About organisation

that had been in existence for 20 years. Manned by One Paid Staff and 5 Active volunteers, supported by Management Committee Members.

The clients are seen at our office by appointment or home visits, provided to those who are unable to attend the office.

Opening Hours

Monday to Thursday 10.00 - 4.30 pm
Friday 10.00 – 4.00 pm

Sessions

Hindu Temple Every Tuesday Mornings 10.00 - 12.00
Sure Start Every Other Fridays 10.00 – 12.00

Home Visits:

Wellingborough and surrounding villages such as:

Finedon, Earls Barton, Lt. Irchester, Lt. Harrowden, Irthlingborough, Wilby, & Wollaston

Nursing Homes –

Clients are seen in Nursing Homes at Little Irchester and Rushden

More than One visit may be required.

(a) Due complexity of case/s
(b) Or the client/s being unable to cope with the completion of form filling, in one visit due to his/her mental and or physical problems.

© Language/s Problem
(d) Often client/s documents are not place or client does not co-operate and this leads to delay.

(e) Cancellations at the last minute creates further delays i.e. rebooking appointment/s or home visit/s

**Telephone Calls:**

Clients calling for advise:

Milton Keynes, Great Oakley, Corby, Kettering
Rushden Northampton, London and Over Seas

**Benefit Awareness Sessions Held At:**

Wellingborough Afro-Caribbean Association
Pravasi Mandal
Gharana Nivas
Linden Court
Perkins Court
Lady well Court
Shaftsbury House

Sure Start at Higham Ferrers

Patients are seen at Beechwood Rehab Unit, Isebrook hospital.

Clients are referred to us by nurses or hospital staff to get advice on their entitlements of benefits or housing problems.

**Victoria Centre**

Advising - Families from EEU communities i.e. Poland

Advertising our Services by holding an open workshop and also distributing leaflets and booking appointments at the Swans Gate Centre, Wellingborough.

**Workshops**

Tithe Barn - Organised by Wellingborough Homes
Redwell Centre - Organised by MS Nurse

Hope Centre - Held Advised Sessions

Women’s Aid - clients are referred to us by Women’s Aid
Accompany Clients

To attend DWP for interview for suspected fraud and or benefit advise.

Referral:

We refer clients to other organisations for Legal and Major Debt Problems etc...

In Addition to our existing benefit work we also provide help with:

a) Organising Home Help from Adult Care and or Social Services by telephone due to lack of knowledge and

b) Arranging transport to and from Hospital Appointments, or cancelling Hospital Appointments due to language problems mainly Asian Community/ies

Appeals:

Preparations for Appeal Hearing are still provided + clients with special needs are still accompanied by us.

Follow up work is carried out by telephone or letter writing, to exciting clients to certain the outcome of their current Disability Living Allowance (DLA) or Attendance Allowance (AA).

Additional assistance is provided to review or appeal the unsuccessful claims or further advice to claim Carers Allowance (CA), Income Support or Pension Credit to those who have successful DLA/AA claim/s

Attending Meetings Organised by Other Organisations

Welling borough Partnership
Thematic Partnership
Northamptonshire Rights & Equality Council (NREC)
Advice Northants
Advice UK

Training

Staff & Volunteers attends further training at different venues i.e. in house, Locally, London, & Birmingham.

Attend Department of Work & Pension (DWP) information meetings and Teleconference.