



Hear Us

Croydon 2022

Croydon's Mental Health Service User Group

The Hear Us Guide to Croydon's Mental Health and Wellbeing Services

Chapter 5:
Freedom Passes
Homelessness and Housing
Council Tax and Housing
Benefit & Cold Weather
Grants, Funds and loans
Money worries and Debt
Food Hubs, PIP and
Universal Credit

To promote, educate, communicate and empower,
for the benefit and interest of people affected by mental health issues

The Hear Us Guide to Croydon's Mental Health and Wellbeing Services is for you if you;

- or someone you care for is experiencing mental health problems
- need support to meet new people and try new **activities**
- need support to access **voluntary work, training, education or employment**
- want to know where to turn in a **crisis**
- want information about **support groups** and **self help**
- want advice about **benefits, debt or housing issues**
- want access to useful Telephone Numbers and Websites

Hear Us would like to thank The London Community Foundation for funding this guide.

**The London
Community
Foundation**



Covid 19
CORONAVIRUS

Please note that due to Covid-19, services may be currently restricted, for example online, access by phone or remotely via Zoom or MS TEAMS.

Mind in Croydon's Information Directory

Please use this Hear Us Guide along side the online mental health directory provided by Mind in Croydon. The online directory is a resource for residents of the borough of Croydon. The directory is

designed to make accessing information as straightforward as possible. Services provided both in the statutory and voluntary sectors are constantly changing and it is hoped that this electronic version will bring people up to date with some of those changes.



directory.mindincroydon.org.uk

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Freedom Passes permit free travel on:

- Buses, Trams and London Underground: Monday-Friday after 9am. Weekends and bank holidays 24 hours a day
- Trains: Monday-Friday after 9.30am. Weekends and bank holidays 24 hours a day

Disabled Person's and Older Person's Freedom Passes also allow you to travel on all local buses in Britain. If you have a mental health problem, even if you do not receive the mobility component of DLA, you may still be eligible to apply. e.g. if you take medication and have side effects which mean you cannot drive or you need a freedom pass to travel to medical appointments, and daycentres.



0300 330 1433 (inc lost/stolen)








info@freedompass.org



www.londoncouncils.gov.uk/services/freedom-pass



Getting Around, Mobility and Travel

Blue Badge Scheme	Free or concessionary parking		020 8726 7100
London Buses	Customer Services		0343 222 1234
London Taxi Card	Allows disabled people to use licensed black cabs at a reduced rate		0207 934 9791 (option 2)
Shop Mobility	Electric Scooter or Wheelchairs hire		01737 772 718
Transport for London	Provides details of train times & fastest routes		0843 222 1234






Immediate needs table


This provides information on where to refer people who are rough sleeping, destitute, or vulnerably housed and in need of immediate or urgent help from an appropriate service. www.croydon.gov.uk









Immediate Need	Eligibility	Organisation	Availability	Contact and other details
Urgent shelter - sleeping rough for the first time	Rough sleeping for the first time	No Second Night Out Project	24/7 phone Line	☎ 0300 500 0914 www.nosecondnightout.org.uk
Urgent shelter - currently sleeping rough on the streets of Croydon	Verified rough sleepers	Croydon Reach	24/7 phone Line	☎ 0300 500 0914 croydon_reach@thamesreach.org.uk
Urgent Temporary Accommodation	Resident in Croydon and not subject to immigration control or no recourse to public funds	Croydon Council - Single Homeless Service (SHS) (previously SNAP Team)	Weekday office hours	☎ 020 8760 5498 Outside of these times, hostels may provide emergency assistance Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA
Urgent temporary accommodation	Resident in Croydon and not subject to immigration control or no recourse to public funds	Emergency Duty Team	Out of Hours	☎ 020 8760 5498 Emergency Duty Team Croydon Council. Out of hour and weekend ☎ 020 8726 6000

Immediate Needs table

Immediate Need	Eligibility	Organisation	Availability	Contact and other details
Urgent temporary accommodation in the Winter Months	Verified rough sleepers with a connection to Croydon (they do not need to have recourse to public funds)	Croydon Churches Floating Shelter for rough sleepers	1st November - 31st March	 0300 500 0914 Access to the shelter is via Croydon Reach rough sleeper's service
Urgent temporary accommodation During prolonged periods of extreme cold - defined as when the night time temperature is forecast to be at 0 degrees or below for 3 or more consecutive nights	Verified rough sleepers with a connection to Croydon (they do not need to have recourse to public funds)	Croydon Council - Single Homeless Service (SHS) (previously SNAP Team)	Weekdays office hours	 020 8760 5498 Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA
	Clients must be able to abstain from drugs & alcohol overnight during their stay Clients with recent history of violence to others or recent risk of self-harm/suicide will not be considered	Croydon Reach Turnaround Centre	24/7 phone Line	 0300 500 0914  0208 760 5530 Croydon_reach@thamesreach.org.uk 51/55 South End Croydon CR0 1BF
Requires Food and Drinks	Anybody sleeping rough or vulnerably housed	Nightwatch meeting point	Every night of the year between 2115 to 2200	Queens Gardens, Croydon Food and hot drink
	Anybody sleeping rough or vulnerably housed	The Well drop-in centre	Mondays between 1100 and 1500	 020 8680 9924 or Salvation Army, Booth Road, Croydon Lunch

Immediate Need	Eligibility	Organisation	Availability	Contact and other details
Requires Food and Drinks	Anybody sleeping rough or Vulnerably housed	East Croydon United Reform Church	Thursdays between 1200 noon to 1500	Addiscombe Grove - just past East Croydon Station Hot Meal
	Anybody sleeping rough or Vulnerably housed	Croydon Tabernacle	Sundays between 0800 and 0900	38-40 Parsons Mead, West Croydon Full English Breakfast
	Anybody sleeping rough or Vulnerably housed	St Mildred's Church	Sundays between 1300 and 1800 in winter, between 1300 and 1500 in summer	Bingham Road Addiscombe Lunch
Needs medical attention for their physical Health	Anybody sleeping rough or vulnerably housed who requires urgent medical treatment for serious and life-threatening illness and injuries	Croydon University Hospital A&E	24/7	 020 8401 3016 / 3601 530 London Road, Thornton Heath Surrey CR7 7Y
	Anybody sleeping rough or vulnerably housed who needs medical appointment but is not registered with GP practice	Croydon Health Services Homeless Health Team	Mon-Fri 0900 to 1700 by appointment only (They usually have same day appointments)	 020 8251 8280 The Rainbow Centre 141 Brigstock Road Thornton Heath CR7 7JN

