

## Making Advice Work - projects' listing

Council area (s)	Project Name	Lead Organisation	Project Description	MAW Stream
All Scotland	CPAG Second-tier advice and information project	Child Poverty Action Group	This project will improve access to information and advice for people across Scotland by equipping frontline staff in advice and support agencies to deal with welfare reform and other benefit enquiries and help make effective referral for further advice. It will do this by providing a national telephone and email service on social security benefit for frontline staff across the third and public sector.	1
All Scotland	Shelter Scotland Welfare Reform Second Tier Support	Shelter Scotland	This project provides second tier advice to voluntary sector organisations which are being approached for help on money, debt and housing issues by their service users. The service will be Scotland-wide and be delivered mainly through web, email and phone.	1
All Scotland	Debt Advice and Welfare Reform Project	StepChange	This national project helps people who are affected by debt and connected welfare benefit changes. DAS accredited advisers are able to help people with complex debt issues.	1
All Scotland	Deaf Action Money Advice Project	Deaf Action	People with hearing difficulties across Scotland receive debt and money advice	3

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			via PC and Webcam using BSL. Face-to-face advice will be available to people with hearing difficulties in Edinburgh, East Lothian, Midlothian and West Lothian.	
All Scotland	Yorkhill Families Money and Debt Advice Support Project	Glasgow Central CAB	Families from across Scotland whose children are out-patients at Yorkhill Hospital and who are financially vulnerable because of the impact of their children's long-term health condition will receive debt and money advice.	3
All Scotland	Age Scotland Money Advice Helpline	Age Scotland	This national project provides money and debt advice to people aged 50-65 who have long-term health problems or disabilities. Access to specialist money and debt advice is provided via the Age Scotland Helpline.	3
Aberdeen City Aberdeenshire Angus Clackmannanshire East Lothian Edinburgh Falkirk Fife Midlothian Moray Perth and Kinross West Lothian Western Isles	Managing change	ARK Housing Association	The Action Group will deliver money and benefits advice to tenants of ARK Housing Association.	2
Argyll and Bute	Welfare Reforms	Link Group Ltd	Welfare benefits advice will be available	2

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Clackmannanshire East Ayrshire East Dunbartonshire East Lothian East Renfrewshire Edinburgh Falkirk Fife Glasgow Highland Inverclyde Midlothian North Lanarkshire Perth and Kinross Renfrewshire Scottish Borders South Ayrshire South Lanarkshire Stirling West Dunbartonshire West Lothian	Skills Development and Exchange		to tenants of Link Group, Horizon Housing Association and Barony Housing Association through this project.	
Glasgow City North Lanarkshire	Money Support Project	ENABLE	People with learning disabilities receive advice on money and debt problems through face to face work with individuals and groups. The project also tests the use of theatre performances to explain how to tackle money and debt issues.	3
East Lothian,	Knowing Your Stuff	The Action Group	A project to assist people with learning	3

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Edinburgh, Midlothian, West Lothian			disabilities by giving information and advice on money and debt issues through one-to-advice sessions and workshops.	
Edinburgh Midlothian Scottish Borders	Making Advice Work for Gypsy Travellers	Shelter Scotland	The project will provide money and benefits advice to travellers' sites in Edinburgh, Midlothian and Borders through on-site outreach and telephone advice.	3
Dundee City Perth and Kinross	Making Advice Work 4 U	Perth Citizens Advice Bureau	Women's Aid clients will have access to money and debt advice from advisers working on Women's Aid premises and through outreach locations across Dundee City and Perth and Kinross.	3
Aberdeen City Aberdeenshire	SMART Money Management for Women	Grampian Housing Association	Women's Aid clients from across Aberdeen City and Aberdeenshire will have targeted and fast-track access to debt and money advice.	3
Aberdeen City	Aberdeen Money Matters Project	Aberdeen City Council	Support on budgeting and financial health checks for new tenants and for those whose circumstances change due to welfare reform. Assistance is available to tenants of Aberdeen City Council and tenants of Grampian Housing Association who live in the Aberdeen City area.	2
Angus	Managing Money Together	Angus Citizens Advice Bureau	This project helps people across the Angus Council area who may struggle to manage a monthly budget due to introduction of Universal Credit. Help with money and debt problems can be accessed through	1

