

**wee changes** can make a **big difference**  
in helping you feel better



# KNOW YOUR RIGHTS REGARDING SANCTIONS

Everything you wanted to  
know about sanctions and  
were afraid to ask!

October 2017

# Acknowledgements

Things can change very quickly. This booklet does not replace professional advice and is a guide only to provide information.

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## **IMPORTANT**

- Make sure your claimant commitment is realistic
- Understand your claimant commitment and stick to it
- Give good reason why you didn't do what was asked as soon as possible
- Try and prevent being sanctioned
- Tell housing benefit immediately if you have been sanctioned
- Ask for a mandatory reconsideration, if that fails appeal
- Get support from local services, you are not alone
- Ask about the Scottish Welfare Fund, also Hardship Payments

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Letters included at end of booklet:  
Mandatory Reconsideration Request & Sanction Appeal Letter

# Looking after you and your family if sanctioned

## If you are having thoughts of suicide

If your mood is so low that you are having thoughts of suicide, speak to someone now, the Samaritans free phone number is **116 123**, also Breathing Space **0800 83 85 87**, also speak to your GP about services which can offer support.

Are there friends or family members who you could talk to or any local groups? You are not alone, there are people out there, and yes sometimes it takes time to find them, but it is worth the effort, your life matters.



## Apply for a hardship payment

You have the right to be treated with respect and dignity. If you need a hardship payment tell your contact at the Department of Work and Pensions (DWP) you want to apply to find out if you are eligible. Ask if you need to pay it back when your sanction is lifted and negotiate a rate which suits you. Need help, speak to a money advisor.



## Appeal

You can appeal using a mandatory reconsideration letter, a copy of which is included in this booklet, sometimes people think where is the point in appealing? It's a waste of time. There is a point. Many people have been successful with their appeal so exercise your rights and appeal, you have nothing to lose and maybe a lot to gain.

## Scottish Welfare Fund

If you still find you are struggling, apply to the Scottish welfare fund. Contact your local council for more details at:

**[www.gov.scot/Topics/People/fairerscotland/scottishwelfarefund/howtoapplytothescottishwelfarefund](http://www.gov.scot/Topics/People/fairerscotland/scottishwelfarefund/howtoapplytothescottishwelfarefund)**

## Housing Benefit

If you have been sanctioned this should not affect your entitlement to housing benefit (unless you have been disqualified). Contact your Local housing benefit office and let your housing officer know to make sure your Housing Benefit continues.

## Money Lenders

Please don't be tempted to approach money lenders this could lead to more problems. Illegal money lending is a crime, the interest rates are high and there can be problems if you can't make payments. If you are already in debt to a loan shark seek advice, speak to your local citizens advice service.



## Practical Help

To find your nearest foodbank visit the website **[www.trusselltrust.org](http://www.trusselltrust.org)**. There may also be local foodbanks not registered so find what is near you, some also give fuel vouchers and link to clothing banks.



Your contact in the DWP should be able to tell you where these are. Visit your local Citizens advice service, find your local office at **[www.cas.org.uk](http://www.cas.org.uk)** or phone **0808 800 9060**, if you are struggling as you don't have money to use phones there are local services who can offer use of their phone, the resources are out there to help, you are not alone.

## Mental Distress

Being sanctioned can be very stressful. If you have health care providers let them know what's happened. If you don't have support and are distressed ask your DWP advisor or speak to your GP about how you feel to find out about services near you. There are often local stress services, healthy living centres, wellness centres.



## Long term conditions and sanctions

If you have a long-term health condition and have been sanctioned, you need to let your GP know as this may have implications for your health condition. Also, if you are using a foodbank let them know of any dietary needs you have e.g. if you suffer from diabetes or food intolerances.

## If your first language is not English

Being sanctioned can be very confusing. If your first language is not English or you use another form of communication e.g. British Sign Language, or experience dyslexia, tell your advisor. It's important you get support and advice in a way which meets your needs. Let any service you are dealing with know English is not your first language, or if you have any issues with reading, writing, spelling, so they can make sure there is good communication between you and the agency.