Immediate Needs table

Immediate Need	Eligibility	Organisation	Availability	Contact and other details
Needs medical attention for their physical Health	Anybody who requires urgent medical treatment for minor illness and injuries	Beckenham Beacon NHS Urgent Care Centre	0800 - 2000	 01689 866667 Beckenham Beacon, 379 Croydon Road, Beckenham, Kent, BR3 3QL
Mental Health crisis support	Anyone requiring a mental health assessment	South London and Maudsley Hospital (SLaM)	24hrs Patient And Liaison Service	 0800 731 2864 pals@slam.nhs.uk
In need of substance misuse support	Substance users (e.g drugs or alcohol) over 18	Westminster Drug Project (WDP) - Croydon Outreach	Out of hours helpline:  0845 056 0099	Office hours 0208 662 4792 WDP Croydon Outreach, Action House, 28 Sydenham Road, Croydon croydonoutreach@wdp-drugs.org.uk
Is being subjected to domestic violence	Women fleeing domestic violence	National Domestic Violence Helpline	24/7 free phone line	 0808 2000 247 www.nationaldomesticviolencehelpline.org.uk
	Men's fleeing domestic violence	Men's Advice Line	Mon-Fri 0900-1700	National Freephone  0808 801 0327 www.mensadvice.org.uk info@mensadvice.org.uk
	Victims of domestic violence in Croydon	Family Justice Centre, Croydon	Open for drop-in and appointments every Mon, Tue, Wed and Fri, 1000–1600	 020 8688 0100 69 Park Lane, Croydon, CR0 1JD info@fjccroydon.co.uk

Immediate Need	Eligibility	Organisation	Availability	Contact Details	Other details
Has no money Croydon Discretionary Support	People with no recourse to public funds	Croydon Council - No Recourse to Public Funds Team	Lines open 0900-1700 Mon-Fri	 020 8726 6000	www.croydon.gov.uk Bernard Weatherill House, 8 Mint Walk, Croydon CR0 1EA
	Anyone over 16 living in Croydon in receipt of benefits who cannot meet their short-term financial needs	Croydon Council Croydon Discretionary Support- crisis payments	Lines open 0900-1700 Mon-Fri	 020 8760 5719 Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA	These are crisis payments to avoid serious hardship and risks CDS@croydon.gov.uk
Is a vulnerable adult that has social care needs	Aged 18 or over and ordinarily residents in the borough, this includes asylum seekers, refugees, and people without resource to public funds	Croydon Council - Department of Adult Services, Health & Housing	Lines open 0900-1700 Mon-Fri	 020 8726 6500 Outside regular opening hours and in an emergency, call  020 8726 6000	www.croydon.gov.uk Bernard Weatherill House 8 Mint Walk Croydon CR0 1EA
	Parent or family residing in Croydon with children (under 18) in need	Croydon Council - Department of Children, Families & Learning	Lines open 0900-1700 Mon-Fri	 020 8726 6400 Outside regular opening hours and in an emergency call  020 8726 6000	www.croydon.gov.uk Bernard Weatherill House 8 Mint Walk Croydon CR0 1EA

CROYDON
www.croydon.gov.uk

Who to contact if you or someone you know is at Risk of Homelessness

Croydon Council Housing Team should be able to provide advice and assistance if you or someone you care about are homeless or at risk of becoming homeless.

The council has a duty to provide housing or other support to some homeless people who are in "priority need" of housing. You may be deemed vulnerable and therefore in priority need for a number of reasons, including suffering mental illness, but not everyone who suffers mental illness will be assessed as being a Priority Need.



020 8726 6000 option 2



www.croydon.gov.uk/housing

If you are Vulnerable, e.g. due to Severe Mental Illness and need help with housing homelessness

Single Homeless Service (SHS) (previously SNAP Team)

Central assessment and placement service for vulnerable young people and adults, including homeless people, those with a history of offending and people with mental health issues who would benefit from supported housing. Access to supported housing services where appropriate, or signposting and onward referrals to other appropriate services.



020 8760 5498 Duty Co-ordinator



9am-4pm Mon, Tue, Thu, Fri; 1pm-4pm Wed



shs@croydon.gov.uk



www.croydon.gov.uk



Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA

Shelter

Got a housing problem? Shelter can help:

Locally: Their advice and support services offer one-to-one, personalised help with housing issues and homelessness.



Online: On their website, find expert information about everything from reclaiming your deposit to applying as homeless, or speak to an adviser over webchat.

Over the phone: Their free emergency helpline is open 365 days a year to answer calls from anyone struggling with a housing issue or homelessness.

Legal: Their solicitors provide free legal advice and attend court to help people who've lost their homes or are facing eviction.



London Advice Line: 0344 515 1540



9.30am-6pm Mon-Fri; Closed Sat-Sun



Emergency Helpline: 0808 800 4444



8am-8pm Monday-Friday; 9am-5pm Weekends and bank holidays.

Call the helpline if you: are homeless; have nowhere to stay tonight; are worried about losing your home in the next 2 months; are at risk of harm or abuse.



info@shelter.org.uk



england.shelter.org.uk



Webchat opening times: 9am-5pm Monday-Friday; Closed Bank holidays.

Hestia - Croydon Asset Based Housing Support



Hestia is supporting people with mental health needs. Each year they provide housing and support for more than 1,200 people who suffer with their mental health. Often their needs are severe and enduring.

They provide care homes for people who need 24-hour support, shared houses for those who are able to live more independently and further shared accommodation for those who have become homeless as a result of their mental health. They also provide floating support services to help people continue living in their own homes as well as day centre resource service.

New referrals should be sent to the following email address:



info@hestia.org



info@hestia.org.cjism.net (secure)

To find out more about Hestia and the services they provide, visit:



www.hestia.org



020 7378 3100

Migrant Help

Migrant Help is a UK charity that has over 50 years experience of delivering support and advice services to migrants in the UK. They provide individuals with the resources and support they need to find safety, access appropriate services and information and develop greater independence



01304 203977



www.migranthehelpuk.org



0808 8010 503 Free asylum helpline open 24/7/365

Refugee Action

For 30 years, Refugee Action have been standing up for people who have fled persecution, violence and harassment.



(If you need help to claim asylum or get asylum support, please contact Asylum Help).



020 7952 1599 Asylum Crisis (London)



www.refugee-action.org.uk

Asylum Help

Asylum Help, part of the Migrant Help organisation, provides free independent advice and guidance to asylum seekers across the UK. Migrant Help is a UK charity that has been delivering support services to migrants in the UK since 1963.

They can advise you in your language on issues such as:

- How to claim asylum
- Navigating the asylum process
- Applying for asylum support including accommodation
- Notifying the Home Office if your circumstances change
- Finding legal representation
- Accessing healthcare
- Support during the post-decision period - read about the support available after positive decision [here](#), and negative decision [here](#)
- Other asylum and post-asylum claim related matters



0808 8010 503 Free helpline open 24/7/365



www.migranthehelpuk.org/Pages/Category/asylum

Evolve - Housing + Support

Evolve are a charity that provides shelter and support to homeless young people, young parents and adults in the London Boroughs of Croydon, Bromley, Sutton, Lambeth, Merton and the Royal Borough of Kensington and Chelsea.



They offer a programme of support tailored to meet people's individual needs, including housing, employment and skills training, mentoring and counselling.

Alexandra House (for Adults)

Based in Croydon, this service supports 80 single homeless people up to 65 years of age with a range of support needs. Customers are referred to Alexandra House by Croydon Council and stay around one year on average.



