

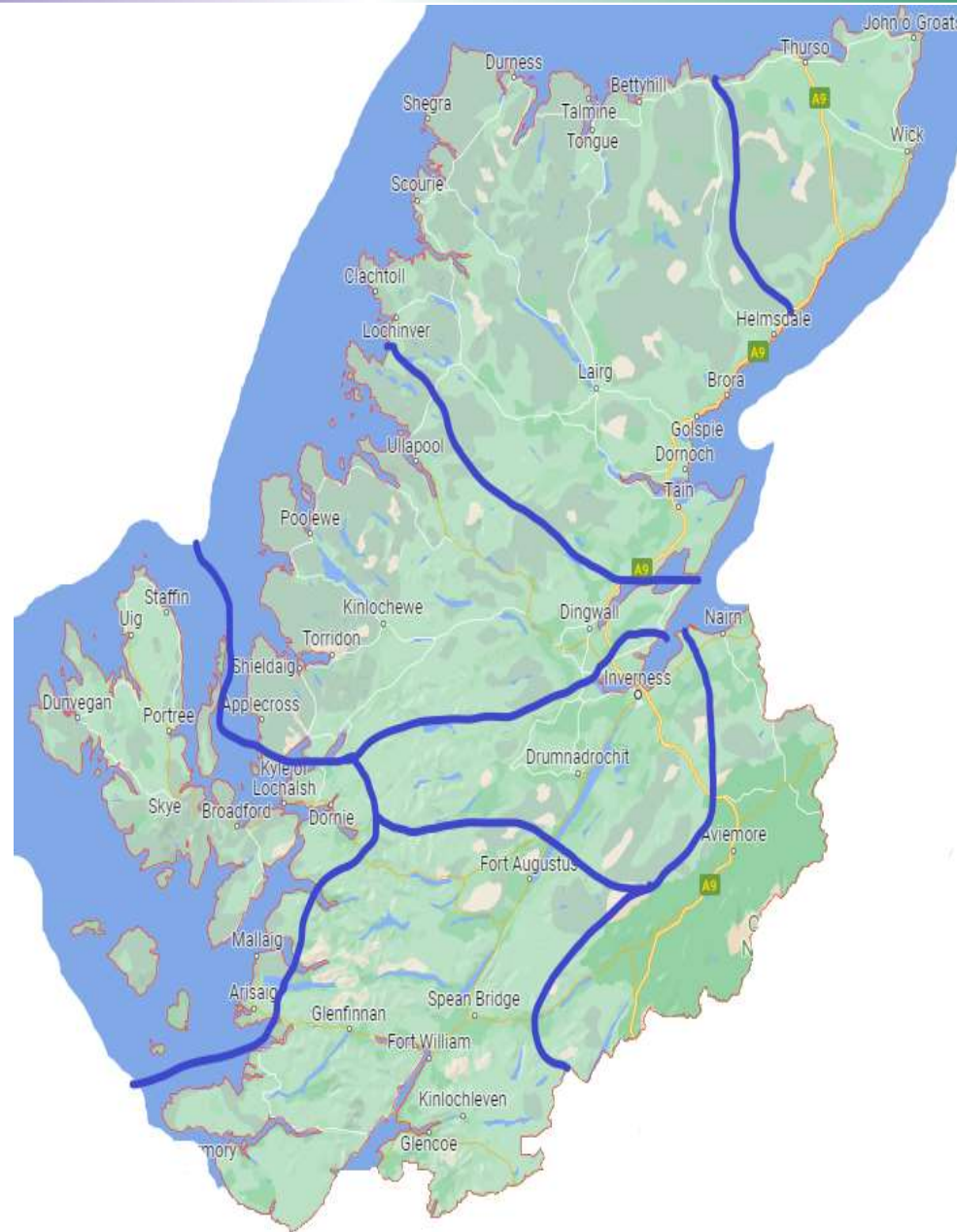
Welfare Support Team

Welfare Support Manager



The Team – Area

10 Welfare
Support Officers
2 Intensive
Support Officer



How we can help clients

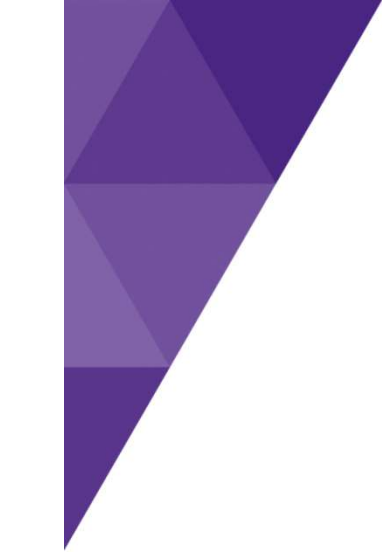
The team can provide comprehensive checks to make sure clients are getting everything they are entitled to. We check for all benefits and entitlements, this includes means tested and non means tested benefits. Any information clients provide us is treated as private and confidential and we will not share it with 3rd parties without their consent. All our services are free and clients do not have to give us any information they aren't comfortable sharing

How we can help clients

- Holistic Approach
- Benefit Checks/Income Maximisation
- Support/Complete applications (online/Paper) for applying for benefits/discounts/grants etc
- Support with all aspects of Universal Credit
- Professional advice on Personal Budgeting – Income/Expenditure
- Home Visits
- Disablement Band Reduction checks
- Advice and Support for all Benefits and Entitlements

What we don't do

- Bankruptcy cases (these are referred to other agencies where appropriate e.g The Citizen's Advice Bureau)
- Provide Support to carry out day to day tasks
- Provide support not related to benefits/entitlements



We assist and apply for benefits administered by:

