

Welfare Quick Guide for Members

Advice: The [Welfare Support Team](#) provide free, impartial and confidential support to claim all benefits and entitlements. Contact the **Welfare Support Team**. Telephone: **0800 090 1004** or email: welfare.support@highland.gov.uk

[Citizens Advice](#) – your local Citizens Advice provides advice on money, benefits and housing.

Council Tax Reduction you may be entitled to a reduction in your bill if you are on a low income, even if you own your own home. Council Tax Reduction can't be used to reduce water or sewerage charges on your bill. You can claim if you, or your partner:

- Live in the property you're applying for
- Are on a low income. This can be DWP benefits or low paid work
- Are responsible for paying the Council Tax bill
- Do not have combined savings or capital of £16,000. This is unless you're receiving Pension Credit (Guaranteed Credit)

Apply online: www.highland.gov.uk/applyonce

Universal Credit (including help with rent) is a means-tested payment to help with living costs. It's normally paid monthly, but you can request fortnightly payments once you have applied. You may be able to get it if you're on a low income, out of work or you cannot work.

You may be able to get Universal Credit if you're on a low income or out of work, 18 or over (there are some exceptions if you're 16 to 17), you're under State Pension age (or your partner is), you and your partner have £16,000 or less in savings between you

Apply online: www.gov.uk/universal-credit/how-to-claim or contact the Universal Credit helpline telephone: **0800 328 5644**

New Style Employment and Support Allowance (ESA) if you are ill or have a health condition or disability that limits your ability to work you may be able to get New Style Employment and Support Allowance (ESA) instead of Universal Credit, depending on your National Insurance record.

Your (or your partner's) savings will not affect how much New Style ESA you're paid. If your partner works, it does not affect your claim.

Apply online:

www.gov.uk/guidance/new-style-employment-and-support-allowance#how-to-apply or contact the Universal Credit helpline telephone: **0800 328 5644**

New Style Jobseeker's Allowance If you're unemployed or work less than 16 hours a week you may be able to get New Style Jobseeker's Allowance (JSA) instead of, Universal Credit, depending on your National Insurance record.

Your savings and capital (or your partner's savings, capital and income) are not taken into account when claiming New Style JSA. However, your earnings and any payment you are getting from a pension can affect the amount you may receive.

Welfare Quick Guide for Members

Apply online:

www.gov.uk/guidance/new-style-jobseekers-allowance#why-should-i-claim-new-style-ja
or contact the Universal Credit helpline telephone: **0800 328 5644**

Personal Independence Payment (Under state pension age) (PIP) can help you with some of the extra costs if you have a long-term ill-health or disability. The amount you get depends on how your condition affects you, not the condition itself.

You can get PIP whether you're working or not. You must be aged 16 or over and usually have not reached State Pension age to claim. You must also have a health condition or disability where you:

- have had difficulties with daily living or getting around (or both) for 3 months
- expect these difficulties to continue for at least 9 months

Claim by telephone: 0800 917 2222

Attendance Allowance (Over state pension age) helps with extra costs if you have a disability severe enough that you need someone to help look after you. You can get Attendance Allowance if you've reached State Pension age and the following apply:

- you have a physical disability (including sensory disability, for example blindness), a mental disability (including learning difficulties), or both
- your disability is severe enough for you to need help caring for yourself or someone to supervise you, for your own or someone else's safety
- you have needed that help for at least 6 months (unless you're terminally ill)

Apply by post: www.gov.uk/government/publications/attendance-allowance-claim-form

Carer's Allowance (CA) if you care for someone at least 35 hours a week and they get certain benefits. You do not have to be related to, or live with, the person you care for. The person you care for must already get one of these benefits:

- Personal Independence Payment - daily living component
- Disability Living Allowance - the middle or highest care rate
- Attendance Allowance
- Constant Attendance Allowance at or above the normal maximum rate with an Industrial Injuries Disablement Benefit
- Constant Attendance Allowance at the basic (full day) rate with a War Disablement Pension
- Armed Forces Independence Payment

Apply online or by post: <https://www.gov.uk/carers-allowance/how-to-claim>

Housing Benefit (HB) (over state pension age) if you need help to pay your rent and you are over state pension age. You can apply for Housing Benefit whether you're unemployed or working. You can be a tenant of:

- the council or housing association
- a private landlord

Welfare Quick Guide for Members

Further information: www.highland.gov.uk/housingbenefit

The Scottish Welfare Fund is intended to offer grants or in kind support for two purposes
Crisis Grants and Community Care Grants:

- **Crisis Grants** provide safety net in emergency or when there is an immediate threat to health and safety.
- **Community Care Grants** enable independent living or support when families are facing exceptional pressure.