32 Dingwall Road, Croydon, CR9 3LQ



kate.cooklin-smith@evolvehousing.org.uk



020 3435 5561

Ingram Court (for Young Adults)

Based in Croydon, this service supports 44 single homeless young people with a range of support needs. Ingram Court consists of an assessment centre and a main supported housing service. Customers are referred to the assessment centre by Croydon Council and the Turnaround Centre and stay for up to 12 weeks whilst their needs are assessed and the best way forward is identified. Customers stay for up to 2 years in the main building.



57-61 Sumner Road, Croydon, CR0 3LN



richard.hennell@evolvehousing.org.uk



020 3657 7270

Keystone House (for Families)

Keystone House provides emergency temporary accommodation.

Palmer House (for Adults)

Based in Croydon, this service supports 60 single people up to 65 years of age with a range of complex needs including experience of homelessness or rough sleeping, substance misuse and/or mental ill health.



105-107 Lansdowne Road, Croydon, CR0 2BN



denell.dema@evolvehousing.org.uk



020 7870 8850

Mental Health Step Down Service

Based in Croydon, this service consists of Eva House, Emily House, and Crocus House and supports 27 people up to 65 years of age experiencing mental ill health. Customers are referred to Eva House by Croydon Council or South London and Maudsley Mental Health Trust (SLaM), normally after a period in residential care or hospital, and are participating in the Care Programme Approach. The stay at our Mental Health Step Down Service is up to a maximum of 2 years.

Eva House



31-33 St James' Road, Croydon, CR0 2SD



betsy.biggs@evolvehousing.org.uk



020 3375 9090

Emily House



86 St Saviours Road, Croydon, CR0 2XB



betsy.biggs@evolvehousing.org.uk



020 3375 9090

Crocus House c/o Eva House



betsy.biggs@evolvehousing.org.uk



020 3375 9090



Croydon Reach

Croydon Reach helps rough sleepers and people caught up in a street lifestyle in the borough of Croydon. Croydon Reach provides a street outreach service, a short stay hostel resettlement and a hospital discharge scheme to rough sleepers in Croydon.

After rough sleepers have been helped off the streets and into temporary accommodation, Croydon Reach staff work to help them into longer term housing. Croydon Reach staff work with people to help them address any drug, alcohol or mental health issues they may have. Staff also work to support people back into training and work.



0300 500 0914



enquiries@thamesreach.org.uk



www.thamesreach.org.uk



Crisis Skylight Croydon

Crisis is the national charity for single homeless people. They are dedicated to ending homelessness by delivering life-changing services and campaigning for change.



020 3848 1700



croydon@crisis.org.uk



www.crisis.org.uk



Unit 3, Bridge House, 13 Surrey Street, Croydon, CR0 1RG

Street Link

Anyone can become homeless, and sleeping rough can be dangerous and can damage your health. The longer someone sleeps rough, the greater the risk that they will become trapped on the streets and vulnerable to becoming a victim of crime, developing drug or alcohol problems, or experiencing problems with their health.



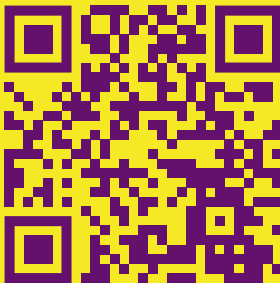
0300 500 0914



www.streetlink.org.uk



Mobile app 'StreetLink'



Nightwatch

Nightwatch volunteers are out every evening in the centre of Croydon giving food and other help to homeless and other vulnerable people.



Their core activity is providing prime and direct support for homeless people in Croydon through work undertaken solely by volunteers. They help people at every level of homelessness, from the street homeless to those in hostels and bed and breakfast accommodation and vulnerable former homeless people who need continuing support if they are not to become homeless again.

Nightwatch objectives:

- To act as first line contact for homeless people, to sign-post them to other agencies
- To provide urgent and necessary items of food, clothes, toiletries, pots, pans, household goods to people in need
- The stabilisation of former homeless people in new accommodation
- To assist in helping unemployed homeless people (both financially and emotionally) to take up vocational training and education
- To befriend homeless people to encourage empowerment and increase in confidence
- To educate the community at large in Croydon about the realities of homelessness



www.croydonnightwatch.org.uk



020 8699 6718



croydonnightwatch@btinternet.com



Queen's Gardens / Mint Walk, Croydon (9.30pm 24/7)



For people sleeping out, StreetLink (0300 500 0914) may visit and offer options. They want to visit people at a sleeping place to prove someone is street homeless.



Postal address: PO Box 9576, London, SE23 3ZH

Citizens Advice Croydon

CA Croydon provides free, confidential and impartial advice and information on a wide range of issues, including debts, welfare benefits, housing, employment, consumer rights and relationships.



Opening times are subject to volunteer staff availability.

Assessment appointments at South Norwood are allocated on a 'first come, first served' basis. Once all appointments are taken, a Reception service will be operated. Appointment slots are often filled very quickly and you are advised to arrive early.



48-50 Portland Road, South Norwood,
London, SE25 4PQ



www.citizensadvicecroydon.org



0300 330 9095

National



www.citizensadvice.org.uk



Adviceline 0800 144 8848 (9am-5pm Mon-Fri)



Online chat between 9am-5pm Mon-Fri

[www.citizensadvice.org.uk/about-us/contact-us/
contact-us/web-chat-service/](http://www.citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service/)



Debt helpline 0800 240 4420 (9am-5pm Mon-Fri)

Housing advice from CAYSH



CAYSH offer housing advice and other services to people who live in the borough of Croydon.

They make referrals to other agencies and support groups, e.g. careers/employment support, education welfare from schools/colleges, cultural support groups.

They also offer specialist support for particular groups such as young offenders.

The CAYSH mission is to provide 'safe homes and better futures for vulnerable people, especially the young.' They work to ensure that the voices of vulnerable people (especially the young), the marginalised and excluded, are heard and that they are not defined by their experiences. They see them as people first and homeless second.



020 8683 0227



info@caysh.org



www.caysh.org



CAYSH Head Office, Christopher Wren Yard,
CAYSH 3rd Floor, 119 High Street, Croydon, CR0 1QG



@CAYSHUK

Whoever you are,
we're here to help



@CAYSH



Numbers for Support with Housing

Single Homeless Service (SHS): Supported Accommodation

The team can be contacted daily  020 8760 5498


Young people under 21 please contact a team member based at the Turnaround Centre  020 8760 5530

For General Enquiries you can e-mail the team:
shs@croydon.gov.uk

Adult Placement Scheme - an alternative to supported housing within a 'carer' family home  020 8726 6500

Centrepoint Helpline (16-25 year olds)  0808 800 0661

Croydon Council housing options team  020 8726 6100

Croydon Homeless Health Team (Rainbow Health Centre)  020 8274 6070

Evolve - Housing + Support  020 7101 9960

Housing Advice Team  020 8686 4433

Housing Benefit & Council Tax  020 8726 7000

Housing Specialist Line  020 8726 6100

Older people over 65 for an assessment of eligibility for sheltered housing  020 8726 6500

Safeguarding Adult Team  020 8726 6500

Turnaround Centre for young people  020 8760 5530

Council Tax

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www.croydon.gov.uk

Council Tax support (sometimes called Council Tax Reduction) replaced Council Tax Benefit in April 2013.



