



Department
for Work &
Pensions

Support visits if you need help to claim benefits

**Easy
Read**



Contents

1

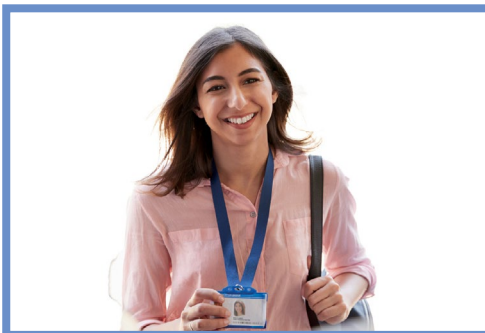


Department
for Work &
Pensions

Introduction

Page 3

2



Arranging a visit

Page 4

3



What happens when you have your visit

Page 7

1

Introduction



Department
for Work &
Pensions

If you need extra help claiming benefits, the Department for Work and Pensions (DWP) may be able to visit you in person.



If you are eligible for a visit, DWP will arrange one for you.

You cannot book a visit yourself.

2

Arranging your visit



Visits can be at:

- Your home
- hospitals
- care homes

Or one of our visiting places.



A voluntary organisation like Citizens Advice or Age UK can also refer you for a visit.



We may arrange a visit if you:

- have complex needs or a disability
- are a vulnerable young person claiming for the first time
- have no one else to support you and you cannot claim benefits any other way.



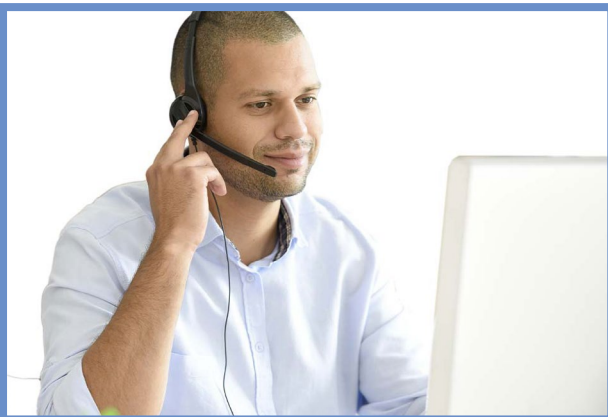
We may also arrange a visit if someone is applying to help you manage your benefits.

We call this person an **appointee**.



Once a visit is agreed, our Visiting Team will call you to book an appointment. They will tell you:

- the date
- time
- location of the visit.

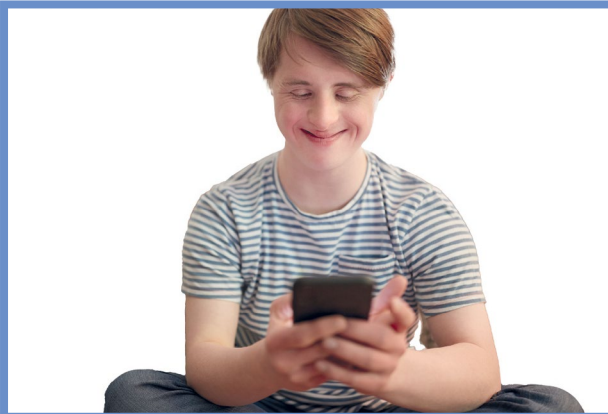


They also tell you:

- who will visit
- what documents you need
- the security and safety arrangements.



After the phone call, you will be sent a letter confirming the visit details.



You will also get a text message confirming the appointment, if you provided a mobile telephone number.

3

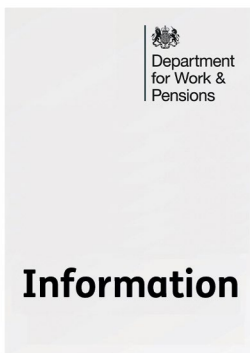
What happens when you have your visit



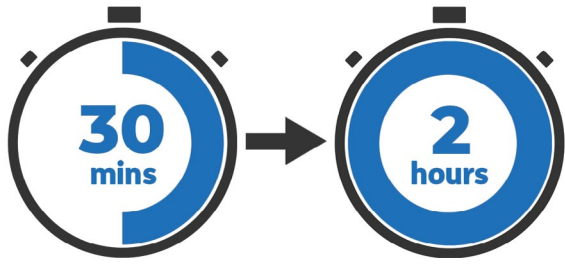
When the Visiting Officer arrives, they will show you their photo ID card.



The name on their ID card will be the same as the name on your letter or text message.



The length of a visit can vary depending on the information needed.



Visits can last for 30 minutes or up to 2 hours.



If you need to reschedule your visit, please contact the Visiting Team.

Their contact details will be in the letter we sent you.

For more information about visits, go to www.gov.uk

Search for **Support visits**.