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Tenant Participation
Housing Service
Housing Repairs
Council Information Services



**HOUSING &
CUSTOMER SERVICES**
Your Questions Answered

Welfare Benefits



West Lothian Council Housing & Customer Services

Welfare Benefits

Are you?

- confused by the range of benefits on offer
- daunted by the claims process
- unsure if you're receiving benefits at the correct level

Sound familiar?

IF SO, DON'T WORRY - HELP IS AT HAND!

For West Lothian Council is offering you the chance to find out everything you need to know about your entitlement to welfare, in the form of a free and completely confidential Benefits Healthcheck.

How do I know this service is for me?

This service is available to all council tenants - whatever their circumstances. But we would definitely recommend that you use this service if you're:

- a new tenant
- caring for someone
- a lone parent
- struggling to pay bills
- on a low income
- claiming benefits but your circumstances have changed

So what will happen if I want to use this service?

If you're interested in the service, you'll be offered a private appointment with a benefits expert from the Advice Shop. Your adviser will ask a few simple questions about your circumstances, and from that will be able to tell you about any extra income you may be entitled to.

Why is this service so special?

The Benefits Healthcheck will tell you about every benefit available to you in one easy visit - there's no need to go chasing around different agencies for information. In other words, it's a unique opportunity to get a complete check of your full eligibility for benefits.

How long will the Healthcheck take?

It shouldn't take more than about 15 - 20 minutes.

Do I need to bring anything with me?

It would be helpful if you could bring your:

- benefits books
- wage slips
- details of rent
- details of council tax
- any other financial details you think might be relevant e.g. details of savings.

Are there any catches?

No. The service is free, easy to access and completely discreet. Any information you give to us will be held in the strictest confidence, and will not be disclosed to any third parties.

I'm interested, so what do I do now?

Contact your local CIS office for an appointment with a specialist advisor.

And what happens if I'm unable to call at the office?

Please contact (01506) 776444 and we will either collect the information by phone or arrange for someone to call at your home.

Advice Shop

The Council's Advice Shop has specialist advisors who can assist you with Welfare Benefits, Money Advice and Energy Advice.

These advisors will help you to claim Welfare Benefits you are entitled to, negotiate with Creditors on your behalf, or provide advice and assistance with energy and its domestic uses.

Simply pop along to the Advice Shop at Unit 9/12 Waverley Industrial Estate, Waverley Street, Bathgate or phone (01506) 776444.

BENEFIT FROM OUR ADVICE

HOUSING & CUSTOMER SERVICES (01506) 776301

Armadale CIS Office
1/3 East Main Street
Armadale EH48 2QA
Email:Armadaleaho@westlothian.gov.uk

Bathgate CIS Office
Lindsay House
Bathgate EH48 1TS
Email:Bathgateaho@westlothian.gov.uk

Blackburn CIS Office
The Mill Centre
Blackburn EH47 7LG
Email:Blackburnaho@westlothian.gov.uk

Broxburn CIS Office
Strathbrock Partnership Centre
189a West Main Street
Broxburn EH52 5LH
Email:Broxburnaho@westlothian.gov.uk

Fauldhouse CIS Office
10 Main Street
Fauldhouse EH47 9HX
Email:Fauldhouseaho@westlothian.gov.uk

Linlithgow CIS Office
County Buildings
Linlithgow EH49 7EZ
Email:Linlithgowaho@westlothian.gov.uk

Livingston CIS Office
The Ability Centre
Carmondean
Livingston EH54 8PT
Email:Livingstonaho@westlothian.gov.uk

West Calder CIS Office
24-26 Main Street
West Calder EH55 8DR
Email:Westcalderaho@westlothian.gov.uk

Whitburn CIS Office
5 East Main Street
Whitburn EH47 0RA
Email:Whitburnaho@westlothian.gov.uk

West Lothian Connected
CIS Office
Almondvale Centre
Livingston EH54 6NB

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Customers with Special Requirements:



West Lothian
Council

Text phones offer the opportunity for people with a hearing impairment to access the council.

The Text Phone number is 18001 01506 651115

A loop system is also available in all offices.

Information is available in Braille, tape, large print and community languages. Please contact the Interpretation and Translation Service on 0131 242 8181.

هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية.
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আপনি ব্রেইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষায় পাবেন। অনুগ্রহ করে ইন্টারপ্রিটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলি: 0131 242 8181

這份資料是可以凸字、錄音帶、大字印刷及社區語言的式本提供。請聯絡傳譯及翻譯服務部。電話：0131 242 8181

ਇਹ ਜਾਣਕਾਰੀ (ਸੂਚਨਾ) ਨਿਰੂਪਿਤ ਹੋ ਸਕਦੀ ਹੈ ਅਤੇ ਵੱਡੀ ਫੋਂਟ, ਟੇਪ, ਅਤੇ ਸਮੂਹਿਕ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਸੂਚਨਾ ਲਈ ਇੰਟਰਪ੍ਰੀਟੇਸ਼ਨ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸੇਵਾਵਾਂ ਨੂੰ ਇਸ ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰੋ 0131 242 8181

یہ معلومات بریل (نورسوں کے رسم الخط)، ٹیپ، بڑے حروف کی مطبوعہ اور کمیونٹی میں ہونے والی زبانوں میں دستیاب ہے۔
یاد رکھیں کہ اگر آپ کو سہولت دینے کی ضرورت ہے تو براہ کرم ہمیں 0131 242 8181 پر رابطہ قائم کریں۔

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If you have used the Council's complaints procedure and you are still unhappy, you can pass your complaint, within a year, to the Scottish Public Services Ombudsman, 23 Walker Street, Edinburgh, EH3 7HX Tel: 0870 011 5378 Email: enquiries@scottishombudsman.org.uk

www.westlothian.gov.uk/housing