

The Welfare Benefits Advice service is available by referral from professionals working with mental health service users and their carers. Self referrals may also be accepted if they are appropriate to the service's criteria. We also accept telephone queries.

What we do:

- Appeals and representations
- Complex benefit issues
- General telephone advice on all types of benefit issues
- Talks to professionals and/or service users



Contact Details

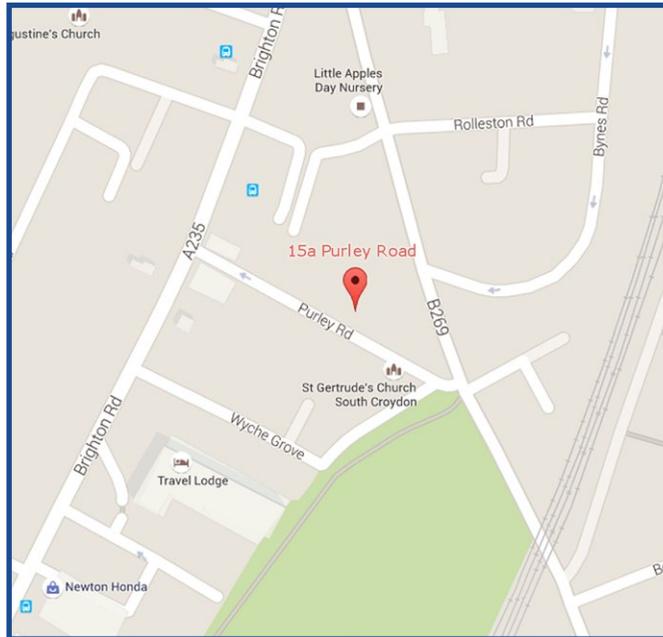
Orchard House
15a Purley Road
South Croydon, CR2 6EZ
(BY APPOINTMENT ONLY)

T: 020 8763 2037
F: 020 3740 9858

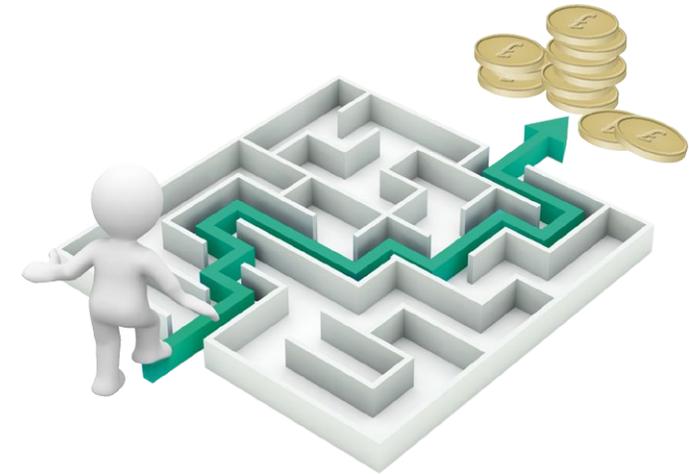
E: wba@mindincroydon.org.uk

W: www.mindincroydon.org.uk

Open: Monday - Friday 9:00 - 17:00



Welfare Benefits Advice



www.mindincroydon.org.uk



Please call 020 8763 2037 for further information

Mind in Croydon is a registered charity no. 1073880

The Welfare Benefits Advice service was set up to offer advice and assistance on complex welfare benefits issues to people suffering from mental health problems, their carers, and professionals working in the mental health field.

It is a specialist service focusing on cases which need to be taken to Tribunals on appeal. We also deal with other cases which raise difficult legal issues or which require detailed understanding of the administrative procedures of the Department of Work and Pensions and other public bodies.

We operate an advice line on Tuesday from 10am to 1pm and on Thursday from 1pm to 4pm on which we can advise on any benefit issues. Please telephone 020 8763 2037

We also offer advice, support and consultancy where necessary to people helping clients with any sort of benefit problem. If you are a professional we also have a direct line for you to use, please email us and we will send details of this.

Frequently Asked Questions

Q I have no idea if my benefits are right or if I should claim something else – can you help me?

A Probably. If you phone us up we will talk it through on the phone and explain the options. If you can tell us exactly what you are getting we can probably tell you if it is right.

Q I want someone to sit down with me and do a check of my benefits. Will you do this?

A Probably not. Health and Social Services staff in the Resource Centres can do benefit checks and if necessary they can ask us for advice. However, dependant on staffing levels and if the matter is too complex to be dealt with on the telephone we may consider a face to face interview.

Q Someone I know is getting Disability Living Allowance/Personal Independence Payment and he thinks I should be entitled as well. Can you tell me if this is right?

A Up to a point. If you call us we can probably advise you whether it is worth claiming or not and how to get the forms you need. We will not be able to tell you for certain if you are entitled.

Q I have been turned down for DLA/PIP, or I do not think I have been given enough. Will you help me appeal?

A Yes. If you need to go to appeal we will help you all the way through the process. This includes writing to doctors and other professionals for evidence, putting arguments in writing to a Tribunal and accompanying you to Tribunal hearings.

Q I have been called up for an examination in relation to Employment Support Allowance or Personal Independent Payment. Will you go with me?

A This will depend on available staff resources, but the earlier you contact us the better, as we might be able to advise on e.g. how obtaining evidence of illness could avoid you having to go for an examination at all.

Q I have been in receipt of Housing Benefit for some time, this has suddenly stopped and they are saying that I will need to go to court because of a possession order. What should I do?

A We may be able to help you, in relation to the benefit issues, if the situation is as you describe. It may take some time to fully resolve the situation.

Q I am confused over Universal Credit payments can you advise me?

A Yes please call our advice line and we will explain what this means.

"Thank you for all your help. I don't like to keep phoning you, but how could I have dealt with it without you? If they take money off when they shouldn't, how am I supposed to know it's wrong?"

