**Tower Hamlets Welfare Rights Advisors Information Exchange –  April  2018**

1. **Universal Credit / Benefit issues**

**Universal Credit transition to full service**now completing in December 2018. Updated list of jobcentres that are due to move to the full Universal Credit service by date, and local authority area**:**[**https://www.gov.uk/government/publications/universal-credit-transition-to-full-service**](https://www.gov.uk/government/publications/universal-credit-transition-to-full-service)

**2.**    **Welfare Rights -  Free Training Session  – email me to book place**

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| **Appeal Submissions**    2 hours workshop | • The appeal bundle  •  Evidence for appeals  •  How to prepare a submission for your client’s case  **Suitable for** advisors who have an understanding of the appeals process who want to prepare a submission (summary of your client’s cases) for clients hearing | Island Advice  Island House  Roserton Street  E14 3PG | 10th May  2-4pm  Fatima Begum |

1. **New CPAG Handbook out**

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| |  |  |  | | --- | --- | --- | | **WELFARE BENEFITS AND TAX CREDITS HANDBOOK 2018/19**    An essential resource for welfare rights advisers, lawyers, local authority staff, social workers, union officials and claimants |  |  | |

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| **•** 020 7812 5227        **•** Email: [bookorders@cpag.org.uk](mailto:bookorders@cpag.org.uk?subject=PRE-ORDER%3A%20Debt%20Advice%20Handbook%20%7C%2012th%20edition%20-%20Cover%20price%20%C2%A326%20and%20for%20CPAG%20members%2FCAB%20customers%20%C2%A322.10.) |
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**3. Email Contact for Social rented sector element for Universal credit full service**.  ‘If there are any claimants who have issues with UC housing please contact me. It would be best if I could email directly from you for the time being as it would help to keep a track of the queries. Due to data sharing protocols, I can have a look at claimant’s accounts on our side and solve any queries but would be unable to provide details of claimants accounts without explicit consent this can be done via the claimants journal which is the most convenient form of consent. **Shaifur Rahman**Work Coach Department for Work and Pensions **Contact me if you want me to forward his email contact**

**4.    Other information / Services**

The **Macmillan Social Prescribing Service provides holistic non-medical support to patients at any stage of their diagnosis**, from newly diagnosed, in treatment to discharge. We provide up to four 1:1 sessions in the Bromley by Bow Centre where clients have up to an hour with a cancer specialist social prescriber to give them space to talk about what is important to their health and support them to identify what services and activities they can access locally. The service has been particularly successful in addressing concerns relating to **emotional wellbeing, socialising, physical activity and return to work**. The service connects patients with specialist cancer specific services from welfare and advice to exercise classes. Clients are connected with services and support such as employment advice, psychology workshops and support groups. To refer a patient into the service or to ask any questions to the team, please email [socialprescribing.cancer@nhs.net](mailto:socialprescribing.cancer@nhs.net) or call 020 8709 9736.

**5.    Tower Hamlets Specialist Welfare Rights Caseworkers Referrals - Information on Tower Hamlets services and events**

**A)   Specialist Welfare Rights Workers Referrals for Tower Hamlets Residents**

**Legal Advice Centre**: Only take referrals for appeals when got the appeal bundle, not Mandatory Reconsideration.  Otherwise can be ‘signposted’  (ie send client to drop in advice session) for assistance. Referrals can be emailed to [admin@legaladvicecentre.org](mailto:admin@legaladvicecentre.org) they will email back to confirm that clients have been booked – full guidance available on [www.thcan.org.uk/advice-agencies-information/](http://www.thcan.org.uk/advice-agencies-information/#_blank)

**Law Centre**: Chris Parsons very limited capacity but to email or phone him, has no particular criteria [c.parsons@thlc.org.uk](mailto:c.parsons@thlc.org.uk)

**Island Advice**: Tower Hamlets clients only, limited casework and usually all appointments are taken up through our drop in advice session clients but email  [steph@island-advice.org.uk](mailto:steph@island-advice.org.uk)  or phone direct line 020 7538 0094 (phone number is for advisors only) Clients can ring 0207 987 9379

**CAB** advisor Eukay email [eukandu@eastendcab.org.uk](mailto:eukandu@eastendcab.org.uk)    Also their full drop in services sessions are available on:  [www.thcan.org.uk/advice-agencies-information/](http://www.thcan.org.uk/advice-agencies-information/#_blank)