



Cost of Living Crisis Clinic

List of forms that we are able to help clients with at our form filling sessions:

1. **Attendance Allowance**, (AA), for pensioners with disabilities
2. **Carer's Allowance**, (CA)
3. **Council Tax Reduction**, (CTR), and applications for single person's 25% discount
4. **Dial a Ride**
5. **Disability Living Allowance**, (DLA), for children. **By appointment**
6. **Disabled Parking Bay** applications, for outside the client's home
7. **Disability Parking (Blue) Badges**
8. **Employment Support Allowance**, (ESA), (new style / contribution based) for those too sick or ill to work
9. **Freedom Passes**, for disabled / 60+ / pensioner, free London Transport travel
10. **Housing and Homeless Application Forms**, including **Medical Assessment Forms**, for people seeking social housing or a housing transfer
11. **Housing Benefit**, (HB), for help towards rental costs
12. **Job Seeker's Allowance** (JSA), (contribution based), for unemployed clients seeking work
13. **Passports** for clients who can't afford the Post Office form completion fee but need a passport to gain a bank account/employment
14. **Pension Credit** (PC)
15. **Personal Independence Payment**, (PIP)
16. **State Retirement Pension (SRP) / Old Age Pension**
17. **Taxi Card**
18. **Universal Credit**, (UC), which replaced Income Support, Working and Child Tax Credits, Job Seeker's Allowance (income based) and Employment Support Allowance (income based)

WaterHelp application

If your household is on a low income, you may qualify for a discount on your water and waste bills.



Call us first - you could get more support

Before you complete this form, you might be better off ringing us first. We can assess your needs better on a call and maybe offer more payment schemes to help you. We can set up a scheme during your call, and you'll save on postage. Just have your income and expenditure details when you ring us, on 0800 009 3632 (Monday to Friday 9am to 5pm).

Do you qualify for our Waterhelp scheme?

You should qualify if:

- Your gross yearly household income is less than £16,480 before any deductions, or
- Your gross yearly household income is less than £20,111 before any deductions, and you live in a London borough

When considering your income, please include all wages, salaries, pensions and benefits for all residents of your household (excluding disability benefits). If you think you qualify, please complete the form and read the statements below before signing the declaration. It's really important we help those most in need, so we'll check to make sure you're entitled after you've applied.

Account holder details

Mr Mrs Miss Ms

Other

First name

Last name

Date of birth

Address

Postcode

Phone number

Email address

Thames Water account number

Number of adults at address (18 and over)

Number of children at address (under 18)

Your authority

We'll treat this information with care and in line with our privacy policy: [thameswater.co.uk/privacy](https://www.thameswater.co.uk/privacy)

By signing below you confirm that:

- The information you've provided is correct, and you understand that we may withhold or withdraw any benefits if we find this is not the case.
- We may check the information you've given about income and benefits. This may include sharing it with trusted third parties such as the Department for Work & Pensions and independent suppliers of data services.
- You understand we may need you to provide further evidence of your income and benefits.
- You understand any discount may rise or fall each year based on your income. You also understand it will apply from the date we receive your application and can't be backdated.
- If a third party has helped you, you authorise us to share information about your application with them (see overleaf).

Account holder's signature

Date

Your total annual household income before deductions

£ a year This box must be completed before you apply.

including Housing Benefit of £ a year (include even if paid direct to landlord)

Your total annual household income includes all the money coming into the house from all sources, before any tax or National Insurance deductions have been made. Don't include any disability benefit payments. When working out your income, remember to include pensions, Housing Benefit (whether you receive this directly or not), Child Benefit and any other benefits, as well as wages/salaries.

Boris is 92 years old and as fit as a fiddle; he was born in 1930. At the age of nine years, he was sent to Cornwall as a wartime evacuee with some other boys and put to work on a farm. It was hard work and he didn't enjoy it, being so young he also missed his family. Boris continued to work after he returned from Cornwall and spent most of his working life as a butcher in Smithfield's Meat Market. Boris describes having a hard life, and didn't get the opportunity to learn how to read and write, he kept apologising about this throughout his interview. We told him what a privilege it was to work with and help him, and how interested we were in his life story.

We established that Jon, the son, has gradually run-up a £1k+ credit card bill since he was made redundant during the lockdowns. He had spent any saving, accumulated during his unbroken working life, and he and his dad have entered unplanned debt for the first time.

We identified that Boris, the father, are entitled to:

1. Housing Benefit, and
2. Council Tax Reduction, and
3. Pension Credit, and
4. Thames Water Help, reducing their water bill by 50%, and
5. A free TV licence, and
6. A Taxi Card to help Boris get around and about.

We also identified that the son has been incorrectly told that he can't succeed / join his father's tenancy, and will look into how we can help facilitate this.

Over the coming weeks, we will work our way through the list of forms to help dad and son out of debt, it really is a pleasure to help such a salt of the earth family.

ST LUKE'S COMMUNITY CENTRE



Free Welfare Benefit Form Filling & Appeals Service



To arrange to see an adviser, please:


VISIT OUR RECEPTION AT:
90 CENTRAL STREET, LONDON, EC1V 8AJ,
OR
TELEPHONE OUR RECEPTION TEAM ON:
020 7549 8181, OR
EMAIL US AT: [INFO@SLPT.ORG.UK](mailto:info@slpt.org.uk)

For more information, please see our website:

<https://www.slpt.org.uk/Event/legal-clinics>

Our Advice Service is provided by Westway Trust,
Registered office: 1 Thorpe Close, London W10 5XL





For help:

- to complete welfare benefit forms or
- to challenge welfare benefit decisions
- With welfare benefit tribunal appeals representation

Appointments are also held at:

Westway Trust, 1 Thorpe Close, Ladbroke Grove, W10 5XL