## If you have issues with drugs and/or alcohol

If you have any issues with addictions and you are linked to addiction services let them know you have been sanctioned. If you have issues of addictions and aren't linked to services speak to your GP to find services near you which can offer support.



## If you have children

It can be even more challenging being sanctioned if you have children and even more important for you and the children that you seek help, advice and appeal. If you have very young children speak to your health visitor as well as local citizens advice centre to find out what additional support is available in your area.

You can also visit Parentline [www.children1st.org.uk](http://www.children1st.org.uk) or phone **08000 28 22 33**. Also speak to your local social work services, welfare rights advisers as children need food and warmth. It's their right.



## Have your voices heard

You are not alone in thinking sanctions are unfair and causing hardship for many. There is a lot going on across the country to challenge what is happening. Asking for changes to be made, which are fairer and have compassion.

There may be groups near you doing something to help mitigate the impact of sanctions. Ask your community council.

There are also National groups, such as the People's assembly Scotland [www.thepeoplesassembly.org.uk](http://www.thepeoplesassembly.org.uk), or the Poverty Alliance, [www.povertyalliance.org](http://www.povertyalliance.org).

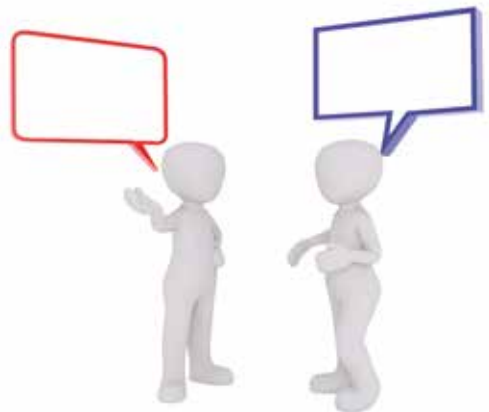


## Find out how to avoid sanctions or further sanctions

There is more information on avoiding sanctions on page 12.

Remember, to help avoid sanctions let the DWP know about childcare and other caring responsibilities, or any other issues you have; which may cause you issues complying with your claimant commitment.

Keep a written record they have been informed.



# What is a sanction?



This booklet is not saying sanctions are fair or right, it is trying to provide information to help you know your rights and avoid being sanctioned or know how to appeal if sanctioned or get help if you have been sanctioned.

For your first sanction you could lose up to 4 weeks money or up to 13 weeks (first JSA or Universal Credit higher level sanction). If you get sanctioned again , you could lose more money for even longer. If you get sanctioned a third time you could lose your money for 3 years. It is important to ask for a mandatory reconsideration if you are sanctioned, not just to get your money back, but also to protect you from future sanctions.

It's important to appeal if you are sanctioned, not just to get your money back, but also to protect you from future sanctions.

Remember if you are sanctioned you still need to do everything the DWP ask or, this means another sanction on top of the one you have already.

For people receiving Jobseekers Allowance (JSA/Universal Credit) who are sanctioned , this means no benefit or a considerably reduced benefit for a minimum of 7 days if it's a Universal Credit low level sanction, to a maximum of 156 weeks (3 years).



# Why could you be sanctioned?

If you are claiming benefits there are things you need to do to make sure you get paid. These are the rules and if you don't follow them your money will be affected.

For ESA, you will get your money in the assessment phase but may be required to attend a work focussed interview. You may be sanctioned if you fail to attend without a good reason. The sanction continues until you attend and for a fixed period of at least 7 days.

If you are a single parent on Income Support (IS) your benefit will be reduced by £14.62 a week (Figures at October 2017) if you don't take part in work focussed interviews/activity. Which basically means anything which takes you a step closer back into work e.g. courses, looking for jobs, going to interviews.

If you claim benefits and have an agreement with the DWP you can be sanctioned if you don't do what is in the agreement. This agreement is called a claimant commitment.

