

Step 1: What's the problem?

I suddenly have no money

- Lost job / reduced hours
- Lost money / unexpected expense
- Disaster (e.g. flood or fire)
- Relationship breakdown
- Money stopped (e.g. failed a medical)
- Sanctioned - see option 5

See Options: **1 2 5 6**

My money doesn't stretch far enough

- Deciding between food / fuel / mobile credit
- Low income or zero hours contract
- Statutory Sick Pay too low to cover costs
- Not sure if eligible for support
- Change of circumstance (e.g. new baby / bereavement / illness / left partner)

See Option: **2**

I have debt

- Rent or Council Tax arrears
- Gas or electricity
- Payday loans
- Owe friends and family
- Benefit repayments

See Option: **3**

I am waiting on a benefit payment/decision

- Made a new claim for benefit
- Benefit payment is delayed
- Waiting for a benefit decision

See Options: **1 4**

Step 2: What are some options?

1 Scottish Welfare Fund

People on low incomes may be able to get a **crisis grant** from the Council.

This is a payment to help you cope during an emergency or disaster, or due to unexpected expenses. Crisis grants do not have to be paid back (not a loan).

Where can I get help? **A B C D**

2 Maximise Your Income

Anyone who is struggling financially can get a benefit check and speak to an advisor for free and confidential advice.

A **benefit check** can ensure that you are receiving all the money you're entitled to, especially if your circumstances have changed recently. Speaking to an advisor could also help you **find cheaper deals** on things like gas and electricity and **make sure you're not missing out** on things like school clothing grants or free school meals.

Where can I get help? **A B C**

3 Debt Advice

Debt can happen to anyone. Free advice and support can help you find ways to manage your debts and reduce how much you pay each month.

Where can I get help? **A B C**

Step 2: What are some options?

4 Benefit Advance

If you have made a new claim for benefit and are in financial hardship while you wait for your first payment, you may be able to get an advance to afford things like rent or food. It's important to get advice before taking out an advance. Benefit advances must be paid back, and the money will be taken from your future benefit payments (a loan).

Where can I get help? **A B C**

5 Hardship Payment

If you have been sanctioned, you may be able to request a hardship payment from the Jobcentre. Hardship payments are not always paid immediately, and they're not available to everyone. Hardship payments of Universal Credit need to be paid back (a loan), but hardship payments of Job Seekers Allowance or Employment Support Allowance do not (not a loan).

Where can I get help? **A B C**

6 Challenge a Decision

You can challenge a benefit decision if your benefit has been stopped / sanctioned / reduced / refused or you have been overpaid. Most benefit decisions need to be challenged within one month.

Where can I get help? **A B C**

Step 3: Where can I get help?

A Working4U

West Dunbartonshire Council's advice team provides benefit and money advice

01389 738296

www.west-dunbarton.gov.uk/benefits-and-grants

B Citizens Advice Bureau

Free, impartial and confidential advice on issues such as benefits, debt, money, housing and employment

0800 484 0136

www.wdcab.co.uk

C Independent Resource Centre

Free advice and support on financial issues, benefits and debt

0141 951 4040

info@irc-clydebank.co.uk

D Scottish Welfare Fund

Crisis Grants to cover the costs of an emergency

01389 737640

www.west-dunbarton.gov.uk/benefits-and-grants/welfare-reform/crisis-community-care-grants

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Feedback? Share your experience of using this guide by visiting www.bit.ly/moneyadvicefeedback

Other Support

Home Energy Scotland

Free and impartial energy efficiency advice

0808 808 2282

www.homeenergyscotland.org

Shelter

Free housing advice

0808 800 4444

scotland.shelter.org.uk

Social Security Scotland

Speak with someone about a benefit application

0800 182 2222

www.mygov.scot/benefits

Community Addiction Teams

Health and social care services for people with drug and/or alcohol related problems

Clydebank: 0141 562 2311

Dunbarton: 01389 812018

Other local addiction services and resources can be found: www.west-dunbarton.gov.uk/health-social-care/addictions

Breathing Space

Confidential phonenumber for anyone feeling low, anxious or depressed

0800 83 85 87

www.breathingspace.scot

Clear Your Head

Ways to help mental health and wellbeing

www.clearyourhead.scot

Worrying about money?

Financial advice and support is available if you're struggling to make ends meet.

Follow these steps to find out where to get help in West Dunbartonshire.

INDEPENDENT
FOOD AID
NETWORK



West Dunbartonshire

Community
Foodshare

Together we can make a difference

IFAN's vision is of a country without the need for emergency food aid and in which good food is accessible to all.