

The Welfare Benefits Advice service is available by referral from professionals working with mental health service users and their carers. 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

## What we don't do:

- Form filling
- Debts
- Routine benefit checks

Please call 020 8763 2037 for further information.

## Contact Details

26 Pampisford Road  
Purley  
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(BY APPOINTMENT ONLY)

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F: 020 8763 3782

E: [wba@mindincroydon.org.uk](mailto:wba@mindincroydon.org.uk)  
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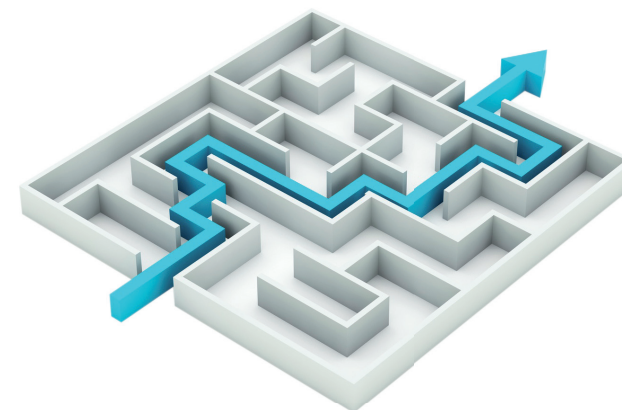
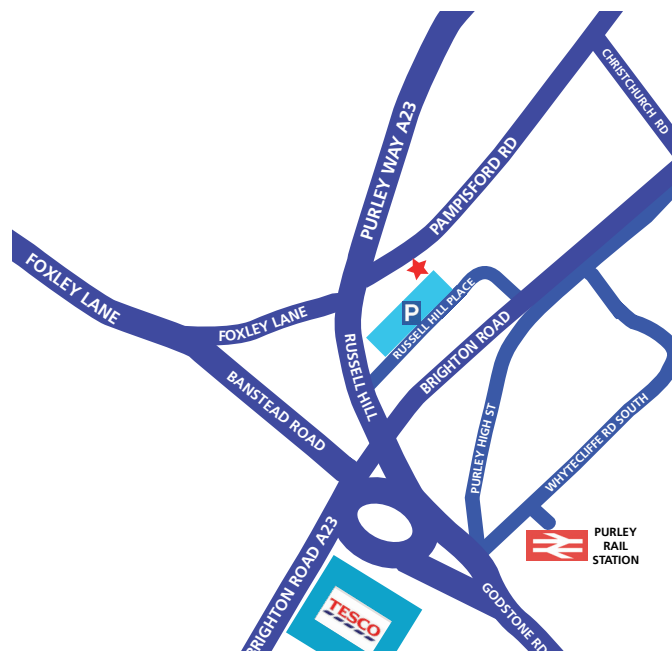
Open: Monday - Friday 9:00 - 17:00



For better  
mental health

Mind in Croydon

# Welfare Benefits Advice



INVESTORS  
IN PEOPLE



MINDFUL  
EMPLOYER



Mind in Croydon is a registered charity no. 1073880

[www.mindincroydon.org.uk](http://www.mindincroydon.org.uk)

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 and others 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 also offer advice, support and consultancy where necessary to people helping clients with any sort of benefit problem.

## 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.

**Q.** Someone I know is getting Disability Living Allowance 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, 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 Incapacity Benefit to see if I am still too ill to work. Will you go with me?

**A.** Yes, if we can arrange it in time. The earlier you contact us the better as we might be able to avoid you having to go for an examination at all.

**Q.** They have just told me that I am well enough to work and that I have to sign on. I do not feel well enough to work and my doctor does not think so either. What should I do?

**A.** You need to appeal. We can help you do this and also advise you on what to claim while you are waiting for the appeal to be heard.

**Q.** I have been on Income Support and Housing Benefit for years but they have suddenly stopped my Housing Benefit and now they are taking me to court for a possession order. What should I do?

**A.** We will be able to help you, if the situation is as you describe, but it may take some time to fully resolve the situation.

*"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?"*