- The Highland Council- Single Financial Assessment- Apply once
 - Department for Work & Pensions
 - Social Security Scotland
- 

Highland Council

Blue Badge

Garden Aid

Free School Meals / School Clothing Grant

Discretionary Housing Payment

Council Tax Reduction

Council Tax Discounts and Exemptions

Education Maintenance Allowance

Housing Benefit

Second Adult rebate

Disablement Band Reduction

DWP Benefits

Appeals

Job Seeker's
Allowance

Universal Credit

Pension Credit

Employment Support Allowance

Attendance Allowance

Carer's Allowance

Disability Living Allowance

Mandatory Reconsiderations

Social Security Scotland

5 Family Payments

Scottish Child Payment

Best Start Grant School Age
Payment

Best Start Grant Pregnancy and Baby Payment

Best Start Foods

Best Start Grant Early Learning
Payment

Disability Benefits

Adult Disability
Payment

Child Disability
Payment

Carer Benefits

Carer's
Allowance
Supplement

Young Carer
Grant

Carer Support
Payment

Social Security Scotland

Heating Benefits

Child Winter
Heating Payment

Winter Heating
Payment

Other Benefits

Funeral Support
Payment

Job Start Payment

The Scottish Welfare Fund Benefits

Community Care Grant

Crisis Grant

Other

Warm Home Discount

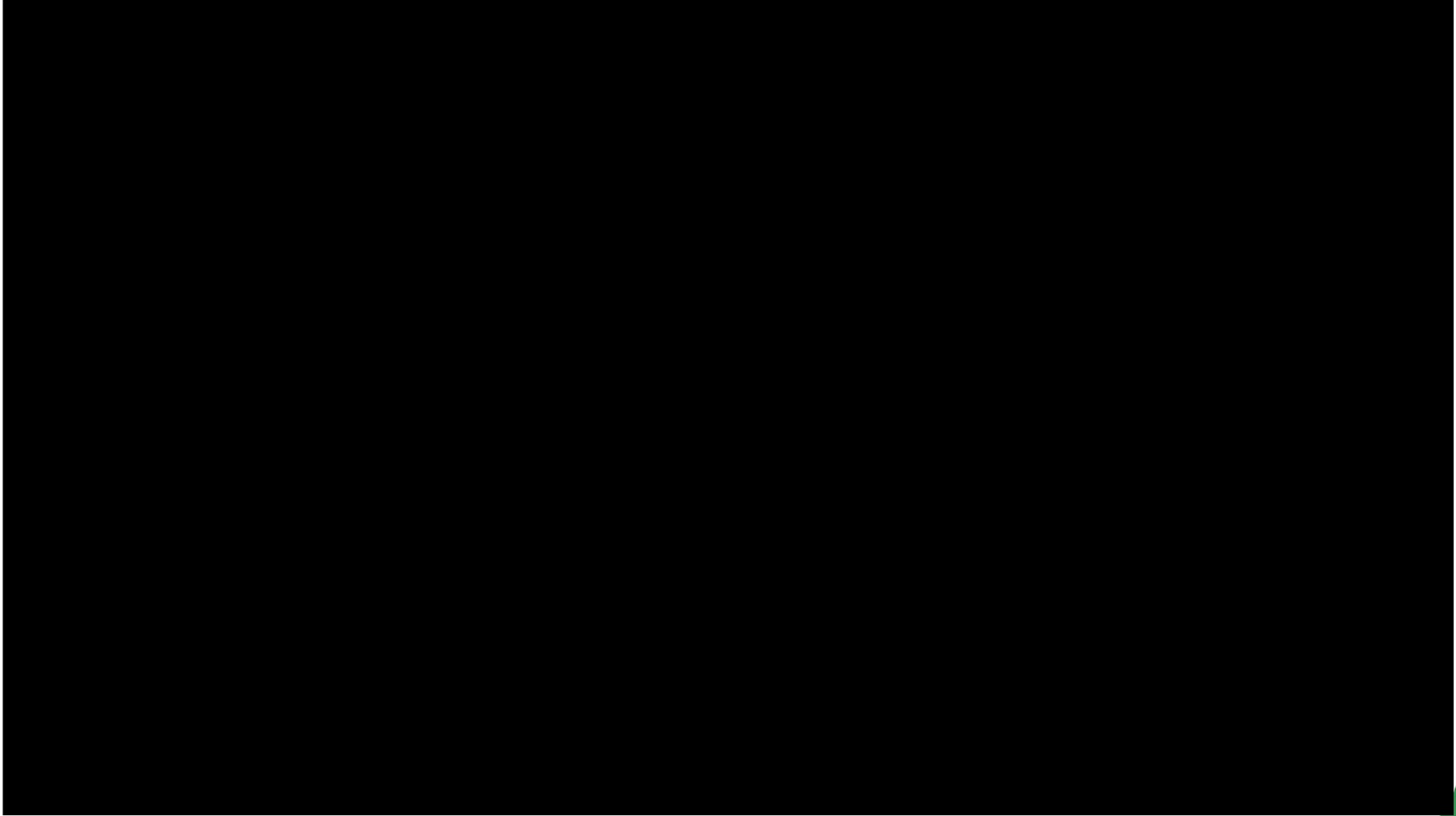
One off Grants

Inverness Winter Payment

MFR Cash for Kids

TV License

Welfare Support Team video



The Team – Contact Info

Welfare Support Team

Email: welfare.support@highland.gov.uk

Phone: 0800 090 1004

Operations

Email: operations.team@highland.gov.uk

Phone: 0800 393 811

Scottish Welfare Fund

Email: revenues.operations.inverness@highland.gov.uk

Phone: 0800 083 1887

Questions?