This agreement will be written down and you and the DWP adviser will sign it. Make sure that you agree to be fair and reasonable, if you need help, ask for it e.g. you have dyslexia and aren't sure what you are being asked to do, or, have issues keeping written records, or, you care for someone and an early morning appointment isn't suitable for you.

A lot of people get sanctioned because their agreement is unrealistic and impossible to keep. Make sure that you can do what is asked, discuss any challenges with your DWP work coach. Seek advice from others if you need it e.g. Citizens Advice Service.

# So what do I need to do

To avoid being sanctioned, people claiming JSA or Universal Credit work related requirements group.

## **Be available to work**

Be ready to take up full time work immediately, for the minimum wage and within 90 minutes travelling time from your home. If this would be an issue e.g. you have children who you need to take to school, then let your DWP advisor know, working 90 minutes from home would cause significant childcare issues.



## **Be actively seeking a paid job**

For example, applying for jobs, writing a CV, registering with an employment agency. Keep proof of what you have done to look for work, if you need help to do this ask, because your DWP advisor will want to see this proof and not providing it can lead to a sanction. This may also cause issues with your housing benefit so let your housing officer know you've been sanctioned.

## **To comply with your claimant commitment**

Basically, you need to do any reasonable activity your adviser tells you that can increase the chances of getting a paid job. E.g. attending skills assessments, going on training, attending an employment programme, work experience, e.g. a work placement. They can even suggest 'improving your personal appearance'. Also, you must take part in whatever they suggest not just turn up. If you don't have a good reason why you didn't do what was asked your benefit maybe stopped for at least 4 weeks as you could be sanctioned. So it's important in agreeing with the commitment, to share any challenges you may have in complying.

## **You must not leave a job voluntarily or lose a job through misconduct**

You will be asked why you left your last job and the DWP may also ask your former employer why you left. You may need to provide supporting evidence of why you left. If the DWP believe you chose to leave the job, or you lost it through misconduct this may result in your benefit being sanctioned for a minimum of 13 weeks.

Some Employment and Support Allowance (ESA) claimants may also be at risk of sanctions. This does not apply to those who are in the 'Support Group' but does apply if you have been placed in the Work Related Activities Group. The requirements are:

- Attend or take part in any work-focused interviews.  
These interviews can be in various locations and in some cases can be done over the phone.
- Take part in compulsory work-related activities.  
This however does not include looking for actual paid employment.

If you fail to attend or don't take part in a work focused interview or don't take part in work-related activities; without a good reason, you may see your benefit payment stopped until you agree to do so.

Some Income Support claimants are also required to attend and take part in work focused interviews. If you fail to attend or don't take part in a work-focused interview without a good reason you may see your benefit payment stopped/reduced indefinitely or until you take part in a work focused interview.



# How to avoid being sanctioned



To reduce the risk of being sanctioned the following might help:

## **Claim the correct benefit**

JSA may not be the correct benefit for you and you may be entitled to another benefit where sanctions are not so severe, for example Income Support. As such you should have your benefit entitlement checked by a welfare rights adviser.

## **Understand your claimant commitment**

Many people agree to a commitment that they cannot manage because they think that they must do so to qualify for benefit.

## **Tell the DWP of any problems you have**

Do you have children at school? Do you have child care issues? Are you helping to look after someone? Are you having health difficulties? Have you lost access to the internet? These are just some of the problems people have that cause them to have their benefit sanctioned. If you do not tell the DWP of these types of problem then they cannot be taken into account when drawing up your claimant commitment or when making appointments for interview.

If there is an emergency tell the DWP as soon as possible, preferably in advance of meetings or appointments, and ask for the name of the person you left the message with, keep a record of the call, who you spoke to and the time you spoke to them.

### **Attend your appointments**

It may seem obvious but go to your appointments and be on time or even slightly early. Where it becomes impossible to keep an appointment then make a phone call to explain your absence or to advise that you will be late. You should keep a note of the telephone number for such a situation.

