

Welfare rights service

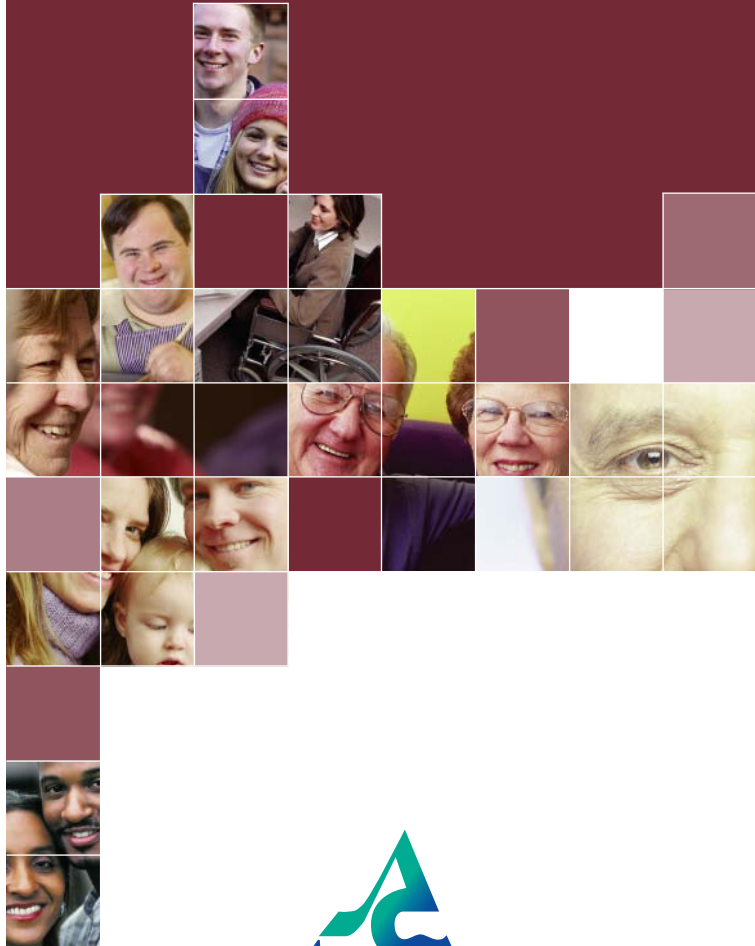


You can get this leaflet in large print, in Braille or on CD by phoning us on 01307 474151. We can provide this information in other languages if you need it.

Call ACCESS Angus 08452 777 778 - your direct line for council services.

R Peat
Director of Social Work and Health

October 2009



SOCIAL WORK and HEALTH

Welfare rights service

The welfare rights service is part of Angus Council Social Work and Health.

There are welfare rights offices in Bruce House, Arbroath, and Carseview Office in Forfar and the service is provided throughout Angus.

We provide information, advice and a representation service on things such as:

- social security benefits;
- disability rights;
- the child support agency and maintenance payments;
- debt problems;
- homelessness and eviction;
- Council Tax;
- unemployment;
- redundancy;
- Housing Benefit; and
- tax credits.

Who is the service for?

The service is for anyone who lives in Angus.

Why do we need a welfare rights service?

Each year in Angus, millions of pounds of benefit go unclaimed and often it is the most vulnerable people who miss out.

Many people do not realise their rights or do not have access to the information necessary to make choices.

What can you expect from the service?

We will:

- treat all our customers in a helpful and professional way;
- give accurate and fair advice;
- assess your enquiry and tell you about the possible options available to you;
- regularly keep you up to date with the progress of your case or application; and
- contact you within seven working days of receiving a referral.

How can I contact the service?

You can contact us in the following ways.

- You can phone ACCESSLine on 08452 777 778.
- You can contact your care manager (if you have one).
- You can visit or phone any social-work office.

We can arrange home visits for people who cannot get to a social-work office.