Not everyone has to pay Council Tax. Most eligible adults (i.e. adults aged 18 or over) are liable to pay council tax

However, some people are exempt from paying any Council tax, e.g. full time students and people assessed as being severely mentally impaired – if you think this may apply to you, phone the council to ask for more information

Some people pay a reduced amount of Council Tax You'll get 25% off your bill if:

- you live on your own or
- no-one else in your home counts as an adult (e.g: they are on a qualifying benefit – at least middle rate care of DLA, at least standard rate of daily living of PIP or at least lower rate of attendance allowance)

You may get Council Tax Support if you are on a low income or claim certain benefits. Your bill could be reduced by up to 100%.

If you get Universal credit you have to make a separate claim for Council tax support, it is not included in your Universal Credit claim

Applying for Council Tax Support

Who can Apply: You can apply if you own your home, rent, are unemployed or working.

What you get depends on:

- where you live - each council runs its own scheme
- your circumstances (e.g. income, number of children, benefits, residency status)
- your household income - this includes savings, pensions and

your partner's income

- if your children live with you, and or if other adults live with you

How to Apply for Council Tax Support

On line: You can apply for Council Tax Support on line either at home or by visiting Access Croydon in Bernard Weatherill House and using one of the computers – you won't be able to get hands on help to complete the form but can phone the help line (below)

Claiming Council Tax Support on line:

1. Complete the on line claim form www.croydon.gov.uk/advice/benefits/claim and
2. Send in the documents you are asked to send (original not photocopies) to the following address:
Income and Benefit, 5th floor, Zone A,
Bernard Weatherill House, 8 Mint Walk,
Croydon, CR0 1EA.

Home Visits

If you are unable to apply online or are having trouble completing the form, you, or someone who cares for you can ask the council to visit you in your home and complete a form with you.

Visiting team contact details:

Home Visits

If you are unable to apply online or are having trouble completing the form, you, or someone who cares for you can ask the council to visit you in your home and complete a form with you. Visiting team contact details:



020 8667 8336



croyhbvis@croydon.gov.uk



020 8726 7000



croyctax@croydon.gov.uk



Council Tax Section, 5th floor, Zone A,
Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA

Housing Benefit

Who can apply: Due to the introduction of Universal credit most people can't make a **NEW CLAIM** for Housing benefit, the few exceptions are people past state pension age, people in supported accommodation and people in temporary accommodation provided by the council. Those who are already claiming Housing benefit, your claim will continue until you are migrated over to Universal credit (it is currently estimated that everyone will have been migrated over by September 2024)

If you are in supported accommodation; your keyworker or income officer will make the claim on your behalf and if you are of state pension age or in temporary accommodation you can make a new claim on Croydon council's website

If you already have a claim for housing benefit and have a problem or need help you can contact the council using the following methods

Contacts Housing Benefit



020 8726 7000



croyhben@croydon.gov.uk



Housing Benefit Section,
London Borough of Croydon,
Bernard Weatherill House, 8 Mint Walk,
Croydon, CR0 1EA

Extra help to pay the rent – Discretionary Housing Payments

You may also get extra help for a limited amount of time from the council called a 'discretionary housing payment' (DHP)

Discretionary housing payments are made towards housing costs where a person receives Housing Benefit or the housing element of Universal Credit and they need help with:

a shortfall in rent

- an advance in rent or a deposit
- removal costs

- rent arrears (extreme cases only)

It is not automatically awarded because your Housing Benefit does not cover your rent.

What is not covered

Discretionary housing payments cannot be used to cover:

- service charges that are not included in your rent
- overpayments of Housing Benefit
- second adult rebate claims
- support charges for people living in supported accommodation
- deductions in Housing Benefit for any other adults over the age of 18 in the household (this can be decided on a case by case basis)

Eligibility

To be eligible for discretionary housing payments, you must:

- receive Housing Benefit from Croydon Council or the housing element of Universal Credit
- have an affordable long term solution
- have a fully completed budget planner (available from the DHP page of Croydon Council's website) including income and expenses

Who can apply: When applying, you will need to explain why the payment is needed. Some examples include:

- financial problems
- personal problems
- a medical condition
- the risk of being made homeless

How to apply: You can download an application form

www.croydon.gov.uk/benefits/financial-hardship/discretionary-housing-payments

Cold Weather Payments

Who can apply:

Cold Weather Payments can help people who are in receipt of certain benefits with their additional heating costs during winter. A payment will be made for each 7-day period of very cold weather between 1 November and 31 March. After each period of very cold weather in your area, you should receive a payment to your account within 14 working days.

How to apply:

Cold Weather Payments will automatically be paid to you; you should not need to make a claim for them. Tell your pension centre or Jobcentre Plus if you think you should have received a Cold Weather Payment but you have not had one.

Winter Fuel Payments

Who can apply: Winter Fuel Payments are yearly one-off payments of up to £300 to help elderly people pay for their heating in the winter, whatever the temperature. Winter Fuel Payments are paid to men and women over pension credit age (which changes each year).

Winter fuel payments will not affect other benefits you may be getting.

How to apply: You will get your Winter Fuel Payment automatically (you do not need to claim) if you're eligible and either:

- get the State Pension
- get another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit)

If you do not get either of these, or if you live abroad, you may need to make a claim. - <https://www.gov.uk/winter-fuel-payment>



Enquiry line -0800 731 0160

Warm Home Discount Scheme

You could get a discount (£140) on your electricity bill through the Warm Home Discount Scheme.

The discount won't affect your Cold Weather Payment or Winter Fuel Payment.

Who can apply: Not everyone gets the discount - you have to qualify and eligibility varies with different energy suppliers (people receiving pension credit and certain vulnerable people, including those on low incomes and disability benefits may qualify). The money isn't paid to you; it's a one-off discount on your electricity bill, usually between October and March. You can also qualify for the discount if you use a pre-pay or pay-as-you-go electricity meter (e.g. you could get a voucher to top up your meter)

How to Apply: Find out more by contacting your energy supplier in the Spring/Summer of this year for more details and to see if you could qualify for a reduction next winter.

Home Heat Helpline

The Home Heat Helpline advises people worried about paying their fuel bills and keeping warm during the winter. It also gives advice to low-income households in urgent need of heating help and advice.

They can give you quick, clear information on grants, benefits and payment schemes that you may be entitled to as well as basic steps that you can take to save money on heating bills by making your home more energy efficient.

To speak to one of their specially trained advisors, complete the form on their website:



www.homeheathelpline.org.uk

Grants to help you pay off an Energy Debt or water bill

There are a range of schemes and grants available depending on your energy supplier. NB: regardless of your energy supplier you could apply for help from The British Gas Energy Trust.

One-off payments can be made to people to clear a debt with an energy supplier (awards are given to people who are assessed as having a priority need, e.g. due to a disability which could include a mental health problem). Further Assistance Payments are made to people who have an

Further Assistance Payments are made to people who have an exceptional need for help with expenses such as funeral costs, phone or other utility bill arrears, essential household items and in exceptional cases council tax or rent arrears.