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			the credit union offices, Angus CAB and in the seven local authority access offices.	
Angus	Angus Welfare Reform Project	Angus Council	<p>The project provides one to one casework and advice sessions on debt at locations throughout the Angus council area.</p> <p>The project can assist tenants of Angus Council and tenants of Hillcrest Housing Association who live in the Angus council area.</p>	2
Angus	Raising Awareness of Housing Costs Arrangements under Universal Credit	Angus Housing Association	The project covers the tenants of Angus Housing Association and Abertay Housing Association, focussing on those of working age who will be affected by the change to Universal Credit. The service is delivered on the phone, face-to-face in offices and through home visits, and in writing.	2
Argyll and Bute	Welfare Reform/Benefits Project	Argyll and Bute Citizens Advice Bureau	The project helps people across Argyll and Bute who face benefits and debt problems relating to welfare reform. Advice will be delivered face-to-face where possible, using outreach and office locations across the area.	1
Clackmannanshire	Clackmannanshire Council - Money Advice and Welfare Benefits Team	Clackmannanshire Council	The project helps people with both benefits and debt work including representation, providing assistance either at council offices or through home visits. The project focuses on helping people currently claiming Disability Living Allowance or Incapacity Benefit.	1

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Clackmannanshire	Clackmannanshire Council - Income Advice Project	Clackmannanshire Council	This project ensures that welfare benefits advice is provided to all council tenants and tenants of registered social landlords in Clackmannanshire who are in contact with the housing options team.	2
Dundee City Perth and Kinross	Caledonia - Making Advice Work	Caledonia Housing Association	<p>People affected by various changes in the benefits system resulting from welfare reform, along with rural tenants and those who have failed to engage with the standard arrears process, are helped by this project.</p> <p>The project covers tenants of Caledonia Housing Association, Fairfield Housing Association and Sanctuary Housing Association who live in the Dundee City or Perth and Kinross areas.</p>	2
Dundee City	Supporting Tenancies Project	Home Scotland	<p>The project is for tenants affected by the under-occupancy charge, who are offered a housing options interview.</p> <p>The project is available to tenants of Home Scotland</p>	2
East Ayrshire	Atrium Money Advice Project	Atrium Homes	The project provides money and benefits advice to people affected by the under occupancy charge and the introduction of Universal Credit, to maximise income and improve their ability to handle their finances.	2

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			The project covers tenants of Atrium Homes. Help is available in their offices or via home visit.	
East Dunbartonshire	Welfare Reform Outreach Project	East Dunbartonshire Citizens Advice Bureau	People across East Dunbartonshire Council area can access advice and casework help for benefits and money problems in outreach locations.	1
East Dunbartonshire	East Dunbartonshire Domestic Abuse	East Dunbartonshire Citizens Advice Bureau	Women suffering domestic abuse in East Dunbartonshire have access to money and debt advice from advisers at Women's Aid premises and outreach locations. Women suffering domestic abuse who contact other agencies will also be referred to the project.	3
East Lothian	Connecting Advice Benefits East Lothian (CABEL)	Musselburgh Citizens Advice Bureau	This project focuses on improving access to face to face advice and representation on benefit matters for people in East Lothian..	1
East Lothian	Tenancy Support Officer (Welfare Reform)	East Lothian Council	The project provides welfare benefits, money and debt advice to tenants of East Lothian Council and other social landlords. Advice is provided on a face-to-face basis, in locations throughout the council.	2
East Renfrewshire	Helping East Renfrewshire Online (HERO)	East Renfrewshire Citizens Advice Bureau	The project helps people in East Renfrewshire who may face difficulties when Universal Credit is introduced,. The project delivers one-to-one and group work sessions across the council area on benefits and money advice, with a focus on making online claims and budgeting	1

