

Difficulty Reading or Writing/Learning Disabilities or Mental Health Issues

National Learning Disability helpline

0808 808 1111

National Autistic Society **0845 070 4004**

Peterborough Dyslexia Institute

01733 234 956

Deafblind **01733 358858**

Peterborough and Fenland MIND

01733 758211

Peterborough College of Adult Education offer free literacy classes as part of the Skills for Life programme **01733 761361**

Centre 17 (Mental Health problems)

01733 758210

Homelessness:

Housing Options at Bayard Place

For young people aged 16-25 YMCA

Timestop offer accommodation, resettlement help and a counselling service **01733 891891**

Fleeing Domestic Violence

Peterborough Women's Aid: **Contact**

Directory Enquiries and ask for Women's Aid

Women's Support Service **01733 894455**

Peterborough Domestic Violence Forum:

01733 742575

Women's Aid: **0808 2000 247**

Leaving Care:

Connexions: **01733 703400**

Peterborough Children's Services Leaving Care Team: **01733 746460**

More information is available on the Council

Website: www.peterborough.gov.uk

or speak to your social worker

Supporting People Team (at Cross Keys)

For tenancy advice:

If you require any further information regarding the Local Housing Allowance Scheme or the Safeguarding Policy you can contact us by one of the following methods:-

Write to:

Benefits Service

Peterborough City Council,

Town Hall,

Bridge Street,

Peterborough,

PE1 1BF

Or

Drop into the Customer Service Centre:

Peterborough City Council's

Customer Services Centre

Bayard Place

Broadway

Peterborough

(Opposite the Central Library)

Or

By telephone 01733 452241

By email benefits@peterborough.gov.uk

You can request a Safeguard Request Form by contacting us via any of the details above

BENEFITS SERVICE

SUPPORT AGENCIES INFORMATION



HOUSING BENEFIT



Leaflet – BF14

If you fall under the new Local Housing Allowance scheme for Housing Benefit, it may have already been explained to you that you can no longer choose to have your Housing Benefit paid to your landlord.

In order for payments to be made directly to your landlord, we will need to decide whether we can consider you under our Safeguarding Policy. This means you will need to show us that there are specific reasons why you need payments to be made to your landlord on your behalf.

If you are a claimant who would like us to consider whether your Housing Benefit can be paid to your landlord under our Safeguarding Policy,

OR you are a third party(e.g. landlord or close relative) who believes it would be in the best interests of the claimant to have housing benefit paid to you under the PCC Safeguard Policy:

- ❖ You MUST submit an application in writing to the local authority. Applications should be made on the 'Safeguard Request Form' BF13 leaflet, which can be picked up from our Customer Service Centre or requested by phone from the Customer Service Centre. Contact details can be found on the back of this leaflet.
- ❖ The form is designed to allow you to include all the important information

we will need to consider your application and reduce delay as much as possible in paying Housing Benefit.

- ❖ If you require more information on our Safeguarding Policy please contact us using one of the methods given on the back of this leaflet or visit our website.
- ❖ It may be necessary for us to contact you to arrange an interview to discuss your request with you. this can either at our Customer Service Centre or if this is not appropriate, at your home.
- ❖ You will need to provide as much information and evidence as you can to support your request.

N.B. Information received from a non-independent source, such as landlord, friend or family member, does not carry as much weight as that received from an independent source, and will therefore be viewed in support of other evidence.

It is good practice for us to now refer claimants to the various support and advice agencies in Peterborough and nationally when they submit an application to be included under the Safeguarding Policy. Names and numbers for these can be found in this leaflet.

If you require help with making your application, it may be helpful to contact one of these agencies. They may be able to help with your application by providing evidence that could be considered under our Safeguarding Policy.

This information may also be useful to anyone NOT receiving LHA who may require assistance in any of the following areas:

Citizens Advice Bureau: for financial or personal advice and guidance: **01733 561864**

Drug/Alcohol Addiction:

Bridgeway: **01733 314551**

Drinksense: **01733 551575**

Radka (Orton Waterville) **01733 231 304**

Gambling Addiction:

Gamcare: **0845 6000 133** or

www.gamcare.org.uk

Gamblers Anonymous at Brookstreet

Methodist Church **0207 384 3040**

Financial Problems/Debts/Arrears:

Citizens Advice Bureau: **01733 561864**

National Debt Helpline: **0121 248 3000**

Peterborough Debt Advisory Service:

0800 0191 278

Radka (Orton Waterville) **01733 231 304**

Direct Financial Services: **01733 253535**

Leaving prison/Offenders:

NACRO: **01733 561596**

Where English is not the first language:

NewLink: **01733 742801**

GLADCA: **01733 566343**

Disabilities

DIAL: **01733 365 551**