It's ok to get a friend or family member to help, but the recommended route is to apply via a money advice agency such as Citizens Advice.

British Gas Energy Trust

The Trust helps families and individuals experiencing hardship who are struggling with gas and electricity debts by awarding grants to clear those debts.



01733 421 060



www.britishgasenergytrust.org.uk

Budgeting Loans

You could get a Budgeting Loan to help pay for essential things like rent, furniture, clothes or hire purchase debts. The smallest amount you can borrow is £100.

Who can apply: To get a Budgeting Loan you must have been getting one or more of these benefits for the past 6 months:

- Income Support
- income-based Jobseeker's Allowance
- income-related Employment and Support Allowance
- Pension Credit

If you moved from Universal Credit to Pension Credit, any time spent claiming Universal Credit will count towards the 6 months.

There's a different way to get a Budgeting Loan in Northern Ireland.

When you cannot apply

- you get 'new style' Jobseeker's Allowance or 'new style' Employment and Support Allowance
- you're involved in industrial action (for example a strike, walkout or lockout)
- you owe more than £1,500 in total for Crisis Loans and Budgeting Loans

You can apply online or using a paper sf500 form

- online or to download paper form:
www.gov.uk/budgeting-help-benefits/how-to-apply
- or phone the Social Fund Enquiry Line and ask for a form to be posted to you - allow 7 days for the form to arrive

Social Fund Enquiry Line



0800 169 0140

(also call for any questions about budgeting loans)

Crisis Loans and Community Care Grants

You can no longer apply for a Community Care Grant or a Crisis Loan (although you still have to pay back existing crisis loans). Each council has its own scheme to help people in financial hardship.

Croydon Discretionary Support Scheme (CDS)

You can apply to the Croydon discretionary support team if you are in financial hardship and need help with food. They can refer you to the local food bank. They do not issue cash payments.



Eligibility

To be considered:

- you must have lived in Croydon for at least 3 months or are moving into Croydon from certain institutions
- you must be over 16 years of age

You must also receive, or be due to receive, at least one of the following benefits:

- Income Support
- Jobseekers Allowance
- Employment and Support Allowance
- any disability benefit
- Housing Benefit
- Council Tax Support
- Pension Credit
- Universal credit

What you need before you apply

You will need to provide the following evidence to support the request for food help:

- identification
- mini bank statement

Apply to the Croydon discretionary support team by email:



dhp2@croydon.gov.uk

- One in 3 people with a serious mental health problem are in debt.
- People with mental health problems are 3 times more likely to be in debt compared to people without.
- Debt can make mental health problems worse

DON'T STRUGGLE ALONE

Croydon's Debt Advice Service is free, independent & confidential

Money Advice Service

CROYDON
www.croydon.gov.uk



020 8726 6000 ext 63696



8 Mint Walk, Croydon, CR0 1EA

South West London Law Centres



020 8767 2777



www.swllc.org



5th Floor, Davis House, Robert Street, Croydon, CR0 1QQ



enquiries@swllc.org



Step Change Debt Charity

They are here to help you take the first step to becoming debt free. For expert debt advice and a personal solution to your debt problems, talk to one of their advisors, or use Debt Remedy, their online debt advice tool.

StepChange
Debt Charity



8am-8pm Mon-Fri, 8am-4pm Sat



0800 138 1111 freephone, including all mobiles



www.stepchange.org

Advice Services Croydon (ASC)



Addiscombe: Ashburton Library,
42 Shirley Road, Croydon, CR0 8YT



10am-4pm Mon-Fri



0208 686 0066



asc@adviceservicescroydon.org.uk



asc@ageukcroydon.org.uk



www.adviceservicescroydon.org.uk

All Inclusive



Offering one-to-one debt advice or
signposting service.



0208 253 7062



info@allinclusivetraining.org



www.allinclusivetraining.org



CVA Resource Centre, 82 London Road,
Croydon, CR0 2TB

National Debtline

- Advice by phone or email
- Sample letters and template to creditors
- Over 49 FREE fact sheets on dealing with debt, bailiffs, court action etc.

**NATIONAL
DEBTLINE**



Call free on 0808 808 4000



9am-8pm Monday-Friday (including webchat)



www.nationaldebtline.org

Citizens Advice Croydon

CA Croydon provides free, confidential and impartial advice and information on a wide range of issues, including debts, welfare benefits, housing, employment, consumer rights and relationships.

Croydon Citizens Advice offers a face to face walk in service at our offices at

Our opening hours depend on volunteer availability and are listed on our website. CA Croydon is a charity, independent of government and councils, relying on funding from grants and donations.



0800 144 8848



www.citizensadvice.org.uk/debt-and-money



48-50 Portland Road, South Norwood,
London, SE25 4PQ



Iris Law Firm

Comprised of highly qualified, experienced and accredited Lawyers and Solicitor-Advocates, they offer high quality specialist advice and

representation in various areas of law, including Family Law, Residential and Commercial Conveyancing, Employment Law, Wills, and Commercial Leases.

iris.



1st Floor, Kent House, Church Street, Gateshead,
Tyne and Wear, NE8 2AT



0191 477 0055



info@irislaw.com



www.irislawfirm.com

Purley Cross Centre

Your gateway to local services. If you are having problems getting an URGENT appointment with Citizens Advice or legal advice, contact Purley Cross centre.



020 8668 4189



info@purleycrosscentre.org



www.purleybaptist.org



Purley Baptist Church, Banstead Road, Purley, CR8 3EA



10am-4pm Mon-Thu, 10am-2pm Fri

Civil Legal Advice (CLA)

A free confidential legal advice service. Advice on: debt problems, housing, employment, education & benefits & tax credits



Mon-Fri; 9am-8pm and Saturday; 9am-12.30pm



0345 345 4345



www.gov.uk/civil-legal-advice

OTHER USEFUL NUMBERS

Advice Services Croydon (ASC)



020 8686 0066

Age UK Croydon



020 8686 0066

Benefit Enquiry Line (ndirect)



0800 232 1271

Carers Information Service



020 8649 9339

Mind in Croydon Welfare Advice



020 8763 2037

SLaM Welfare Benefits Team (for inpatients and patients under Home Treatment Team)



020 3228 2942
(Maudsley)

Welfare Surgeries Project

The Hear Us Welfare Surgery Project was set up in 2012 in response to a growing need for extra support to help the most vulnerable of our service users to claim the benefits they are entitled to.



We can support you with, help you to understand, make claims for, challenge decisions (including appeals) and deal with problems with many different benefits including:

Employment and Support Allowance (ESA) money if you cannot work because of illness or disability

Personal Independence Payment (PIP) money for those who have difficulty with aspects of day to day life due to a health condition or disability and is replacing Disability Living Allowance(DLA)

Universal Credit (UC) is replacing 6 other benefits with a single monthly payment, is available for those in work on a low income and those too unwell to work.



We have helped over 1500 people with a severe mental illness, many need additional support such as help to read their letters or complete forms, due to problems with reading and writing. Others face further problems such as dealing with drug and alcohol abuse, which means they may face more hurdles, including the prejudices and judgements of others, which make claiming benefits problematic. We are a service user run organisation so have an understanding of what it's like to live with mental health problems.



