



**Clackmannanshire  
Council**

[www.clacksweb.org.uk](http://www.clacksweb.org.uk)

# Welfare Reforms Where to get Help and Advice



May 2014

Major changes to the benefit system are being introduced under the Welfare Reform Act 2012 which affect everyone who receives benefits.

Clackmannanshire Council has pledged to do what we can to help people get through this difficult transition.

This guide contains information about a number of local organisations which may be able to assist you.

## 1. Budgeting and Dealing with Debt

The Council's **Money Advice Service** is free, confidential and impartial, with our expert Debt Advisers on hand to explain the options available to help overcome and relieve the burden of debt.

### *Kilncraigs, Alloa*



**Tel:** 01259 450000

**Email:** [moneyadvice@clacks.gov.uk](mailto:moneyadvice@clacks.gov.uk)

**Web:** [www.clacksweb.org.uk/community/moneyadviceservice/](http://www.clacksweb.org.uk/community/moneyadviceservice/)

**Clackmannanshire Credit Union** is a financial co-operative, owned and managed by its members, which provides a secure facility for savings and access to affordable borrowing.

### *Tron Court, Tullibody*



**Days:** Wednesdays 9am-11.45am and Thursday 3.30pm-5.30pm

**Tel:** 01259 214200

**Email:** [clackscu@btconnect.com](mailto:clackscu@btconnect.com)

## 2. Housing

### Housing Allocations Policy

The Council has reviewed the Housing Allocations Policy so that it matches the new Housing Benefit criteria. This means that under normal circumstances, housing applicants on the Housing waiting list will not be offered properties that could result in them experiencing financial hardship.

### Maximising availability of small type accommodation

At the moment, there is currently a lack of one bedroom accommodation, so it is important that we maximise our current housing stock. The Council will now prioritise all tenants who are occupying one bedroom properties and need to be rehoused in a larger house. By doing this, this means that, we will be assisting in freeing up urgently needed one bedroom properties.

### Home Swapper

The Council seeks that it is important to support tenants who are under occupying their current house and wish to move to a smaller house. To help tenants identify houses for exchange, the Council can now help tenants to find a more suitable house. If you visit or call our new office at Kilncraigs, we can help you register your property and what you need to for an exchange.

### *Kilncraigs, Alloa*



**Tel:** 01259 450000  
**Email:** [home@clacks.gov.uk](mailto:home@clacks.gov.uk)  
**Web:** [www.clacksweb.org.uk/housing](http://www.clacksweb.org.uk/housing)

## 3. Employment

**Jobcentre Plus** supports people of working age from welfare into work and helps employers to fill their vacancies.

### *Mar Street, Alloa*



**Tel:** 01259 294000

**Web:** [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

### **Alloa Careers Office**

*39 - 43 Bank Street, Alloa, FK10 1HP*



**Tel:** 01259 215214

**Web:** [www.myworldofwork.co.uk](http://www.myworldofwork.co.uk)

**Clackmannanshire Works** supports individuals to develop the skills and attributes that they might need to get a job or start their own business. That can include help with finding and funding childcare so that you can attend training or take up a job offer.

### *Kilncraigs, Alloa*



**Tel:** 01259 450000

**Email:** [cworks@clacks.gov.uk](mailto:cworks@clacks.gov.uk)

**Web:** [www.clacksweb.org.uk/community/clacksworks/](http://www.clacksweb.org.uk/community/clacksworks/)

**Shaw Trust** is a national voluntary sector organisation that help people who are out of work due to ill health, social circumstances or disability to find a job.



**Tel:** 0300 303 3111

**Email:** [workchoice@shaw-trust.org.uk](mailto:workchoice@shaw-trust.org.uk)

## Forth Valley College

The College offers flexible education and training opportunities for people looking to develop their potential and to secure employment.

*Alloa Campus, Devon Road, Alloa, FK10 1HP*



**Tel:** 01259 215121  
**Email:** [info@forthvalley.ac.uk](mailto:info@forthvalley.ac.uk)  
**Web:** [www.forthvalley.ac.uk](http://www.forthvalley.ac.uk)

## 4. Carers

**Ochil Carers** is a support group for relatives and friends of people with mental health problems. The group offers carers the opportunity to become involved and informed about various mental health problems. This could include: depression, anxiety, bipolar disorder (manic depression) and psychotic illness (schizophrenia).

For more information on Ochil Carers please contact:

*Ochil Carers, Clackmannanshire Community Healthcare Centre, Sauchie*



**Tel:** 01259 290343  
**Email:** [integratedmentalhealth@clacks.gov.uk](mailto:integratedmentalhealth@clacks.gov.uk)  
**Web:** [www.clacksweb.org.uk/social/mentalhealthdayservices/](http://www.clacksweb.org.uk/social/mentalhealthdayservices/)

**The Princess Royal Trust for Carers Centre** provides information, advice and support for carers in Clackmannanshire.

*Ludgate House Resource Centre, Alloa*



**Tel:** 01259 226833  
**Email:** [alloaoffice@centralcarers.co.uk](mailto:alloaoffice@centralcarers.co.uk)  
**Web:** [www.carersfalkirk.org.uk](http://www.carersfalkirk.org.uk)

Educating our communities, raising awareness of mental health and promoting wellbeing is important in the prevention of mental health problems developing. The **Integrated Mental Health Team** offers a range of workshops and/or courses in the community which are aimed at increasing resilience. They also offer a number of early interventions.

