefits and changes to the system as they are introduced.

## **What Help You Can Expect**

We specialise in Benefits for Physical Disability and may seek to refer you to another provider if you have another category of disability, if an alternative is available.

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.

Unfortunately, we are not able to actually prepare for the appeal or go with you to the tribunal.