020 8681 6888



surgery@hear-us.org



07568 408 245


















07568 407 763



www.hear-us.org/surgeries

Food Hubs / Drop-Ins for those in need of Food

Monday	Tuesday	Wednesday	Thursday
<p> Croydon Food Bank. Unit 5, 46 Pilton Estate, Pitlake, Croydon, CR0 3RA.</p> <p> 12pm- 2pm, for those with a ticket</p> <p> 020 8686 5664</p>	<p> Salvation Army. Croydon Citadel, Booth Road, Lower Church Street, CR0 1XY.</p> <p> 2.30pm-4pm, Food parcels can be collected with a referral.</p> <p> 020 8680 9924</p> <p>(They use an email referral system from the appropriate agencies.)</p>		
<p> The Well. Salvation Army. Booth Road, Croydon.</p> <p> 11.30am- 1pm, Hot meal, clothing, access to homeless outreach workers.</p>		<p> Purley Food Hub. Delivers food parcels to clients referred by ticket partners in postcodes CR2, CR5, CR8 and CR0 4.</p> <p> 07546 635295</p>	<p> The Link. East Croydon United Reformed Church, Addiscombe Grove, CR0 5LP</p> <p> 6.30pm- 7.15pm</p> <p>Refreshments  020 8688 1464</p>
<p>Nightwatch Soup Kitchen</p> <p>Every night of the year</p> <p> Queen's Gardens, Croydon (or Mint Walk)</p> <p> 9.30pm-10pm</p> <p>Food and hot drink</p>			

Food Hubs / Drop-Ins for those in need of Food

Friday	Saturday	Sunday
<p> Croydon Food Bank. Unit 5, 46 Pilton Estate, Pitlake, Croydon, CR0 3RA.</p> <p> 11am-2pm, for those with a ticket</p> <p> 020 8686 5664</p>	<p> Purley Food Hub. Delivers food parcels to clients referred by Ticket Partners in postcodes CR2, CR5, CR8 and CR0 4.</p> <p> 07546 635295</p>	<p> Croydon Tabernacle. 38/40 Parsons Mead, West Croydon, CR0 3SL.</p> <p> 8am to 9am</p> <p> 020 8688 8466</p>
		<p> St Mildred's Church. 30 Bingham Road, Croydon, CR0 7EB.</p> <p> 1pm-3pm, 1st and 3rd Sunday of month</p> <p>Hot meal</p> <p> 020 8655 1434</p>

Useful Contact Numbers

Single Homeless Service (SHS)  020 8760 5498

Croydon Council  020 8686 4433

Nightwatch  020 8699 6718

Rainbow Health Centre  020 8274 6070

Street Link  0300 500 0914

Substance Misuse  020 8604 7104

Thames Reach  020 3617 6070

Palmer House (Evolve Housing + Support)  020 7870 8850

WeCare (Housing & Support)  020 8686 2073

Your Benefits are Changing - Don't Panic!

Personal Independence Payment (PIP) helps with some of the extra costs caused by long-term ill health or a disability if you are aged 16 to 64. PIP has replaced DLA for people of working age (from 8 April 2013).

(If you are one of the few people still on DLA, you will receive a letter from the Department for Work and Pensions (DWP) inviting you to make a claim for PIP - do not ignore this letter. If you chose not to claim PIP, then your DLA will end. Telephone DLA if you are unsure on 0800 121 4600)

You could get between £23.60 and £138.05 a week (NB: amounts go up slightly each year) depending on how your condition affects you and the help you need (it does not matter whether or not you actually get any help)


PIP is made up of 2 components, a Daily Living component and a Mobility component. You may be entitled to either or both, at Standard or Enhanced Rate.

PIP is 'non means tested' which means you can get PIP whether you're in work or not.

You can ask a friend or key worker to help

How to claim PIP;

PIP 1 – the Phone Call

You need to phone the PIP claim line on  0800 917 2222 (Monday to Friday, 8am to 6pm). There are different options depending on whether you have an existing claim for DLA or not. You will be asked to give some basic details about yourself to check that you can qualify for PIP. You should have your GP details, details of other professionals who care for you and bank details ready for the call - someone can do this on your behalf but you will probably need to be present during the phone call.

PIP 2 The 'How your disability affects you' form

Within about 2 weeks of making the phone calls, you will receive a PIP 2 form. This is your opportunity to explain how your disability affects you and the help you need (remember you don't actually need to be getting any help to qualify).

PIP doesn't just consider at whether you can or can't perform an activity, it also considers whether you can perform it:

Safely: are you a risk to yourself or others when trying to perform an activity? e.g: falling in the shower

To an acceptable standard: there is no set definition as to what this means as it differs depending on the activity but it should take into account things like the level of pain you experience when performing an activity.

Repeatedly: this means are you able to complete an activity as often as it is reasonably required to be completed?


Within a reasonable time period: this means no more than twice as long as someone without a physical or mental health condition would take to complete the activity.

PIP also considers how things affect you for the majority of the time and normally considers a 1-year period (3 months prior to your claim/PIP form and the following 9 months) so don't just think about how you are today also think how your conditions can fluctuate over time.

So always take the above into account when you answer the questions on the form.

It can be helpful to ask someone who knows you well such as a health professional, care coordinator, social worker or someone in the voluntary sector, to help you fill in the form. If you can, include some supporting information such as a care plan, clinic letter or support plan with your form.

Personal Independence Payments (PIP)

Make sure you send the form back by the deadline, and phone up and ask for extra time if you need to on the PIP enquiry line  0800 121 4433. It is worth asking for help to complete the form.


Face to Face Assessment

Most people will be asked to attend a face to face assessment with a health care professional. You will receive a letter telling you when and where you need to go. It is strongly recommended that you take someone with you to this assessment for support. If you need to take a cab, ask about getting your travel expense reimbursed before you attend. If you are unable to attend the assessment, e.g. because it is too far away or you are unwell, phone up and let them know (the phone number should be on your appointment letter). It is possible to request a Home Assessment but you may need a letter from your doctor explaining why you are unable to travel to an assessment centre. **It is a good idea to take someone with you.**

The Decision

The DWP will consider the information on your PIP 2 form and any further medical evidence you send in, along with the report from your assessment if you had one, and any information that the DWP has asked for from the professionals involved in your care. A decision maker within the DWP will write to you to tell you whether or not you have been awarded PIP. A decision letter will be posted out to you. This will say if you have been awarded PIP, at what rate, and possibly for how long (before your claim will be reviewed).

If you are happy with the outcome, your journey ends here and you don't need to do anything else.

If you are not happy with the outcome, it is worth requesting a copy of the face to face assessment if you had one. Phone the PIP enquiry line on  0800 121 4433.

You can call the DWP and ask for an explanation of their decision.

Mandatory Reconsideration

If you are not awarded PIP, you will receive a letter stating that although you have a disability you have not been awarded enough points to qualify for PIP. If you are not happy about the decision, it is worth seeking advice from a Welfare Benefits Agency about whether to challenge the decision.

