

Welfare Benefits Advice

Please contact a local specialist adviser for further information:

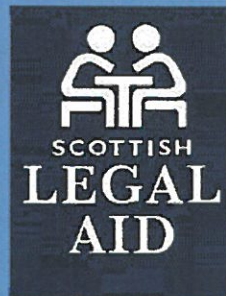
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Visit www.adviceguide.org.uk to find out more about your rights.



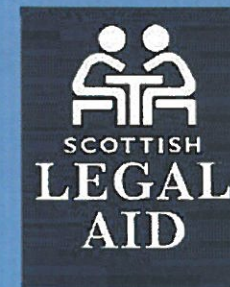
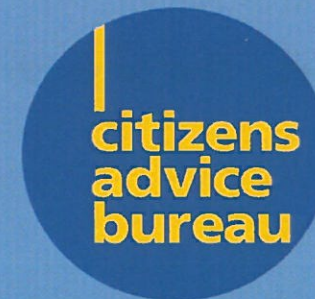
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Legal Aid Board



Western Isles Citizens Advice Service

Welfare Benefits Advice

Free, confidential, independent & impartial



Registered as a charity in Scotland: No.: SC015018
Western Isles Citizens Advice Service is a company limited by guarantee. No.: 270038
Registered Office: Pier Road, Tarbert, Isle of Harris, HS3 3DG

Types of benefits

We offer advice on a wide range of in and out of work benefits, as well as, ill health and disability benefits, including:

- ◆ Jobseekers Allowance (JSA)
- ◆ Employment & Support Allowance (ESA)
- ◆ Personal Independence Payment (PIP)
- ◆ Housing Benefit (HB)
- ◆ Scottish Welfare Fund (SWF)
- ◆ Council Tax and Discounts
- ◆ Council Tax Reduction (CTR)
- ◆ Maternity Allowance (MA)
- ◆ Maternity Grants
- ◆ Tax Credits (Working Tax Credit & Child Tax Credit)
- ◆ Pension Credits (PC)
- ◆ Universal Credit (UC)

Some other benefits may, also, be available depending on your personal circumstances.

How our service can help you

Our fully trained welfare benefit advisers will discuss your current circumstances with you and offer advice and information on a wide range of benefits that, depending on your circumstance, you may be eligible for.

How a Welfare Benefit Adviser can help you:

- ◆ Discuss your personal circumstances with you.
- ◆ Calculate your potential benefit entitlement using specialist software.
- ◆ Advise you on the range of benefits that may available to you.
- ◆ Explain the claiming process involved for each benefit you may be eligible for.
- ◆ Liaise with third parties and agencies on your behalf.
- ◆ Make all the necessary phone calls and assist you in the completion of forms.
- ◆ Assist you with the mandatory reconsideration process.
- ◆ Represent you at a First Tier Tribunal and an Upper Tribunal if required.

We also work with the partner agencies to carry out referrals such as: HHP, TEAS, CPAG etc.

We can make referrals to other agencies for more specialist advice.