### **Record all your activities**

You will need to show that you have done what you agreed to do.

Keep a written record in a diary, keep it up to date and remember to include:

- Dates, times and places
- Any relevant letters including email, and computer print outs
- keep a note of any reference numbers
- Also note any advice that you were given so you can refer to it again should you forget. Include the name of the adviser who gave the advice

Put yourself in the shoes of the DWP and ask yourself what you would expect to see that would prove that all the things agreed in the claimant commitment have been completed.

How to stop getting sanctioned:

- Claim the correct benefit
- Understand your "claimant commitment"
- Ask to change your claimant commitment if it's too difficult
- Tell the DWP about any extra problems you have
- Attend your appointments
- Record all your activities

# Good Reasons



If you have a "good reason" for not complying with the conditions that caused your sanction then the sanction should not be applied. You will need to convince the DWP that what you did, or didn't do, was reasonable for you in the circumstances.

The DWP should consider all of the reasons why you didn't comply with your benefit conditions, For example:

- You may not have understood that you were required to attend an interview. This could be due to a learning, language or literacy difficulty, you may have dyslexia, let your advisor know this, or because your personal adviser gave you misleading information
- You were attending a medical or dental appointment (or accompanying someone you have to care for) and it was not possible to rearrange the appointment
- You had transport problems and there was no reasonable alternative available
- Your religious practices stopped you attending
- You were attending an interview with a prospective employer
- You were actively following opportunities for work as a self-employed earner

- You (or a dependant) had an accident, sudden illness or relapse of a health condition
- You were attending a funeral for a close relative or friend
- Your condition or disability made it impossible to attend

**Other factors which may be relevant:**

- You may have experienced domestic violence
- You may have a mental health condition or disorder
- You may be a victim of bullying or harassment
- You may be homeless
- You may have lost your job (or work experience placement) for reasons out with your control

The DWP is entitled to take into account any history you have of previous failures to comply with a condition when deciding if you have good reasons. If the DWP does not accept your reasons your claim could be closed and you would need to make a new claim.

In these circumstances, the sanction is applied to the new claim.

You must do all the things in your “Claimant Commitment”.  
You must follow the rules. The rules are:

- Be available for employment\*
- Be actively seeking employment\*
- Comply with your claimant commitment
- Do not leave a job voluntarily or lose your job through misconduct\*
- Go to any work-focused interviews
- Go to compulsory work-related activities

\*only apply to JSA and UC all work-related requirements group

# Challenge the sanction decision



You have a legal right to challenge a sanction decision by asking for a reconsideration and if that fails by then lodging an appeal. At present the majority of all reconsiderations result in the sanction being lifted and there is also a high success rate for appeals. A successful challenge not only lifts a sanction but reduces the length of time that a future sanction may be applied.

At the end of this pack there are reconsideration and appeal letters to help you challenge a decision.

If you think you were badly treated then regardless of any sanction decision you should consider making a complaint. You can complain directly using the DWP complaints procedure, or if you feel strongly enough you may prefer to complain through your local MP.



Note that a complaint is different from a reconsideration or appeal and you should not delay asking for a reconsideration or appeal.

## Five day rule

If someone claiming benefit fails to sign on, or keep their appointment at the jobcentre and fails to make contact within five working days, they can be disqualified from JSA. A disqualification means having to make a new claim if the decision is not overturned, but then the sanction can still carry over to the new claim. If the person makes contact and provides a 'good reason' within five days, they are not disqualified or sanctioned. So the decision should not be made until the five day period has elapsed. So it's really important if you don't do what was expected you explain why within 5 days to try and avoid being sanctioned.

Other sanctions, for example, for leaving a job through misconduct or without good reason are not subject to a legal five day opportunity for people claiming benefits to provide a good reason. The circumstances could come to light in an application or subsequent interview, and the decision could follow at any time.

The challenge is often people don't know they have been sanctioned until it's imposed. It is important you know what's in your claimant commitment and you follow it. If there are going to be issues complying, let your advisor know as soon as possible. If you are not sure how to do this ask for help.

