



Resources A-Z

This document 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

Community Care Grants

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

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-%2006.2025.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

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