How to apply

- Apply online at www.highland.gov.uk/welfare-fund or
- Freephone 0800 083 1887

Welfare Quick Guide for Members

Suggested Social Media Feeds

- Scottish Child Payment is a new payment for families on certain benefits or tax credits to help towards the costs of looking after a child. Find out here (<https://www.mygov.scot/scottish-child-payment/how-it-works/>)
- Scottish Child Payment will pay £40 every four weeks for each eligible child under six from 15 February 2021
- Pre applications for Scottish Child Payment opened 9 November 2020. Apply here (<https://www.mygov.scot/scottish-child-payment/how-it-works/>)
- The Welfare Support Team provide free, impartial and confidential support to claim all benefits and entitlements including the Scottish Child Payment. Contact the Welfare Support Team. Telephone: 0800 090 1004 or email: welfare.support@highland.gov.uk
- Covid-19 Self-Isolation Support Grant is for individuals who are in receipt of low-income benefits and who will lose income as a result of being required to self-isolate to prevent the spread of Covid-19.
- Covid-19 Self-Isolation Support Grant, if you have been asked by NHS Test and Protect Service to self-isolate on or after 28 September 2020, you may be entitled to a £500 Self-Isolation Support Grant. Find out here <https://www.highland.gov.uk/info/20016/coronavirus/940/self-isolation-support-grant>
- Are you eligible for a Covid-19 Self-Isolation Support Grant? Find out here <https://www.highland.gov.uk/info/20016/coronavirus/940/self-isolation-support-grant>
- For advice and support to apply for a Covid-19 Self-Isolation Support Grant contact the Welfare Support Team 0800 090 1004
- Want to find out about Council Tax Reduction? Contact the Highland Council Welfare Support Team on 0800 090 1004 or visit [Benefit advice](#)
- Is your household on low income? You may be eligible for help to reduce your Council Tax. Find out [here](#)
- Dependant on circumstances; relatives or friends may be eligible for help to reduce Council Tax. Find out [here](#)
- You may be eligible for help with your Council Tax even if you own your own home. Find out [here](#)
- Several Council tax exemptions/discounts are available for Students, sole occupiers and people with disabilities Find out [here](#)
- Qualifying households who receive the full Council Tax Reduction only pay their Scottish Water and Wastewater charges.
- For a Band D property, 100% Council Tax Reduction is equivalent to £1,332.33 for 2020/21.
- Live on your own? You may be eligible for a single person discount on your Council Tax. Find out [here](#)
- Needing advice about benefits? Contact the Highland Council Welfare Support Team on 0800 090 1004 or visit [Benefit advice](#)
- Struggling with Universal Credit? The Highland Council Welfare Support Team can help [Benefit advice](#)
- The Scottish Welfare Fund is intended to offer grants or in kind support for two purposes Crisis Grants and Community Care Grants

Welfare Quick Guide for Members

- SWF Crisis Grants provide safety net in emergency or when there is an immediate threat to health and safety. See [Benefits - Scottish Welfare Fund | The Highland Council](#)
- SWF Community Care Grants enable independent living or support when families are facing exceptional pressure. More [Benefits - Scottish Welfare Fund | The Highland Council](#)
- Need help with financial planning and budgeting? We offer free advice in managing your money better. Call free on 0800 090 1004 or visit [Money and debt advice](#)
- The Welfare Support Team provide free, impartial and confidential support to claim all entitlements that are due to you. Call free on 0800 090 1004 or visit [Benefit advice](#)