

Feel Good About Coming Home



Welfare Rights Service

What can you expect from us



we care

family
mosaic

What you can expect from us

Family Mosaic is keen to help our customers to maximise their income so that they are in a better position to maintain their tenancies. Our Welfare Rights service offers advice to any of our customers who may be having problems with their benefits.

How is the service offered and where from?

There are three Welfare Rights Advisers supported by the Welfare Rights Team Leader, covering Hackney and Essex, North and West London.

The advisers offer telephone support, hold advice surgeries and offer home visits. For more complex queries, they also offer a casework service where the adviser will work with you on an ongoing basis.

Case Study

Anna lives in a Family Mosaic property. She is a single parent with 2 children who suffers from depression and anxiety.

She was referred to the Welfare Rights service by her incomes officer as she was having problems with her housing benefit. An adviser helped her to claim housing benefit of £104.00 per week and she also had this backdated. The adviser also helped her to claim Disability Living Allowance, a Freedom Pass, and a grant for a new cooker as her existing one was broken. This has made a big difference to Anna, both financially and also to her mental health.

Who is the service for?

The service is available to all Family Mosaic customers in London and Essex.

We aim to ensure that our customers are in a good position to be able to maintain their rent payments, sustain their tenancies and enjoy a better quality of life.

What benefits do we help with?

We can advise on a wide range of welfare benefits for customers of all ages, for example...

- Housing Benefit
- Jobseekers Allowance
- Employment & Support Allowance
- Disability Living Allowance
- Pension Credit
- Tax Credits.

We can assist with appeals and tribunal hearings.

We can help you to access grants and loans from the DWP and grants from charities.

What to expect from the service

We promise...

- Your enquiry will be answered within 5 working days, after which you will be taken on as a client or put on a waiting list until an appointment becomes available
- That information provided to advisers will remain confidential and not passed on to a third party, i.e. anyone outside the organisation, except with the customer's permission. However, disclosure to a third party may occur in exceptional circumstances e.g. cases of fraud.
- If we cannot assist you we will signpost to an agency that will help you.

Details of any key teams and partners we work with

We also accept referrals from...

- Incomes Officers
- Neighbourhood Managers
- Pathways2work
- Support Workers
- And work closely with the DWP, Jobcentre Plus and Local Authorities in each region.

What to do if you are unhappy with the service offer

We are very keen to get your feedback on our service.

If you are unhappy with the service, please speak to one of our Welfare Rights Advisors within the team.

In the event, that you are still dissatisfied, please contact

Mumtaz Samad-Dey

Head of Social and Financial Inclusion at Albion House

Phone 020 7089 1322 or email mumtaz.samad-dey@familymosaic.co.uk

Our Offices

Head Office

Albion House,
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Essex North

Rowan House,
33 Sheepen Road,
Colchester, Essex, CO3 3WG.

Essex South

Pembroke House,
Northlands Pavement,
Pitsea,
Essex, SS13 3DU.

Arcola Street

9 - 13 Arcola Street,
London, E8 2DJ.

For access to other Family Mosaic services please call:



0300 123 3456

Key contact details & how to access the service

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Essex & Hackney



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Sue Jones
North & West London



020 7089 1323



sue.jones@familymosaic.co.uk

Sonia Smith
South & East London



020 7089 1187



sonia.smith@familymosaic.co.uk



Through our web site
www.familymosaic.co.uk

Talking your language

Bengali

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Somali

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Turkish

Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabetiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

French

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

Spanish

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Vietnamese

Tài liệu này cung cấp thông tin về các khẩu hiệu chung. Nếu bạn cần bất kỳ phần nào trong thông tin này bằng chữ in to, chữ Braille, CD, băng tiếng hoặc giải thích bằng ngôn ngữ riêng của bạn, xin liên hệ với chúng tôi theo số dưới đây.

This document gives you information about our Welfare rights service. If you need any part of this document in **large** print, Braille, on CD or explained in your own language please contact us on 0300 123 3456.



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