



Resources A-Z

This fact sheet compiles useful contact information from all DIAL Fact Sheets, plus some additional resources. All details are correct as of October 2025.

Access To Work

-  Telephone: 0800 121 7479
-  Textphone: 0800 121 7579
-  Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 121 7479
-  Apply online: www.gov.uk/access-to-work/apply

Attendance Allowance

-  Telephone: 0800 731 0122
-  Textphone: 0800 731 0317
-  Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 731 0122
-  Apply online: www.gov.uk/attendance-allowance/how-to-claim

Blue Badge

-  Telephone: 01226 773555
-  Apply online: www.gov.uk/apply-blue-badge

Carer's Allowance

-  Telephone: 0800 731 0297
- Apply online: www.carersallowance.service.gov.uk/ui-citizen-claim/disclaimer

Child Disability Living Allowance

- ☎ Telephone: 0800 121 4600
- 🖱 Online: <https://www.gov.uk/disability-living-allowance-children/how-to-claim>

Cold Weather Payments

- ☎ Telephone Pension Service: 0800 731 0469
- ☎ Telephone Universal Credit: 0800 328 5644

Dental Charges

- ☎ Telephone: 0300 330 1343
- 🖱 Fill in the HC5(D) Refund claim form: NHS dental charges:
<https://www.nhsbsa.nhs.uk/sites/default/files/2025-07/HC5%28D%29%20%28V15%29%20online%20-%202006.2025.pdf>
- 🖱 Apply for NHS Low Income Scheme: www.nhsbsa.nhs.uk/nhs-low-income-scheme

Direct Payments

- ☎ Adult Social Care assessment: 01226 773300
- ☎ Children's Social Care assessment: 01226 772423
- Or contact Barnsley Council's Self-Directed Support Team on:
 - ☎ Telephone: 01226 772425
 - ✉ Email: SDS@barnsley.gov.uk.

Disabled Facilities Grants

- ☎ Telephone the equipment and adaptations service: 01226 775 800
- 🗨 Textphone: 07825 454 888 (for British Sign Language users)
- Complete the online form at:
 - 🖱 www.barnsley.gov.uk/services/adult-social-care/getting-adult-social-care-help-early/equipment-and-adaptations/

Disabled Persons Railcard

- ✉ Email: railcardhelp@nationalrail.co.uk
- ☎ Telephone: 0345 605 0525 (7am - 10 pm Monday to Sunday)
Minicom/textphone: 0345 601 0132
- 🖱 Online: <https://www.disabledpersons-railcard.co.uk/help/faqs/>

Disabled Persons Travel Pass

- ☎ Telephone: 01709 515151
- 🖱 Online: www.travelsouthyorkshire.com/disabled

Equipment And Adaptations

- ☎ Telephone: 01226 775800
- 💬 Text: 07825 454888 (for BSL users)
- 🖱 Online: <https://my.barnsley.gov.uk/form/Equipment-and-adaptations-referral/personal-details>

Help With Care Needs

- ☎ Adult Social Care Assessment: 01226 773300
- 🖱 NHS Continuing Healthcare: <https://www.nhs.uk/social-care-and-support/money-work-and-benefits/nhs-continuing-healthcare/>

Help With Health Costs

- ☎ Call 0300 330 1348 for the dental services helpline
Call 0300 330 1343 for the Low Income Scheme helpline
Call 0300 330 1341 for queries about medical exemption certificates
Call 0300 330 1341 for queries about prescription prepayment certificates (PPCs)
Call 0300 330 1349 for the prescription services helpline
Call 0300 123 0849 to order a paper copy of the HC12, HC5 and HC1 (SC) forms
Call 0300 330 1343 for all other queries
- 🖱 NHS Low Income Scheme: <https://apply-for-help-with-nhs-costs.nhsbsa.nhs.uk/apply-online>
- 🖱 Healthcare Travel Costs Scheme: <https://www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs/>

Motability

- ☎ Motability Scheme: 0300 456 4566
- ☎ Charitable Grants: 0800 500 3186
- 🖱 Online: <https://www.motabilityfoundation.org.uk/>

Personal Independence Payment

- ☎ Telephone: 0800 917 2222
- 💬 Textphone: 0800 917 777
- 📞 Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 917 2222

Power Of Attorney

- ☎ Telephone: 0300 456 0300
- 📞 Relay UK: 18001 0300 123 1300
- ✉ Email: customerservices@publicguardian.gov.uk

RADAR Toilet Key

- 🖱 <https://shop.disabilityrightsuk.org/products/radar-key>

Rail Travel

- 🖱 Passenger Assist: <https://www.nationalrail.co.uk/help-and-assistance/passenger-assist/>
- 🖱 Accessible Train Travel and Facilities: <https://www.nationalrail.co.uk/on-the-train/accessible-train-travel-and-facilities/>
- 🖱 Barnsley Station Accessibility:
<https://www.nationalrail.co.uk/stations/barnsley/>

Registering As Blind

- 🖱 Online: <https://www.rnib.org.uk/your-eyes/navigating-sight-loss/registering-as-sight-impaired/the-criteria-for-certification/>

TV Licence Concessions

Aged over 75

- ☎ Telephone: 0300 790 6117
- 🖱 Online: <https://www.tvlicensing.co.uk/cs/update/your-licence/index.app>

Visually impaired

- ☎ Telephone: 0300 790 6076
- 🖱 Online: https://www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/blindseverely-sight-impaired-aud5?WT.ac=reducedfee_blind

TV Licence Concessions

-  Telephone: 0300 123 1073
-  Email for accessible format: different.format@hmrc.gov.uk
-  Online: <https://www.gov.uk/government/publications/vat-reliefs-for-disabled-people-eligibility-declaration-by-a-disabled-person>

VAT Relief

-  Telephone: 0300 123 1073
-  Email for accessible format: different.format@hmrc.gov.uk
-  Online: <https://www.gov.uk/government/publications/vat-reliefs-for-disabled-people-eligibility-declaration-by-a-disabled-person>

Wheelchair Services

-  Telephone: 0114 2715807
-  Online: <https://www.sth.nhs.uk/a-z-all-services/wheelchair-services/>

Winter Fuel Payment

-  Telephone: 0800 731 0160
-  Textphone: 0800 731 0160
-  Relay UK: 18001 then 0800 731 0160
-  Apply online: www.gov.uk/winter-fuel-payment/how-to-claim

How We Can Help

If you live in Barnsley and would like some advice, support or information about any of the topics listed in this fact sheet, contact us:

 first.contact@dialbarnsley.org.uk

 01226 240273