



Disability Cambridgeshire

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Wednesday, 18 March 2020

Working from Home

Like many other organisations, we have taken the unprecedented step to close our office in Orwell House until the 4th of May when we will review the situation again.

We want to reassure you that our caseworkers will be working from home and will continue to support their clients. Just like the CAB, we will not be able to offer appointments or home visits but we will communicate by phone and email. These are our working arrangements:

- Our information line will be staffed by our volunteers at home. You can leave a message and we will return your call.
- If you need help filling forms, please email us first to let us know you need help to this address: admin@disability-cambridgeshire.org.uk
 - o We will advise you to start filling in your form, get your medical records from your doctor and keep a diary of your day to day activities for a couple of weeks. You then need to send everything to us, and we will call you to go through it. Once it is done, we will post it back to you, so you can send it off to the DWP.
- If you are appealing your benefit decisions, our caseworkers will work as normal and will submit their documents as usual to the DWP. Our senior caseworker is Peter Wetherell, he will be managing their workload. His email is peter@disability-cambridgeshire.org.uk.

Please don't worry, we can get through this difficult time.

Take care,

Judith Margolis, Chair of Disability Cambridgeshire

President: Mark Jonathan Taylor BA, MSc, PGCE, DipHist (Cantab)

Hon Life Vice President: Ruth Palmer



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