

## Disability and Carers service

The Disability and Carers service supports disabled people and their carers, whether or not they work.

With offices across the country, the agency provides financial support for disabled people and carers through the administration of:

- ▶▶ Disability Living Allowance
- ▶▶ Attendance Allowance
- ▶▶ Carer's Allowance
- ▶▶ Vaccine Damage Payments

For general advice or information about benefits for disabled people contact the benefit enquiry line:

Phone: **0800 88 22 00**  
Textphone: **0800 24 33 55**

Lines are open 8.30am-6.30pm Monday-Friday  
and 9am-1pm Saturday.

For more information visit: [www.dwp.gov.uk/dcs](http://www.dwp.gov.uk/dcs)

## Working Tax Credits

Call **0845 300 3900** for all general enquiries,  
textphone: **0845 300 3909**

You can get Working Tax Credit if you or your partner are working enough hours a week and your income is low enough. You don't need to have children to qualify.

## Contact us

For more information about any of our services, please call **0141 274 6460** or visit [www.your-place.net](http://www.your-place.net)  
Our customer service centre is available 24 hours a day, 7 days a week – simply call **0800 479 7979**.

This leaflet follows RNIB's Clear Print guidelines. It is available on request in Braille, tape and on disk. It is also available on request in other languages. If you need the leaflet provided in any of these formats, please contact us on **0141 274 6460**.

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# Unsure if you're entitled to benefits? We're here to help



## Introduction

Many millions of pounds go unclaimed in benefits particularly with older people and making a benefit claim can be quite a worrying experience.

Homeowners often ask if we can help with benefit information; this could be because there are many sources of information for people to access which can be confusing.

We can provide you with information that will help you with benefit enquiries.

There are several benefit and support agencies who may be able to help you.

Are you aged 75 or over? Claim your free TV licence

## Jobcentre Plus

Jobcentre Plus provides an integrated service to people who are of working age. It offers help to people looking for work and support for people who can't. Jobcentre Plus also provides a range of services to help employers fill their vacancies quickly.

If you are looking for a job contact Jobseeker Direct on **0845 6060 234**, textphone **0845 6055 255**.

For more information visit [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

To make a benefit claim for Income Support, Jobseeker's Allowance or Incapacity Allowance call **0800 055 6688** (8am-6pm Mon to Fri), textphone service call **0800 023 4888**.

## The Pension service

This is a dedicated service for current and future pensioners. It provides state financial support to over 11 million pensioners delivered at a national and local level and in partnership with other organisations. It also helps people to plan and provide for retirement.

### Winter fuel payments

If you are aged 60 or over and normally live in Scotland, you may be eligible for a winter fuel payment. Cold weather payments are also available during cold periods. If you are aged 80 or over you may also be entitled to an extra payment with your winter fuel payment.

### Free TV licenses

If you are aged 75 or over, you are entitled to a free TV licence. The Government will pay for your TV licence if you are of qualifying age.

For more information call **0845 603 6999** or visit [www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk)

## Other useful contacts

### Age Scotland

Age Concern Scotland and Help the Aged in Scotland have joined to form a single charity dedicated to improving the lives of older people.

Call **0845 833 0200** for practical support and advice.

### Alzheimer's Scotland – Action on Dementia

Phone **0808 808 3000** – for free advice, help and support on issues relating to dementia.

### Citizens Advice Scotland

Phone **0131 550 1000** – you can also find your local bureau in the phone book.

### Child Support Agency (CSA)

The CSA is responsible for running the child support system. It assesses, collects and pays Child Support Maintenance, ensuring that children whose parents do not live together are financially supported.

For more information visit [www.csa.gov.uk](http://www.csa.gov.uk)