

An Over View of the vital services that HSCCA Provides

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WELFARE RIGHTS ADVICE & INFORMATION:

The aim of the service is to enable service users to have better access to their rights and entitlements on welfare benefits. Advice and support is given in the following areas:

- Completion of Benefits forms such as: Income support, Job seekers allowance, Disability Living Allowance, attendance allowance, Tax credit, child tax credit, Pension credit child benefit, social fund
- Benefit appeals
- Accompanying clients to resolve complex welfare cases.
- Writing letter of representation to statutory bodies
- Basic Immigration Advice on matters such as citizenship, extension of stay applications etc.

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HOUSING ADVICE & SUPPORT:

Housing problems are amongst the prominent obstacles encountered by Somali refugees and asylum seekers as well settled British Somali citizens. The Housing services provided include:

- Completion of benefit forms such as: Housing benefit forms, housing assessment forms, housing medical forms, housing transfer forms, housing re-allocation forms
- Help and support to resolve rent arrears and utilities problems such as gas, electricity, water and Telephone bills,
- Support and advice to overcome homelessness
- Housing repairs
- Support with tenant landlord disputes and neighbourly disputes
- Discretionary housing appeals
- Securing referral rights in order to re-house homeless service users

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SUPPORTING PEOPLE SERVICES:

This service aims to prevent service users losing their tenancies and becoming homeless while at the same time supporting them to lead a secure and independent life.

Although the project's focus is mainly housing, it also assists clients with a whole range of other related needs such as welfare benefits, Immigration, Health, etc. Breakdown of the service provided by the project include:

- Housing advice and information and case work to resolve complex housing problems such as rent arrears, longstanding repairs, over-crowdness, NOSP etc.
- Help with the completion of benefit forms
- Basic Immigration advice on matters such as renewal and extension of home Office status, travel document application etc. Renewal and extension of home Office status, travel document application etc.
- Assistance with health needs on issues such as health advocacy, GP registration, arrangement of GP hospital and other health related appointments and transportation, organisation of health work shops
- Help with utilities problems
- Support with educational needs
- Befriending and general counselling and support

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Education -

The HSCCA does not employ educational advice worker and this service is delivered by a parental outreach officer employed by Haringey council who holds educational surgeries at the HSCCA every Wednesday for a half a day. The service is also provided by the Associations support workers as part of the supporting people services. The main educational areas that service users were assisted with were:

- Help with admissions, exclusions and attendance issues
- Help with secondary transfers
- Support with schools meals, uniforms and travel grants
- Mediation between families and schools
- Special educational needs

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Mother Tongue & Supplementary Classes:

The aim of this service is to teach young Somali their culture and mother tongue and to support them with their homework. The service is run on weekends and children between the ages of 6 to 15 benefits from the classes.

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Work Placement Opportunities:

In order to contribute to the educational development of Somali children at Local schools and Colleges, the HSCCA regularly provides work experience opportunities for Somali students and work placement trainees. Enfield College, Islington College, Skinners Company College, White Hart Lane school, Elizabeth Gareth Anderson

school, Careers Development Group , Glades More Community school, Careers Development Group, TNG Group and Haringey Education Business Partnership are some of the training and educational establishments that use the Association for work placement training.

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Summer Trip:

The Association regularly organises summer trips for Somali families and their children who are on low income. Chesington World of Adventure, Thorpe Park, Alton Towers and Margate are some of the summer trip destinations used by the Association. The trips are very popular amongst Somali children and the Association has been organising them since 1990.

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Refugee History Project

The Association is currently working in partnership with the Evelyn Oldfield Unit, the Museum of London, the London Metropolitan University as part of a ground breaking oral and visual history project. This 10 month project that began in October aims to collect a minimum of 10 oral history interviews from Somali individuals who are refugees and living in London

The Documented interviews will be archived at the Museum of London, creating a permanent record for historians and researchers. The project aims to promote good image of the community.

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