If you decide to challenge the DWP's decision not to award you PIP or to award you 1 component but not the other (e.g. daily living but not mobility), or to give you a lower award than you think you should get for either component (e.g. standard but not enhanced) - you will need to tell the DWP that you want them to look at your claim again - this is called a Mandatory Reconsideration. You will need to phone the DWP (0800 121 4433) stating your reasons for wanting them to look again at their decision, complete a CRMR1 form (available online) or write to the address on your decision letter stating your reasons. You will normally have 1 month from the date you receive the decision letter to do this. However, if it has been more than 1 month, it is still important that you challenge the decision, but also tell the DWP why it has taken you a long time to contact them, e.g. your mental health has been poor, or you needed more support because of your mental health.

The law says that you have up to 13 months to challenge the decision but that if you are challenging outside the 1-month deadline on the decision letter you have to explain why it is late, the later you are to challenge the decision the better the explanation has to be!

It is also a good idea to include, if possible, any further medical evidence you may have. You can also ask the DWP to speak to someone who can help you to explain your disability such as your care coordinator or support worker.

A different decision maker will look at your claim and all the information they have about your disability and you will be sent another letter, stating whether or not they have changed their mind. If you are still not happy, you can then ask to APPEAL. NB: you cannot Appeal the decision without asking for a Mandatory Reconsideration first.

Personal Independence Payments (PIP)

APPEAL

It is strongly recommended that you seek advice and support at this stage.

You will need to contact the Tribunals Service, stating briefly that you want to appeal the decision on your PIP and the reasons why. You can appeal online (www.gov.uk/appeal-benefit-decision/submit-appeal), fill out a form called an SSCS1 or write a letter:

HM Courts and Tribunals Service
Social Security & Child Support Appeals
Copthall House
9 The Pavement
Grove Road
Sutton
SM1 1DA

IMPORTANT: You must try and appeal within 1 calendar month of the date on the mandatory reconsideration decision letter. Again, if it has been longer than 1 month (you have up to 13 months to make a late request) still appeal and state your reasons for being late.

IMPORTANT: Appeals are very often successful, even more so if you request an oral hearing (i.e. you or a representative attend the appeal in person) - so don't be put off but do consider approaching an organisation for help.

BE CAREFUL: Don't forget to let the DWP know if you are affected by the following, because if you are paid PIP when you shouldn't be, you will have to pay it back and may be issued with a fine:

If you go into hospital or a care home for more than 4 weeks

If you go abroad for more than 13 weeks

If you're imprisoned or held in detention



USEFUL NUMBERS

MIND IN CROYDON WELFARE BENEFITS ADVICE LINE:



020 8763 2037



wba@mindincroydon.org.uk



www.mindincroydon.org.uk

Please leave a message if you require assistance with welfare benefit appeals work. If you leave your name and number and a brief detail about the issue they will respond when they are next available.

HEAR US WELFARE SURGERIES PROJECT



020 8681 6888



surgery@hear-us.org



07568 408 245 or 07568 407 763



www.hear-us.org/surgeries

CITIZENS ADVICE BUREAU ADVICE LINE:



0800 144 88 48 (freephone)

You can call or text us 9am to 5pm, Monday to Friday.

DEPARTMENT FOR WORK AND PENSIONS

Disability Living Allowance



0800 121 4600

Personal Independence Payment:

Claim line



0800 917 2222

Personal Independence Payment

Enquiry line



0800 121 4433



Making a Universal Credit claim

To make a claim online you'll need to have some information to hand. This can include:

Your personal information



National insurance number



Your email address



Your phone number

Your housing information



Your address



Your landlord's address



How much rent you are paying

Your financial information



Your bank account details

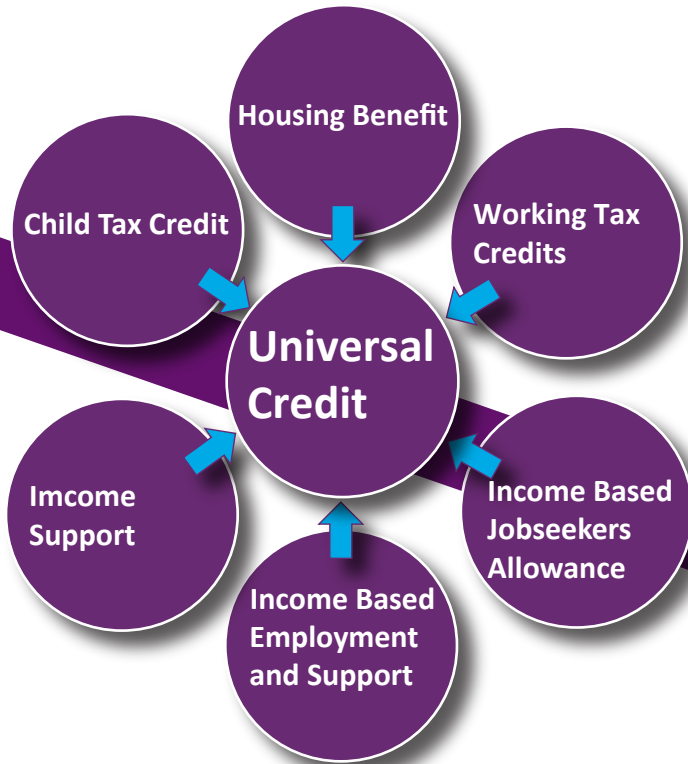


Details of any savings you have

Any salary or other income



Universal Credit (UC) is a benefit for people of working age (ages 18-64, you can claim between the ages of 16 and 18 if; you have a child, you get Disability Living Allowance (DLA) or Personal Independence Payment (PIP) and you are assessed as having limited capability for work, you are 'without parental support') that is replacing 6 'legacy benefits';



- Income support
- Income based Jobseekers Allowance
- Income related Employment and Support Allowance
- Working tax credits
- Child tax credits
- Housing benefit

Apart from very specific circumstances (you are still able to claim housing benefit if you are past state pension age, in supported accommodation or placed in temporary accommodation by a local authority) it is no longer possible to make a new claim for one of these benefits, you have to claim UC instead. UC is replacing sickness related benefits for people who are out of work and tax credits for people in work.

UC is replacing these 6 main working age benefits with 1 simple

Universal Credit (UC)

payment.

UC is claimed on line (www.gov.uk/apply-universal-credit) but local services will be available to provide face to face help and there is a help line available (see below).

There is a UC help line 0800 328 5644. Lines are open 8am to 6pm, Monday to Friday.

Certain benefits like DLA and PIP are not part of UC and are paid separately.

Other Benefits that will still continue include

- child benefit
- contribution-based jobseeker's allowance
- contribution-based employment and support allowance
- carer's allowance

Budgeting Loans are not available for people on UC who will have to claim a Budgeting Advance instead.

UC will be paid into a Bank Account or Building Society Account (when UC was first introduced they were unable to pay into post office accounts; it is now possible to have UC paid into a post office account but post office accounts are coming to an end in November 2022. Vulnerable customers unable to open a bank account will need to move to the Payment Exception service being introduced to replace post office accounts, if you are currently using a post office account you will be written to about this service).

There is 1 payment per household, and the payment will be monthly.

If you are a couple, you will make one joint claim for UC.