### *Kilncraigs, Alloa*



**Tel:** 01259 450000

**Email:** [integratedmenthealth@clacks.gvo.uk](mailto:integratedmenthealth@clacks.gvo.uk)

**Web:** [www.clacksweb.org.uk/social/mentalhealthdayservices/](http://www.clacksweb.org.uk/social/mentalhealthdayservices/)

## 5. Healthier Lives

**Clackmannanshire Healthier Lives** is a community based programme which offers support and advice to people in Clackmannanshire to help them make changes that can improve their health and wellbeing.

The Projects key workers are:

- Life Skills Coach
- Food Development Worker
- Physical Activity Worker
- Community & Voluntary Support
- Tullibody Healthy Living
- Alcohol Workers
- Older Adults Support Worker
- Older Adults Community Development Worker

### *Signpost Recovery, Cooperage Business Village, Alloa*



**Tel:** 01259 450000

**Email:** [info@healthierlives.org.uk](mailto:info@healthierlives.org.uk)

## 6. Household Assistance

### Scottish Welfare Fund

**Crisis Grants** which can be awarded in a crisis to meet expenses that have arisen as a result of an emergency or disaster in order to avoid an immediate threat to health or safety of the customer or their family.

**Community Care Grants** will be awarded to assist customers remain or move back to the community after a period in institutional care or following a period of unsettled living, ie. homelessness.



**Tel:** 01259 226237/226242

**Email:** [benefits@clacks.gov.uk](mailto:benefits@clacks.gov.uk)

**Web:** [www.clacksweb.org.uk/council/welfarefund](http://www.clacksweb.org.uk/council/welfarefund)

### School Clothing Grants

If your child/ren attends a primary, special or secondary school managed by Clackmannanshire Council you may qualify for a school clothing grant. School clothing grants will not be paid to children attending nursery schools, nursery classes or other pre-five centres.



**Tel:** 01259 452499

**Email:** [fswsupport@clacks.gvo.uk](mailto:fswsupport@clacks.gvo.uk)

**Web:** [www.clacksweb.org.uk/learning/schoolclothinggrants](http://www.clacksweb.org.uk/learning/schoolclothinggrants)

### Free School Meals

All schools in Clackmannanshire provide a lunchtime meal for their pupils. In certain circumstances these can be provided free of charge.



**Tel:** 01259 452499

**Email:** [fswsupport@clacks.gvo.uk](mailto:fswsupport@clacks.gvo.uk)

**Web:** [www.clacksweb.org.uk/learning/freeschoolmeals](http://www.clacksweb.org.uk/learning/freeschoolmeals)

## Foodbanks

There are two foodbanks in Clackmannanshire which supply food to people experiencing crisis. **The Gate** is a registered charity founded by members of The Ludgate Church in Alloa. It operates on a referral basis from statutory agencies as well as other charities and local faith communities and provides fresh and non-perishable food to those facing hunger.

A foodbank is also run by **Sauchie Active 8** and is a drop-in at Sauchie Hall every Friday from 1.30pm.

## Home Energy

We have a specially trained **Home Energy Advice Team** who can advise you on how to reduce your energy bills and also provide you with free and confidential support to tackle existing fuel debt problems.

### *Kilncraigs, Alloa*

(surgery every Tuesday morning)



**Tel:** 01259 450000

**Email:** [fuelenergyadvice@clacks.gov.uk](mailto:fuelenergyadvice@clacks.gov.uk)

**Web:** <http://www.clacksweb.org.uk/housing/energyadvice/>

## 7. Getting Online

The Government is encouraging people to go online to access benefit services. If you don't have internet access at home, remember that free internet access is available at all Clackmannanshire's **libraries**.

Find out more at:



**Tel:** 01259 452262

**Email:** [libraries@clacks.gov.uk](mailto:libraries@clacks.gov.uk)

**Web:** [www.clacksweb.org.uk/culture/web4u/](http://www.clacksweb.org.uk/culture/web4u/)



## Increase Confidence

Clackmannanshire **Adult Literacies** supports adult learners who wish to improve their reading, writing, spelling, number and basic budgeting skills. This provision is free to all adults living in Clackmannanshire. The team also provides free computer training and English as a second Language (ESOL) classes.

Find out more at:



**Tel:** 01259 450000

**Web:** [www.clacksweb.org.uk/learning/literaciesprovision/](http://www.clacksweb.org.uk/learning/literaciesprovision/)

## 8. Advice and Assistance

The **Citizens Advice Bureau** provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

*Drysdale Street, Alloa*



**Tel:** 01259 723880 (benefits advice)

**Tel:** 01259 219404 (to make an appointment)

**Web:** [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Gov.uk** is a useful website for information for individuals about benefits, pensions, employment and more.



**Web:** [www.gov.uk](http://www.gov.uk)