

# Not getting the benefits you think you are entitled to?



## Pathways

The Ruils Pathways Service can help you get the right housing, benefits and health & social care support. Our service provides information, advice and advocacy for disabled people, including those with long term health conditions, living in the Richmond Borough.

Our experienced caseworkers will work with you to navigate complex information and systems to address and resolve issues, which may include rent arrears, housing disputes, disrepairs and benefit appeals.

### What we offer:

- ✓ Explain processes, timescales and provide information and advice
- ✓ Help you to gather medical and other evidence and support you to complete forms
- ✓ Provide support and representation at meetings, medical assessments and tribunals

### Get in Touch:

#### Emily John

Lead Caseworker

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Trainee Caseworker

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**“The Pathways service helped me so much in getting the grants and benefits I needed and was otherwise unaware that I was entitled to. These resources changed my life. I was given a lot of support in shifting from hidden homelessness to independent living and for this I will be forever grateful.”**

**- Luna\***



Case Worker Emily has been supporting Luna\* since summer 2022, helping her with benefit under-entitlement issues, homelessness and accessing local welfare grants.


Emily provided 1-2-1 support with form filling and assistance at medical assessments, which led to a successful PIP claim. She also helped Luna apply for the health and disability element under universal credit.

Pathways relentlessly advocated for Luna whilst she was in temporary accommodation and ensured she was safe and supported. Emily helped her secure a property in Richmond Borough that met her needs and supported with the transition into the new home by accessing grants and applying for discounts on utility bills and council tax reduction.

\*Name changed for anonymity

Ruils is a user-led charity supporting disabled children and adults and people with long term health & mental health conditions to live independently, be part of their community and to live life to the full. We provide information, advice, advocacy, befriending and activities to our clients and their families.

**ruils**  
independent living

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