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			advice.	
Edinburgh	Making Advice Work Partnership (Edinburgh)	Community Help Advice Initiative (CHAI)	People in communities across Edinburgh can access help when facing problems with debt or benefits. Project staff work from office or outreach locations across the city..	1
Edinburgh	Welfare Reform Advice Partnership	City of Edinburgh Council Advice Shop	The project delivers welfare benefits advice and representation services for people in the City of Edinburgh, at partner organisations including Community Centres and Citizens Advice Bureaux.	1
Edinburgh	Outreach Welfare Benefits Advice and Support in South West Edinburgh	Prospect Community Housing Ltd	The project delivers welfare benefits and money advice to clients face-to-face in outreach community venues to tenants of all social landlords in the South West Edinburgh area.	2
Edinburgh	The Well Fairer Project: A Homelessness Prevention Welfare Rights Advice Service	Dunedin Canmore housing	<p>This homelessness prevention project offers welfare benefits advice for tenants experiencing problems in the transition to the new benefits system.</p> <p>The project will be available for tenants of Dunedin Canmore Housing, Hillcrest Housing Association and Port of Leith Housing Association who live in the Edinburgh Council area.</p>	2
Falkirk	Falkirk Community Advice Service	Falkirk Council Social Work Advice Team	The project provides improved access to advice and representation for debt and benefit problems. The project will be	1



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			delivered face-to-face through council offices that are located throughout the Falkirk Council area.	
Fife	Wise2Welfare	Frontline Fife	The Wise2Welfare project will fast-track people into a specialist multiagency service to provide coordinated housing, money and benefit advice for people who require support with the new benefit system and associated complexities such as multiple and serious debt. The project will provide access to tribunal and or court actions. This project will cover the whole of Fife and provide a comprehensive service delivered through a central hub.	1
Glasgow	GAMH Money and Debt Project	Glasgow Association for Mental Health (GAMH)	People with mental health problems across Glasgow and their carers will receive face-to-face advice to avoid and tackle debt. Home visits form part of this project.	3
Glasgow	Increasing Advice For Glasgow	Citizens Advice Direct	People across Glasgow trying to find help will have access to greater assistance through this project which will increase capacity within the GAIN helpline. The project will also increase the capacity of existing frontline facing service delivered through GCC City Centre Service Desk where people can access face to face help in diagnosing problems and identifying the	1

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			best source of further help.	
Glasgow	Non Adviser Triage Service	Glasgow Advice Agency	This project targets help at third sector organisations and health sector providers across Glasgow for which advice delivery is not their core functions; with a view to enabling improved diagnosis of debt and benefit problems, and to improve effective referral to appropriate sources of advice for people facing problems. This project links in with the existing referral and appointment service operating in the Glasgow and help connect people to Glasgow's network of information, advice and representation services.	1
Glasgow	Representation Support Team	Glasgow City Council Social Work Department	This project increases capacity within the specialist benefits tribunal representation team in Glasgow City Council Social Work. The project works exclusively on Employment Support Allowance and Disability Living Allowance or Personal Independence appeals..	1
Glasgow	GEL's Welfare Reform Advisory Service	Govan Housing Association	The project offers advice on money and benefits advice to housing association tenants, such as those affected by the under-occupancy charge. This includes a pre-tenancy financial health-check.  The project helps tenants of Govan Housing Association, Elderpark Housing Association and Linthouse Housing	2

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			Association	
Glasgow	Maryhill Money Matters	Maryhill Housing Association	The project helps tenants of Maryhill Housing Association affected by welfare reform through the provision of face-to-face benefits and money advice.	2
Glasgow	Money Advice Works at Queens Cross	Queens Cross Housing Association	The project provides money and welfare benefits advice and assistance with related housing matters. The project is delivered in four community hubs, to include direct face to face services, including debt advice work, home outreach and a signposting service.	2
Glasgow	Housing Options Advice and Information Project	Glasgow Housing Association	The project provides face-to-face money and debt advice to tenants of all Glasgow's social landlords in office and outreach locations.	2
Glasgow	Glasgow Advice Service Benefits and Representation Service	Glasgow Advice Service	This project is for Glasgow residents who are facing problems with accessing benefits, including help to appeal and representation at tribunal. People accessing the project are also offered face to face money advice to discuss budgeting, saving and money management issues.	1
Highland	Reaching the Unreached	The Highland Council	People facing serious debt problems with immediate risk of losing their homes because of debt can get help through this project covering the Highland Council area.	1

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Highland	South and West Highlands Connecting Welfare Rights	Inverness Citizens Advice Bureau	This project delivers help for people affected by welfare benefit problems who live in Lochaber, Skye and Lochalsh, Inverness, Badenoch and Strathspey. The project focuses on transition from the old to new benefits system, offering face-to-face advice and representation.	1
Highland	Highland Social Housing Under Occupancy Assistance Scheme	Albyn Housing Society	<p>This project is for tenants of social landlords in the Highland Council area affected by under-occupancy charge. The project delivers debt and housing advice. Tenants can be assisted in their homes or local office depending on convenience.</p> <p>The project is for tenants of Albyn Housing Society Ltd, Cairn Housing Association, The Highland Council, Lochaber Housing Association, Lochalsh and Skye Housing Association, Pentland Housing Association</p>	2
Inverclyde	Inverclyde Advice First	Inverclyde CHCP	This project offers a new model of working to deliver advice and information services to Inverclyde residents facing debt, housing and benefit problems. The project puts in place a telephone service where skilled advisers provide initial advice. Where people are at serious financial risk, emergency face to face appointments with project staff can be	1

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			arranged..	
Inverclyde	Extracare Plus	River Clyde Homes	The project targets new tenants of River Clyde Homes who may be vulnerable to falling into rent arrears and otherwise not managing their tenancies. Intensive one-to-one support on a home visit basis forms the main part of this service.	2
Midlothian	Making Advice Work Midlothian	Penicuik Citizens Advice Bureau	The project helps people across Midlothian with multiple and complex debt problems and those affected by the transition to the new welfare benefits system through information, advice and representation.	1
Midlothian	Advice on Benefits in the Community	Melville Housing Association	Melville Housing Association tenants and people applying to Melville Housing Association for housing will receive targeted advice and general information on welfare benefits. Face-to-face advice will be available at offices or through home visit.	2
Moray	Enhanced Benefits and Money Advice	Moray Council Financial Inclusion Team	The project helps people across Moray council area seeking help with benefits problems, including access to casework assistance and a specific focus on the transition from Disability Living Allowance to the Personal Independence Payment. Initial help is available by phone and face-to-face.	1
North Ayrshire	CHAP Money Advice	Community Housing	The project provides access to	1

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		Advice Project	information and advice on benefits and debt issues, to people who are not social work department clients - including a focus on young people affected by welfare reform and debt. The project provides individual casework and group information sessions.	
North Ayrshire	Welfare Reform Advice Team (WRAT)	North Ayrshire Council	Council Housing Services set up a temporary Welfare Reform Advice Team (WRAT) which provides tenants with advice, support and information about welfare reform. The team makes contact with all tenants subject to the under occupancy charge and also those affected by the benefits cap. WRAT provides advice, information, casework and advocacy and representation at tribunals. SLAB funding will allow this project to continue through to March 2015.	2
North Lanarkshire	Easy Access to Representation and Advice Project	North Lanarkshire Council Advice Team	The project is for people across North Lanarkshire and provides access to increased help through Information, casework and representation, focussing on identified local priorities in respect of helping people affected by the transition from Disability Living Allowance to the Personal Independence Payment, and Employment Support Allowance.	1
North Lanarkshire	NLCAB Tribunal Representation	Airdrie Citizens Advice Bureau	This project increases access to representation at welfare benefits	1

