



HEAR US CROYDON

Croydon's Mental Health Service Users Group

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Hear Us

QUALITY MANUAL



SECTION C: Running the Organisation

C.1.2 Link Trustees Role Description

Welfare Surgeries Project

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Hear Us

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Charity No.1135535



Link Trustee Role Description: Welfare Surgeries Project

The Hear Us trustees play a vital role in making sure that the Welfare Surgeries Project achieves its core purpose, ensuring that the organisation complies with its governing document, organisation law, and any other relevant legislation or regulations.

Aims of the WSP:	Annual Target Case Work
<p>1. Address and resolve immediate financial distress.</p> <p>“We can help our clients by providing food tickets for food banks and help them to apply to schemes such as Croydon’s Discretionary Scheme and Discretionary Housing Payments. We will also help clients to manage their utility bills and resolve their immediate financial issues.”</p> <p>Examples of what we can help clients with: Foodbanks Vouchers Croydon’s Discretionary Scheme Discretionary Housing Payments. Utility Debt and Repayment Schemes</p>	<p>170</p>
<p>2. Support by helping clients to improve financial security.</p> <p>“If you have complex needs, we can support clients in better understanding the Department of Welfare and Pension benefits system and support clients in maintaining the benefit claims. “We want to continue providing a welfare benefits service if clients have complex needs to ensure that they are able to obtain the essential financial support required to tackle poverty and homelessness and support them to recover from mental illness.</p> <p>Examples of what we can help clients with: Employment and Support Allowance (ESA) Applications Personal Independence Payment (PIP) Applications Universal Credit (UC) Applications</p>	<p>150</p>



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DLA Applications

Housing Benefit Applications

3. **Increased Social Inclusion (Inc. Preventative Services).** **60%**

“Support clients to access Motability schemes and obtain freedom pass to combat social exclusion through signposting and support; we can help ensure that their mental health enables them to engage with friends and family and to join in with activities, including volunteering in the local community.

Examples of what we can help clients with:

Applications for Freedom Passes

Mobility Schemes & Blue Badges

Referrals and Signposting for Support from Social Inclusion Services:

Referrals to Employment & Volunteering

Referrals to Groups and Activities

Referrals to Talking Therapies

Referrals to Debt Agencies

Referrals to Job Centres

Referrals to Drug and Alcohol services

The Link Trustee will ensure that the Welfare Surgeries Project has a clear strategy and that our work and goals align with our vision. Just as importantly, they support and challenge the Senior Management Team to enable Hear Us to grow and thrive and, through this, achieve our mission.

The Board member who is linked to the Welfare Surgeries Project is responsible for informing the board of any successes or any concerns or issues regarding the Welfare Surgeries project that they feel need discussion at the board level.

The Link Trustee will work with the SMT, including the CEO, Deputy CEO, and the Project Manager (*and staff when this is felt required, particularly around staff wellbeing and workload*).



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As the Link Trustee becomes more involved in the WSP, their knowledge and understanding of its impact on our community will grow in turn; this will make Hear Us trustee board and the charity stronger.

Link Trustees' purpose is to work alongside [Welfare Surgeries Project](#) Manager to evaluate and oversee the project, with support from the CEO and/or Deputy CEO and WSP Manager - to ensure that the project purpose, vision, goals and activities (*aims and targets listed above*).

The Link Trustee will require support from the CEO to access accounts to monitor budget spending and funding and oversee the project's financial funding/budgets and spending.

They will have:

- Access and assistance with accounting Software, QuickBooks,
- Access and assistance with Online Banking, currently the Cooperative Bank,
- Access and assistance with Bank Statements,
- Access and assistance: With projects outcomes,
- Access and assistance: Equal Ops Monitoring,
- Access and assistance: Evaluation: Of Service by Service Users,
- Access and assistance: Evaluation: Wellbeing of Service Users,
- Access to Team Meetings with staff to discuss the wellbeing of staff & workload; this can be one-to-one if staff requests,
- Access and assistance: Safeguarding Alerts,
- Access and assistance: Complaints made against the project or staff,
- Ensure there is effective and efficient administration,
- Keep abreast of changes in the operating environment,
- Attend Board meetings with the Project Manager and help contribute to presentations,



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- Help ensure that key risks are being identified, monitored and controlled effectively,
- Contribute to regular reviews of governance.

The majority of the above is reported quarterly and annually with the project grant funders, City Bridge Trust and the National Lottery, and our core funder, the South West London Integrated Care Board, which should make this easy to access the data.

The Link Trustee can choose what information they want to see, but staff need to be given a reasonable time to respond to requests.