

Delays and errors in processing benefit claims causing great distress and hardship

The roll out of Universal Credit and other benefit changes is affecting an increasing number of Notting Hill Genesis residents. You may have heard concerns raised by MPs and in the media about delayed payments and errors in processing claims.

Every week a number of residents are referred by their housing officer to our dedicated welfare benefit advice team. Welfare benefit advisor Sue tells us how she recently helped Gary.

“Gary is 51 years old and was referred by his housing officer when he told her he was finding it difficult to cope financially. He was working as a warehouse assistant on very limited hours and despite being in receipt of housing benefit was still struggling. At the start of October 2019, his employment ended and so Gary had to make a new claim for living and rent costs. Due to errors by the Department for Work and Pensions in processing his claim, **Gary was still waiting for his first payment mid-December. His**



advance was used up, so he was using local foodbanks but couldn't afford to keep the gas and electric on or replace his worn out mattress. His housing officer applied to the Hardship Fund for a new mattress and bedding as well as topping up his gas and electric to make it through the coldest months.

Gary was emotional about the support given and said he's now been able to have a good night's sleep. He really appreciated the extra support in keeping the gas and electric running over the Christmas and New Year period.

Gary's first Universal Credit payment was finally made in early January 2020."

Delays in welfare benefits have such a detrimental effect on residents. This year the Department for Work and Pensions announced they have refunded Employment Support Allowance to 112,000 people who were owed it - but 5,000 of those people have already died.

With our benefits advisors and your donations we can help ensure residents like Gary don't suffer in the short term.



Department for Work & Pensions

I would like to support Notting Hill Genesis' projects regularly

Please fill in the banker's order and return it to Notting Hill Genesis at
Freeport RSUR-TAYG-LRCE, Bruce Kenrick House, 2 Killick Street,
London N1 9FL

To: The Manager

(Bank name and address)

Postcode

Please pay to the account NOTTING HILL GENESIS at Barclays Bank plc,

PO Box 629, 53 The Broadway, London W5 5JS

Sort Code 20-27-55, Account No 10836087

£7 each month or my chosen amount of £
each month/quarter/year (delete as appropriate)

starting on

(day) (month) (year)

until further notice

Account No.

Bank Sort Code

Signature(s)

Date

PAYING BANK PLEASE QUOTE REF:

All Together Now:

An inter-generational choir for people living with dementia is in full swing at our extra care scheme at Penfold Street. Funded by Westminster Council, the choir gives locals living with dementia the opportunity to enjoy weekly sessions of singing and joint events with children from the Pimlico Music Foundation.



A Time for Giving:

Staff and resident volunteers ramped up their efforts to spread cheer this Christmas for all residents. They sorted, wrapped and delivered gifts and donations to residents at our refuges and extra care facilities, allowing us to embrace the true gift of giving.



Apprenticeship Week:

The first week of January marked the beginning of National Apprenticeship Week; an opportunity to recognise the range of career options now available to young people through apprenticeships. In honour of the week, we were thrilled to revisit the success of our young resident Ayden, who after taking advantage of our plumbing apprenticeship on offer last year, is now successfully working as a plumber at our Oaklands Development.

This year we are offering 12 apprenticeships in a range of construction trades.

My donation to help the Hardship Fund



Gift Aid Donations

Use Gift Aid and you can make your donation worth more. For every pound you give us, we get an extra 25p from the Inland Revenue. Just tick here - it's that simple. It doesn't matter what rate of tax you pay so as long as the amount is at least equal to the amount we will claim in the tax year.

I want all donations I've made since 6th April 2010 and all donations in the future to be Gift Aided until I notify you otherwise.

Once complete, please return this form to us in the FREEPOST envelope provided to Notting Hill Genesis, Freepost RSUR-TAYG-LRCE, Bruce Kenrick House, 2 Killick Street, London N1 9FL

Make your gift worth a quarter more at no extra cost to you!

I enclose a cheque/postal order/CAF voucher payable to

Notting Hill Genesis for £

Or please debit my: Mastercard Visa CAF card Maestro / Switch

Card No.

Start Date (if applicable) Expiry Date Issue No (Switch Only)

Security Code

The security code is the last 3 digits above the signature.

Signature: _____

Date: _____

We would be pleased to send you an acknowledgement, but if you would prefer not to be thanked for your gift, please tick here.

If you would prefer to receive your acknowledgement by email, please provide your email address:
