

Benefits Information

We are often contacted by disabled people wanting information about their entitlement to benefits or requesting assistance to complete an application form or appeal a decision. We do not have the expertise or funding to offer benefits advice.

How we can help

- We can **signpost you** to Citizens Advice Sheffield and some local and national organisations which provide a benefits advice service.
- We can provide information about support you can access in the city to help with the **Cost of Living**.
- We can make you aware of **self-help information** such as benefit guides, publications and resources available from other organisations.

Local Advice Centres

Citizens Advice Sheffield (CAS) offers a Freephone helpline on **0808 278 7820** (Monday to Friday, 10am to 4pm ,except Bank Holidays) and provides support at some community access points in the city.

There are numerous helpline numbers and you can get help in your own language. Advisers are happy to offer call-backs to any client that requests one

[Get Help from CAS](#)

The [Sheffield Directory](#) is Sheffield City Council's public directory for local information. You can search for local support groups for [health conditions](#) .Some of them may offer welfare rights advice and support. For example:

- [Age UK Sheffield](#)
- [Deaf Advice Team at Sheffield Citizens Advice](#)
- [Sheffield Royal Society for the Blind](#)
- [Sheffield ME and Fibromyalgia Group](#)
- [Sheffield Carers Centre](#)
- [Sheffield Autism Partnership : Getting the Benefits You Deserve](#)
- [Weston Park Cancer Support Centre](#)

The Department for Work and Pensions (DWP) has a duty to provide reasonable adjustments to assist you to understand and complete applications for benefits, including a home visit.

The duty applies if your disability or health condition makes it difficult for you to:

- Use the phone
- Use the internet
- Read letters
- Fill in forms
- Attend face-to-face meetings
- Understand complicated information to manage your own affairs

[How You Can Get Help from the DWP](#)

If you require an adjustment and you feel that a DWP service or information is not accessible, you can [make a complaint](#).

Cost of Living Information

Our [Cost of Living Information Page](#) directs people to Sheffield City Council's [Cost of Living Hub](#) as well as highlighting other information and our blogs with the latest news.

Our learning disability self advocacy group, [Sheffield Voices](#), has created a local [Cost of Eating page](#) on their website, where you can search for food banks and low cost places to eat like cafes or lunch clubs in Sheffield.

Other examples include information about:

The [Household Support Fund](#) , a non-repayable grant to help people living in Sheffield with food and energy costs. It is funded by the UK Government.

You can apply once every 3 months for help with paying for:

- food
- gas and electricity
- telephone and broadband (phone costs, top-ups, broadband charges etc)
- housekeeping (groceries, toiletries, etc)
- clothing, including school uniforms
- wider essential needs not linked to energy and water, should the local authority consider this appropriate in your circumstances

Contact Sheffield City Council's Community Helpline on **0114 273 4567** (Monday to Friday, 8:30am to 6pm) or apply online.

The [Local Energy Advice Service](#) (LEAP) is a free service helping people to keep warm and save on energy. LEAP acts as a first point of contact to put you in touch with organisations which advise on energy efficiency and help with fuel arrears.

It is run by Agility Eco and you can get in touch either through their [website](#) or by telephoning **0800 060 7567**.

Their [eligibility criteria](#) is very broad and includes disability benefits.

Self-help information

- Advicenow Guides include '[How to Win a PIP Appeal](#)' to help you decide if you should challenge the decision. You can search for other Advicenow guides [here](#).
- Citizens Advice Sheffield provide [online free advice and self-help resources](#)
- [Disability Grants](#)

- [Disability Rights UK factsheets](#) provide information on benefits including a [Personal Independence Payment \(PIP\) Guide](#), an [Appeals Guide](#) and a page on [Getting Advice](#).
- [Disability Law Service](#) offers free legal advice and factsheets
- [GOV.UK](#) information about benefits
- [Money Advice Service](#) Information on Disability and Sickness benefits
- [MoneySavingExpert](#) for money saving guides.

Depending on your health condition, a number of leading charities offer helpline numbers, publications and welfare rights guidance. For example

- [Contact a Family](#)
- [Alzheimer's Society](#)
- [Limbless Association](#)
- [Rethink Mental Illness](#)
- [Mencap](#)
- [Turn2Us](#) helps people in financial need gain access to welfare benefits, charitable grants and other financial help
- [Versus Arthritis](#)

Please get in touch with us if you need any help finding out about any other organisation or groups.

What do you think of this factsheet?

If you would like to comment on this factsheet or provide additional information from your own experience please let us know and we would be happy to consider adding to or amending the factsheet. We welcome any comments to help us improve our service. Our contact details are:-

Disability Sheffield Information Service

The Circle

33 Rockingham Lane

Sheffield S1 4FW

☎ **0114 253 6750** Mon-Thurs 10 - 3

(Ansaphone facility available at other times)

E- mail info@disabilitysheffield.org.uk

www.disabilitysheffield.org.uk

Disclaimer

No recommendation is given or implied by providing these details. Whilst every effort is made to ensure accuracy we cannot accept responsibility for any errors or omissions. Please note that the inclusion of groups or individuals on the factsheet does not mean that they have been vetted or are recommended by Disability Sheffield Information Service. Details may change so it is important you check the information provided to make sure they are accurate and suitable for your own requirements

May 2024