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	Service		tribunals for people across North Lanarkshire. The project supports people impacted by the transition from the old benefits system to the new. .	
North Lanarkshire	Advice For Tenants and Residents (AFTAR)	Wishaw & District Housing Association	<p>The AFTAR project is for people experiencing problems, such as rent arrears, arising from the with the shift to Universal Credit and changes to Housing Benefit rules.</p> <p>The project will be available for residents of Wishaw and District Housing Association. Forgewood Housing Association, Garrion Housing Association. Lanarkshire Housing Association. Abronhill Housing Association.</p>	2
North Lanarkshire	Sustainability Team: Sustaining tenancies affected by welfare reform	North Lanarkshire Council	This project provides targeted advice and assistance to tenants of North Lanarkshire Council who are affected by under-occupancy and other welfare benefit changes. The project provides advice to assist council tenants to avoid housing debt, so as to reduce risk of rent arrears.	2
Perth and Kinross	Welfare Reform Advice Project Perth & Kinross	Perth Citizens Advice Bureau	This project increases access to advice, casework and representation for people facing benefit and debt problems across Perth and Kinross and includes a focus on helping people with mental health difficulties and people with learning disabilities. Help is provided in locations	1

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			across the council are and home visits can be offered.	
Renfrewshire	Getting the best from Welfare Reform Transitions for Renfrewshire Communities	Renfrewshire Council	This project improves access to co-ordinated help for people affected by welfare reform. The project provides access to welfare benefits and money advice and representation, with a focus on people affected by changes to Disability Living Allowance, the transition to Personal Independence Payments and Universal Credit.	1
Renfrewshire	Specific Money Advice for Renfrewshire Tenants	Renfrewshire Council	<p>The service provides support to tenants affected by reductions in housing benefit to assist with falling incomes and assists with the move to direct payment of housing benefit to tenants. The project works on an outreach basis and makes personal contact with householders.</p> <p>The project is available to tenants of Renfrewshire Council, Linstone Housing Association, Paisley South Housing Association, Williamsburgh Housing Association, Ferguslie Park Housing Association and Bridgewater Housing Association.</p>	2
Renfrewshire	Money Advice in Mental Health and Addiction Services	Recovery Across Mental Health	People with mental health and addiction problems receive integrated money and debt advice within Mental Health and	3



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			Addiction Services.	
Scottish Borders	Borders Benefit & Money Advice Project (BMAP)	Central Borders Citizens Advice Bureau	The project assists people with benefits problems, including by providing face-to-face advice and representation. This project will provide access to the Debt Arrangement Scheme (DAS).	1
South Lanarkshire	Claims, mandatory reconsiderations and direct lodgement of appeals - preparation project	South Lanarkshire Council Advice Team	This project helps people to provide all the evidence and information they require at the beginning of the claims process. This project aims to reduce stress on people by avoiding appeals.	1
Stirling	Making Advice Work Stirling	Stirling Council	<p>A money and debt advice project covering Stirling council area and delivered for four RSLs. The project aims to prevent homelessness by providing debt, housing and benefits advice to prevent homelessness, increase tenant financial resilience and provide lasting solutions.</p> <p>The project is for tenants of Stirling Council, Forth Housing Association, Rural Stirling Housing Association, Paragon Housing Association and Castle Rock Edinvar Housing.</p>	2
West Dunbartonshire	Service Expansion In Response to Welfare Reform	Clydebank Independent Resource Centre	The project improves access to face-to-face advice for people across the West Dunbartonshire local authority area who are experiencing welfare benefits and debt issues.	1

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			The project also covers western areas of Glasgow City.	
West Lothian	Income Maximisation, Welfare and Money Advice for Almond Housing Association Tenants	Almond Housing Association	The project is for Almond Housing Association tenants who require welfare benefit, budgeting and money advice as a result of housing benefit changes and the transition to Universal Credit.	2
West Lothian	First Stop - One Stop	West Lothian Citizens Advice Bureau	Clients of Women's Aid in West Lothian will receive money and debt advice to assist with financial issues at Women's Aid and Citizens Advice Bureau offices.	3
Western Isles	Western Isles Advice Service Welfare Reform Project	Western Isles Citizens Advice Bureau	People in the Western Isles have improved access to face-to-face information, advice and representation on welfare benefits problems. The project is in partnership with Hebrides Housing Partnership, the main local social housing provider.	1