

Welfare Reform Advice Team



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North Ayrshire Council
Comhairle Siorrachd Air a Tuath

Welfare Reform Advice Team



The Welfare Reform Advice Team directly delivers welfare rights and debt advice service to council tenants across North Ayrshire with the aim of improving the income and living standards of individual tenants and communities as a whole.

Our Team

Our team is made of:

- Welfare Reform and Financial Inclusion Manager
- Administration Assistant
- Welfare Rights Officers
- Debt Advisors
- Welfare Reform Support Workers

What We Do

Our service offers free, confidential and impartial advice and assistance on a range of matters including;

- Benefits
- Debts
- Budgeting
- Sanctions

Benefits

- Benefit checks to make sure you are claiming all you are entitled to
- Information on changes to benefits and how this may affect you
- Help with benefit claim forms
- Applying for PIP, Universal Credit etc.,
- Appealing benefit decisions
- Supporting you to challenge decisions such as sanctions
- Representing you at benefit appeal tribunals

Debts

- Preparing financial statements and offering budgeting advice
- Negotiating repayment arrangements with creditors
- Supporting tenants with arrears
- Helping you with court forms
- Advice and help with insolvency options such as bankruptcy

Support

Our support workers conduct pro-active visits to tenants identified as being affected by changes to benefits under Welfare Reform including Under Occupation charge, Benefit Cap, introduction of Universal Credit, and the transfer of DLA to PIP.

We give advice to tenants who are currently claiming benefits which will be replaced by Universal Credit and continue to provide support to them on the migration process.

We provide help and advice on:

- Welfare Benefits
- Assistance with Universal Credit claims
- Rent arrears
- Housing options advice to assist with on-going housing needs
- Housing benefit and council tax advice
- Personal Budgeting Advice
- Employability support
- Where to access the internet and obtain digital skills
- Refer you to other services for more help based on your needs

We provide information on services available and can make referrals for the following:

- Citrus Energy to assist with energy advice
- Credit Union to assist with financial products
- Scottish Welfare Fund to assist with hardship
- Discretionary Housing Payments to assist with on-going housing costs



Drop in Sessions

We provide drop in sessions at various locations and times in North Ayrshire, please call, 0300 999 4606 for details. Our staff regularly attend employability hubs working in partnership with other agencies.

An example of how our work helps

A member of the team recently worked with a tenant and increased her income by £164.30 per week. She also received backdating of Personal Independence Payments (PIP) totalling £1035 and a backdating of £1093.84 for Housing Benefit and Council Tax Reduction.



Access the Service

If you are a North Ayrshire Council tenant you can access our service by:

- Contacting your local housing office
- Self referral by telephoning us ↓

Telephone: [0300 999 4606](tel:03009994606)

Email: welfarereformteam@north-ayrshire.gov.uk

We can provide telephone advice and arrange a home or local office visit depending on your circumstances.

Confidentiality

All of our staff will do everything they can to make you feel at ease while discussing your circumstances and will treat any information you provide with confidentiality.

As with other agencies, staff from our service are responsible for the protection of children and vulnerable people and ensuring everyone is treated equally. We will only share personal information about you with outside agencies if there is a significant risk to you or others around you. All our staff must ensure they work in line with the Data Protection Act 1998. We will discuss with you sharing your information with other agencies who we think will assist in the provision of your support need.

Useful Contact Numbers

Area Housing Offices

Dalry/Beith	01294 835355
Irvine	01294 310150
Kilbirnie	01505 685177
Kilwinning	01294 552261
Largs	01475 687590
Saltcoats Three Towns	01294 310005
Welfare Reform Advice Team	0300 999 4606
Housing Benefit / Council Tax	01294 310000
Scottish Welfare Fund	01294 310001

Local Job Centre

0345 604 3719

Universal Credit Service Centre

0800 329 5644

Contact North Ayrshire Council on
01294 310000

www.north-ayrshire.gov.uk



This document is available in other formats such as audio tape, CD, Braille and in large print. It can also be made available in other languages on request.

該文件還有其他形式，如語音磁帶、CD、盲文版本及大字體版本。如有需求，還提供其他語言版本。

یہ دستاویز دیگر شکلوں میں بھی دستیاب ہے، جیسے آڈیو ٹیپ، سی ڈی، بریل اور بڑے حروف کی چھپائی میں۔ درخواست کرنے پر یہ دستاویز دیگر زبانوں میں بھی مہیا کی جا سکتی ہے۔

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਰੂਪਾਂ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦਾ ਹੈ, ਜਿਵੇਂ ਸੁਣਨ ਵਾਲੀ ਟੇਪ 'ਤੇ, ਸੀ ਡੀ 'ਤੇ, ਬ੍ਰੇਲ ਅਤੇ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ। ਮੰਗ ਆਉਣ 'ਤੇ ਇਹ ਹੋਰ ਖੋਲੀਆਂ ਵਿਚ ਵੀ ਦਿੱਤਾ ਜਾ ਸਕਦਾ ਹੈ।

Ten dokument jest do uzyskania w różnych formatach: na taśmie dźwiękowej, płycie CD, brajlem i dużym drukiem. Na żądanie, można go także otrzymać w innych wersjach językowych.