There is no limit on how many hours of work you can do with UC - i.e. no 16-hour rule, if you start to work. The amount of UC you get will gradually reduce as you earn more. Unlike Jobseeker's Allowance, your payment won't stop when you work more than 16 hours a week. The more you work, the higher your total income (from earnings and benefits combined) will be. With UC you won't

lose all your benefits at once if you start to do some work and are on a low income.

Providing your income and savings don't go above certain limits, you can carry on claiming UC if you are working or out of work. UC may help people on low incomes who move in and out of work by reducing the problems caused by benefits stopping and starting.

UC is made up of elements that relate to people in different circumstances. Depending on your circumstances, you will be eligible for some elements but not for others; elements include:

- Standard allowance - available to everyone; the amount will differ depending on whether you are aged under or over 25 and whether you are single or part of a couple.
- Child element - if you are responsible for a child or children, the amount will differ depending on if you are responsible for one or more children (limited to two children post April 2017 births) and whether the child/children are born pre or post April 2017.
- Disabled child element - if you are responsible for a child who is disabled (the child receives DLA or PIP) the amount differs depending on what rate of DLA/PIP your child gets.
- Housing costs element - if you pay rent (including to the Council or a Housing Association) you may be able to get a housing costs element as part of your UC. The amount paid will depend on what rate of local housing allowance you are eligible for and who else is in your household. For certain claimants (council and housing association tenants) having 'spare' bedrooms may reduce the amount.
- Limited capability for work related activity element - if you have a health condition that affects both your ability to work and take part in 'work related activity,' e.g. training courses, job centre appointments, etc. you may be eligible for this element. You will need to state that you have a health condition either when you claim or by declaring a change of circumstances; provide 'fit notes' from your GP until you can be assessed, and complete a form and be assessed by a health professional working on behalf of the DWP.
- Carers element - if you care for someone on a qualifying benefit (someone who receives attendance allowance, the middle or

Universal Credit (UC)

high rate of care for DLA or either rate of daily living for PIP) for at least 35 hours a week, you may be eligible for this element.

- Childcare costs element - if you are in paid work and paying for formal childcare you may be able to claim back up to 85% of your childcare costs.

Work allowance and taper rate

If you have a child or you or your partner have limited capability for work, you may get a 'work allowance.' This is an amount of money you can earn before your UC starts being reduced, the amount of work allowance will differ depending on whether your UC includes a housing costs element. Once you earn above your work allowance or, if you don't have a work allowance, you earn anything, your UC will reduce by 55p per pound you earn (this is the taper rate as of late 2021, it may change in the future).

Your obligations

In order to claim UC, you have to agree a claimant commitment - this is what you agree to do in return for your UC and your obligations will fit into one of four groups:

- All work related requirements - you are expected to spend a significant amount of time looking for work and take up work if it is offered. This is for people who are well enough to work, don't care for someone with a disability and don't have a young child.
- Work preparation and work focused interviews - you have to meet with your work coach and take part in work preparation. This is for people who have been assessed as having limited capability for work or have a child aged two.
- Work focused interviews - you must meet with your work coach regularly, you have a child aged one or you are a foster carer of a child under 16.
- No work related requirements - you are caring for a severely disabled person, you are assessed as having limited capability for work related activity, you are a lone parent or main carer of a child under one.

Welfare Benefits Advice Mind in Croydon



This Service offers

- support with appeals and tribunals
- support with complex benefits issues
- general telephone advice on all types of benefit issues
- support and guidance to professionals and/or service users

Do I need to be referred? Yes. The Welfare Benefits Advice service is available by referral from professionals working with mental health service users and their carers. Telephone Enquires from service users and carers are also accepted. 9am-5pm Monday-Friday



020 8763 2037



wba@mindincroydon.org.uk



www.mindincroydon.org.uk



Orchard House, 15A Purley Road,
South Croydon, CR2 6EZ



Benefit Enquiries



0800 055 6688 - New benefit claims (Jobcentre Plus)



0800 169 0310 - Existing benefit claims - Jobseeker's

Allowance (JSA), Income Support, Incapacity Benefit or
Employment and Support Allowance (ESA)



0800 328 5644 - Universal Credit helpline



www.benefitsandwork.co.uk - Benefits and Work



www.gov.uk

Benefits - help, advice and contact numbers

Health Assessment Advisory Service (for ESA or UC)		0800 288 8777
HMRC Employees Advice line (statutory sick pay)		0300 200 3200
Housing Benefit		0208 726 7000 option 2
Incapacity Benefit		0800 169 0310
Income Support		0800 169 0310
Independent Assessment Services (for PIP assessment)		0800 188 4881
Job Seekers Allowance		New claims: 0800 055 6688 Existing claim: 0800 169 0310
Maternity Allowance		0800 169 0283
Maternity Grant (Sure Start)		0800 169 0140
Pension Credit claim line		0800 99 1234
PIP Enquiry Line		0800 121 4433
PIP New Claims		0800 917 2222
Prescription Prepayment Certificate (PPC)		0300 330 1341
Social Fund Enquiry Line		0800 169 0140
Staying Put Service		020 8760 5505
Taxi Card		020 7934 9791 option 2
TV Licensing (discount for people in residential care)		0300 790 6011
Universal Credit helpline		0800 328 5644
Warm Home Discount Scheme		0800 731 0214
Winter Fuel Payment helpline		0800 731 0160
Working Tax Credits		0345 300 3900

A to Z of Useful Numbers for Benefits

Access to Work Grants		0800 121 7479
Appeals and Tribunals Service		0300 123 1142
Attendance Allowance helpline		0800 731 0122
Bereavement Service helpline		0800 731 0469
Blue Badge (Travel Services Croydon)		020 8726 7100
Budgeting Loans		0800 169 0140
Carers Allowance		0800 731 0297
Centre for Health and Disability Assessments		0800 288 8777
Child Benefit Enquiries		0300 200 3100
Child Tax Credits		0345 300 3900
Council Tax		0208 726 7000 option 1
Croydon Benefits Service		0208 726 7000 option 2
Croydon Discretionary Support (CDS)		020 8760 5719
Dial A Ride		0343 222 7777
Disability Living Allowance		0800 121 4600
Discretionary Housing Payments		020 8604 7226
Employment and Support Allowance - Existing claims		0800 169 0310
Freedom Pass Helpline		0300 330 1433
Funeral Expenses Payments		0800 169 0140 option 2
HC1/HC5/HC12 - Help with Health Costs		0300 123 0849

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HEAR US MEMBERSHIP

Receive regular invites to our monthly Open Forum, to participate in discussions with commissioners and service providers about the mental health services we use.

Hear Us Membership is suitable for people with a mental illness, parents or carers and professionals living or working in the London Borough of Croydon. You'll receive regular invites to our events exactly how you wish to receive them, either regularly via post or email, and your contribution is your choice.

You may want to join our Membership and have no pressure to do anything; the bigger our Membership, the stronger our voice becomes.



You may also wish to make a regular donation that would support Hear Us to deliver our peer-run projects.

Scan the QR Code with your smartphone, which will take you to our website to sign up for Membership or to donate.



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