

Support Services

Your support services department are here to help polio survivors get the quality support they need. If you have a problem, be it related to welfare, benefits, medical/disability issues and so much more they are here to give kind compassionate advice and support. The team is made up of two full time staff members Vijitha and Zahida, who are based out of our central office. The support lines core hours are weekdays 10am-3pm however they will try to answer your calls outside of these hours where possible and where not will get back to you as soon as they are able to. If you are unable to call, you can also send your messages by email to info@britishpolio.org.uk and one of the team will get back to you as soon as possible.

What can we help with?

Short answer – everything and anything related to living a full and integrated life for polio survivors, the family, carers and friends.

The support services team are able to help with a variety of different queries that include the following:

- Help with the completion of PIP and ESA application forms and any other benefits and financial support
- Help with Local services, such as Blue Badge scheme, Local authority Grants, disability home adaption schemes etc.
- Guidance on other organisation schemes such as Motability
- Questions relating to polio and Post-Polio Syndrome (PPS)
- Provide a list of suitable consultants for your condition
- Information on our various grants and help applying for them
- Provide information on orthotics services
- Support with third party complaints involving your disability.

In some instances where they are not able to help you directly, they will be able to put you in contact with the organisation best placed to help whilst giving support if and where they can. If you're unsure if we can help you with your issue please get in touch regardless as there is a good chance we will be able to help. **b**

Vijitha (Viji) Nathan

vijitha@britishpolio.org.uk

Hello, I am Vijitha from the Support Services. I am happy to assist you with any questions or concerns you may have, whether it is by providing information about the complex world of benefits, disability rights, consumer rights or simply by listening. PPS inquiries are one of the prime topics since our members face numerous challenges with PPS. I help them by providing relevant information and medical references. In addition, I work with welfare grants, heating grants, and membership. I am available to assist you with the benefit application process including PIP, DLA & AA. With my expertise and commitment, I will do my best to support and assist you. So please do not hesitate to contact me if you require assistance. I am delighted to help.



Zahida Osman

zahida@britishpolio.org.uk

Being with the Fellowship for over 4 years now, I am very much enjoying my role as Support Services Officer. I have become familiar with some of the members and their needs when contacting via phone or email and would love to hear from many of you in the future. At Support Services, I can help with the queries on PIP, Attendance Allowance, Blue Badge or guide you with other benefits' queries you may have. With my time as Support Services, besides Membership and Benefits, I have had queries on accessible holidays for disabled, orthotics, motability, welfare grants, and cost of living help, which is the very common worry for us all at present. I look forward to being able to help with whatever queries you may have or simply just have a good chat to get to know you.