To challenge a decision:

- Ask for a reconsideration
- Lodge an appeal



# How to survive a sanction?

If you are sanctioned you may not be paid any benefit for 4 weeks and up to 13 weeks in case of JSA /UC high level sanction. However, depending on your circumstances, you may be able to make a claim for a Hardship Payment.

A hardship payment is a discretionary award of JSA, ESA or UC that you can claim from Job Centre Plus. To be entitled to a hardship payment you need to show that you or your family will suffer hardship unless a payment is made and that you have no other sources of support.

You can apply for a hardship payment by contacting jobcentre plus by telephone, in person or by post. Universal Credit hardship payments must be paid back.

You will be asked about any responsibility you have for looking after children or other people and about your health. Also about any other benefits or other income you have; your debts; your savings; and your ability to get support from your family or other sources.

You should also detail your expenditure, for example:

- Food
- Gas and electricity
- Clothing
- Accommodation

These are examples of what could be considered as essential costs. You may have others though e.g.

- Travel costs for taking children to school or nursery
- Travel costs to provide care to a disabled person
- You may require special foods which cost more e.g. gluten free produce

Make sure to mention any of these on your application form if they apply to you.

# When to apply for hardship payments?



For ESA and UC, you can apply for a hardship payment immediately and if successful you will be paid the next time your benefit is due. But for JSA you have to wait at least 14 days before you can apply, unless you are in a "vulnerable group".

You are considered to be in a vulnerable group, if you (or your partner) are:

- **pregnant or responsible for dependant children**
- **looking after a qualifying young person under the age of 20 in full time non advanced education who would be in hardship.**
- **A carer for a disabled person or elderly**
- **disabled or have a long-term physical medical condition**
- **aged 16-17 (in some circumstances)**
- **aged under 21 and in the last 3 years were looked after by a local authority**

If you are on JSA and not in a vulnerable group you need to wait 14 days from when the sanction began before you can claim a hardship payment. If you qualify you will be paid the next time you would normally expect to get your benefit. This could mean that you have to survive for up to four weeks without any money.

If you or your partner is pregnant or there is a serious illness in the family then the hardship payment is paid at a slightly higher weekly rate.



# The Scottish Welfare Fund

If you are sanctioned and a hardship payment has been refused or delayed you should also apply to the Scottish Welfare fund for a Crisis Grant.

There is a limit to the number of times you can receive assistance from the Scottish Welfare Fund because of a crisis. If you are not given enough to live on for the period of a sanction, you can ask for a review instead of making a new application.

For information on contacting or making a claim for a payment from the Scottish Welfare Fund, see the useful contacts list.



...ing Benefits  
Benefits



# Housing Benefit and Sanctions

If you have been sanctioned this should not affect your housing benefit entitlement although it may cause some problems and delays.

The DWP have three kinds of sanction for people on Jobseekers Allowance:

- Low level sanction
- Intermediate level sanction
- Higher level sanction

If you do not meet the basic Job seeking conditions for JSA, you will be disqualified, so your JSA award will stop and you will be subject to an intermediate sanction when you reclaim. Once JSA award has been stopped DWP will notify the Housing Benefit office of this. You should also speak to your housing officer about any challenges you may have around your rent being paid. Remember, if you need help with any of this ask.

If the Local Authority's Housing Benefit Section is advised by the DWP that your JSA or ESA entitlement has ended, your Housing Benefit entitlement will be suspended and they will write to you for more information about your income.

Please if you are asked for information give it as soon as you can, if you aren't sure what to do ask someone, because if you don't get back quickly to a request for information they may decide not to pay your housing benefit and this will only cause more distress and possible hardship.

If you have difficulty getting evidence about your income let the Housing Benefit office know about this to ensure that they do not close your claim.

