

Due to the demand for advice, information and representation on all aspects of the benefit system, we have a number of Welfare Rights staff to assist people with benefit matters. They are based throughout the various social work localities.

We provide a wide range of services to the people in the North Lanarkshire area. These services include:

- general benefits advice;
- advice and representation for appeals;
- redundancy advice;
- help with housing benefit;
- help with council tax problems;
- training; and
- talks and briefings.

We offer an advice and representation service in the above categories and others, through the social work area localities.

Our welfare rights service is free to individuals. Whether the service you require is advice or information, or if it is representation or advocacy, we will try to meet your requirements.

If you require assistance with representation at an appeal, it is important that you give as much notice as possible, in order to provide you with the best service possible. For advice regarding appealing a decision, you should contact your local social work office.

What should you do?

Individuals

If you are an individual who needs assistance, you

should contact your local social work office in the first instance. Contact details are on the back of this leaflet.

You will normally be seen by the reception services staff, who should be able to deal with straightforward benefit enquiries.

If your enquiry is more complex, or in relation to an appeal, it will be sent on to welfare rights staff.

Organisations

If you are calling on behalf of an organisation or corporate body, you should contact the co-ordinator, financial inclusion who will then be able to advise you on what can be made available to help you. This could be immediate verbal advice and information, organising an information briefing, training, advocacy or representation.

If we cannot offer assistance in a particular situation, we will try to direct you to an appropriate body who can assist.

**The co-ordinator financial inclusion,
is based at:
73-77 Merry Street,
Motherwell,
ML1 1JE
Tel: 01698 332552**

You can contact us at any of the following social work offices:

Airdrie Social Work Locality

Coats House,
Garflea Road,
Airdrie ML6 9JA
01236 757000

Bellshill Social Work Locality

303 Main Street,
Bellshill ML4 1AW
01698 346666

Coatbridge Social Work Locality

122 Bank Street,
Coatbridge ML5 1ET
01236 622100

Cumbernauld Social Work Locality

3ron Chambers,
North Carbrain Road,
Cumbernauld G67 1DZ
01236 638700

Motherwell Social Work Locality

cott House,
Merry Street,
Motherwell ML1 1JE
1698 332100

hotts Social Work Locality

67/169 Station Road,
hotts ML7 4BQ
1501 824700

fishaw Social Work Locality

ngs House,
ng Street,
fishaw ML2 8BS
1698 348200

istance is also available from the Citizen's
vice Bureau or the local information and advice
object.



welfare rights advice service
housing and social work
services

شیرا کس کبارے میں مشاورتی سروس
فیلڈ رایتس ایڈوایس سروس
ہاؤسنگ اور سوشل ورک سروس

This information can be made available in a range of languages and format, including large print, braille, audio, electronic and accessible formats.

Please contact:
Senior Officer, Quality Assurance
t. **01698 332062**

UK: +44 (0)1698 332062
如果不需要用其他语言或者其他格式表达这些信息，请与我们联系以便符合你的要求。

PO BOX 1000
Jeżeli potrzebujesz tą informację w innym języku lub formacie, proszę skontaktuj się z nami, aby przedyskutować Twoje potrzeby.

UK: +44 (0)1698 332062
اگر آپ کو کسی زبان یا صیغے میں معلومات کی ضرورت ہے تو براہ کرم ہم سے



service and people first



North Lanarkshire Council,
Housing and Social Work Services,
Scott House,
73-77 Merry Street,
Motherwell ML1 1JE
T. 01698 332552
www.northlanarkshire.gov.uk