

and work in exactly the same way as a normal debit card. There are some restrictions on what items they can be used for.

what other help is available?

Other benefits

Other benefits available from job Centre Plus.

These include:

- Job Seekers Allowance
- Income Support
- Universal Credit
- Cold Weather Payment
- Winter Fuel Payment

Other Benefits available from Scottish Social Security

These include:

- Best Start Maternity Grant
- Funeral Expense Assistance

If you're waiting for your first benefit payment or have had a change in circumstances that will increase the amount of benefit that you receive, you may be able to ask Job Centre Plus for a Short Term Benefit Advance to help tide you over until the benefit is paid to you in full. First though, you need to be able to show you are entitled to benefit and that you will be able to repay the advance within three months.

If you have been on income related benefits for more than 26 weeks, you may get a Budgeting Loan to help pay for essential items.

Help from Social Work

In some circumstances, vulnerable people who do not receive a Crisis Grant may receive some assistance from their Social Work Office.

Food bank network

Food banks are operated by Borders church groups to support local people in need. If you are not offered a Crisis Grant you may be referred to your local food bank for help.

contact details

Customer Advice and Support Service

TELEPHONE: 0300 100 1800

WEBSITE: www.scotborders.gov.uk

Citizens Advice Bureau

1 Towerdykeside | HAWICK | 01450 374266

Southfield Community Centre | DUNS |
01361 883340

Chambers Institution | PEEBLES | 01721 721722

111 High Street | GALASHIELS | 01896 753889

20 Shedden Park Road | KELSO | 01573 223516

Community Centre | Albert Road | EYEMOUTH |

01890 750500

Social Work Offices

4-8 Newtown Street | DUNS | TD11 3DT Abbotsford
Road | GALASHIELS | TD1 3DP

Town Hall High Street Hawick | HAWICK | TD9 9EF

Kelso Hospital | Inch Road | KELSO | TD5 7JP

Rosetta Road | PEEBLES | EH45 8HG

Emergency out of office hours: 01896 752111

Homeless Service

FREEPHONE: 0800 376 1138

HOMELESS SERVICE: 01896 661385

You can get this document on tape, in large print, and various other formats by contacting us at the addresses above. In addition, contact the addresses above for information on language translations, additional copies, or to arrange for an officer to meet with you to explain any areas of the publication that you would like clarified.



welfare
aware
borders

scottish welfare fund

IN THE SCOTTISH BORDERS

The Scottish Welfare Fund helps families and people in Scotland who are on low incomes through Crisis Grants and Community Care Grants



welfare
aware
borders

scottish welfare fund

IN THE SCOTTISH BORDERS

Scottish Welfare Fund will be administered in the Borders by **Scottish Borders Council** and is intended mainly to help people on the following income related benefits.

- **Income Support**
- **Income-based Jobseeker's Allowance**
- **Income-related Employment and Support Allowance**
- **Pension Credit**
- **Universal Credit**

It will provide two types of grant:

Crisis Grants

Providing you with a safety net in the event of a disaster or emergency.

Community Care Grants

Helping you or someone you care for to start to live, or to carry on living, a settled life in the community

a crisis grant may help if...

you are

in crisis because of a disaster like a fire or flood, or an emergency such as losing all your money or having to visit a sick child in hospital.

you need

help with costs that have arisen as a result of the disaster or emergency, to keep you and your family safe from harm.

If you qualify for a Crisis Grant, the help you receive will depend on the particular difficulties you face.

How to apply

Applications are usually by telephone as this is the quickest way to get you the help that you need. **Phone 0300 100 1800 to arrange for a call back interview.** If you need help or support in making an application this can be arranged for you. If you do not have access to a telephone, a phone will be available for you to use at the Social Work offices listed overleaf. You can also get help from the Citizens Advice Bureau at the addresses overleaf.

How quickly will you receive a payment?

If your application is successful we aim to make payment within 2 working days and will normally send a voucher to your mobile phone which can be redeemed anywhere you see the Pay Point sign.



a community care grant may help if...

you are

about to leave care to live on your own in the community, for example after being in hospital or in prison, or face going into care because you don't have the things you need to continue living at home.

A Community Care Grant may also be able to help if you are struggling to provide a safe and secure home for your family.

you need

help to get essential household items like a cooker or washing machine but don't have the money to buy them.

As with the Crisis Grant, if you qualify for a Community Care Grant the help you receive will depend on your circumstances. You may be given money or you may receive support another way, for example, a voucher, fuel card, travel ticket or furniture.

How to apply

Application forms are available for download at <http://www.scotborders.gov.uk/> or they can be picked up at any Council Contact Centre or Social Work Office. You can also request a form by telephoning 0300 100 1800 or you can apply over the telephone. You can apply up to 8 weeks before you move.

How soon will you hear?

In most cases we will tell you about your application within 15 working days and will arrange for essential goods to be delivered to your property when you move in. There are limits to the types and cost of the goods that we will supply. For example, TV sets will not be supplied.

If we are unable to supply goods direct you may be given an electronic payment card with which you can buy your own goods. These cards look like