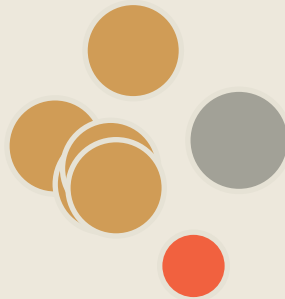
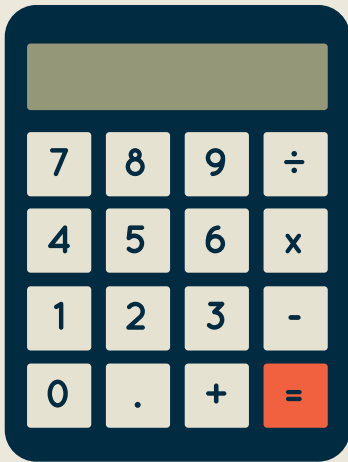


cairn



**Welfare benefits and
money advice service**

BENEFIT ADVICE

The welfare benefits system is complicated, which is why we have a dedicated Benefits Advisor to guide you through the process. There are lots of different types of benefits and it can be confusing to know which ones you might be entitled to. Our Benefits Advisor can provide a full benefits check to make sure you're getting all the help available to you.

Did you know?

In 2017 we helped customers submit over 125 claims for benefits, resulting in over £600,000 in additional income.



HELP WITH BENEFIT CLAIMS AND APPEALS

We can help you to fill in forms and speak to the relevant agencies on your behalf. If your claim has been turned down, we can support you to get a decision considered again and help you to appeal.

Our Benefits Advisor can offer free representation at social security and appeal tribunals, including appeals against Universal credit.

MONEY ADVICE

We can give general advice on money matters and refer you to specialist services. We can give you advice on:

- budgeting and debts
- fuel issues, and
- how to access financial services
-

Did you know?

In 2017 we represented seven customers at appeal tribunals and were successful at six of them.

CASE STUDY 1

Ms F retired due to health reasons three years ago and asked for a benefits check from our Benefits Advisor. She was already receiving Employment Support Allowance but wasn't being paid the Severe Disability Premium. Joe helped her fill in the right form, and she is now receiving an additional income of £62.45 every week.

CASE STUDY 2

Mr G has osteoarthritis, epilepsy, asthma and depression. He had applied for Personal Independence Payments but was turned down. We helped him appeal this decision, however he fell short of an award by one point and he did not want to take the case any further. Mr G recently turned 65 so we approached him to see if wanted to claim for Attendance Allowance. A few weeks later he found out he had been

awarded the higher rate of Attendance Allowance amounting to £83.10 a week and his Pension Credit was also increased by £27 a week, giving him a total increase of £110.10 a week.

CASE STUDY 3

Mr H is self-employed but has been off work ill for several months. He lives with his wife, who works part-time, and his two daughters, who also both work. As all other family members worked, Mr H was told that he was not eligible for Housing Benefit. However, our Benefits Advisor, Joe, noticed that Mr H had issues surrounding his self-care and they submitted a claim for Personal Independence Payments. He was awarded both standard rates of Personal Independence Payments and he now receives £77.65 a week. Because of this, we put in a claim for Housing Benefit and Mr H now receives £106.09 a week. He is now £183.74 a week better off.

For more information or advice on our benefits and money advice service, please contact our Benefits Advisor using the details below.

0800 990 3405

www.cairnha.com

enquiries@cairnha.com

This Welfare benefits and money advice service leaflet is available on CD, in braille, in large print and in community languages from **Cairn, Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH**. Email **enquiries@cairnha.com** or call **0800 990 3405**.

本文件提供 CD、布莱叶盲文、大字体印刷和社区语言版本，可从以下地址 Cairn, Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH、通过电子邮件 enquiries@cairnha.com 或致电 0800 990 3405 获取。

Cairn, Bellevue House، هذا المستند متوفر على أسطوانة مضغوطة، بلغة بر ايل وطباعة كبيرة ولغات الأقليات من 22 Hopetoun Street, Edinburgh EH7 4GH. بريد إلكتروني enquiries@cairnha.com أو اتصل بالرقم

یہ دستاویز سی ڈی، بریل، بڑے حروف کی چھپائی اور کمیونٹی کی دیگر زبانوں میں 'کیرن' Cairn سے اس پتے پر دستیاب ہے: Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH. ای میل enquiries@cairnha.com یا اس نمبر پر فون کریں: 0800 990 3405

Niniejszy dokument dostępny jest na płycie CD, w formie dużym drukiem, oraz w językach ojczystych członków lokalnej społeczności. Aby uzyskać ten dokument należy odwiedzić Cairn pod adresem: Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH, wysłać e-mail na adres: enquiries@cairnha.com lub zadzwonić pod numer 0800 990 3405.



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