**See the list of useful contacts on how to contact the Housing Benefit office.**

# What to do if you are sanctioned



You may have:

- Tried hard to avoid a sanction
- Complied with every instruction given
- Kept your job search up to date
- Attended every appointment both eagerly and on time

If you have done everything to avoid a sanction, ideally, you should not be sanctioned. However, sometimes sanctions are imposed incorrectly and unfairly, so you should always get advice on challenging the decision. This booklet is not saying the system is fair, we are not saying we agree with what the rules are. We are sharing our understanding of current practice. This booklet seeks to let you know your rights and where support may be available, if you are affected by sanctions. We know this causes suffering, we want to provide information which may be useful to you to help reduce the stress a sanction may cause.

A decision to sanction should always be notified in writing even if it has already taken effect on your payment. In some cases a sanction may be imposed before you receive written notification. In which case you may not discover you have been sanctioned until you go to the bank to get your money and find there is nothing there. Whether you are sanctioned this way or are notified in writing, you should consider doing all of the following:

### **1. Ask for a hardship payment or a Scottish Welfare Fund (crisis grant)**

### **2. Ask for a reconsideration**

- If you ask for a reconsideration the DWP must look at their decision to sanction you again. You can ask for a reconsideration over the phone but it is recommended you do so in writing, even if this is just to confirm an earlier verbal request. If the decision is reviewed in your favour the sanction is lifted if not you will have a right of appeal
- If you intend to appeal against the sanction decision you must ask for the reconsideration first
- You have one month from the date the decision was made to ask for a mandatory reconsideration. You can ask for a mandatory reconsideration of JSA and UC decisions any time but within one month is best. If DWP refuse to consider a late mandatory reconsideration because it was late, you can still appeal the decision.
- See the back of this pack for an example of a letter for asking for a reconsideration

### **3. Appeal**

If you are sanctioned you can appeal against the decision to sanction you to an independent appeal tribunal. To do so you must have firstly asked the DWP for a reconsideration and have been issued with a new decision called a Mandatory Reconsideration notice.

Many people are put off appealing and often for the following reasons:

- **it takes months and the sanction will be over before the appeal is heard,**
- **I got a hardship payment and I can manage for four weeks with the help of family and friends**
- **the DWP told me I have no chance of winning the appeal**
- **I don't have the confidence to go through with the appeal**

We would however strongly encourage you to appeal against the decision. If you do not appeal it means you are accepting that the DWP were correct to sanction you and correct to cut your benefit. It also means that you are laying yourself open to potentially longer sanctions should it happen again in the future.



The success rate at appeals against sanction decisions is high and if you win then you not only get your money back but you also reduce your vulnerability to a sanction in the future.

You have the right to be represented and have a Welfare Rights Officer attend the tribunal with you, so you do not need to go on your own.

To lodge an appeal you must do so in writing. You can use the official appeal form (SSCS1) provided by the tribunal service or in a letter that identifies the decision and gives reasons for the appeal.



The time limit for lodging an appeal is one month from the date the Mandatory Reconsideration Notice was made. If you are outside the one month you can ask for a late appeal if there are exceptional circumstances. There is no guarantee that a late appeal will be admitted so we strongly advise that you lodge your appeal within the one month time limit. If it is more than 13 months then there is no scope to ask for a late appeal. If you intend to appeal against the sanction decision you must ask for the reconsideration first.

If you are sanctioned you stand to lose a minimum of four weeks money, appeals are free and if you win you get your benefit back.

If you are sanctioned:

- Ask for a hardship payment and Scottish Welfare Fund crisis grant
- Ask for a reconsideration
- Appeal
- Contact organisations that can help you



# Useful contacts and websites

These are some useful contacts, but remember, there are other services on your doorstep, don't be alone with the stress of being sanctioned speak to your GP, health visitor, local third sector services, social work services and housing providers, local foodbanks and clothing banks and libraries help and support is available.

Organisation	About	Contact
Citizens Advice Service	Financial advice	To find your nearest Citizens Advice Service: <a href="http://www.cas.org.uk/bureaux">www.cas.org.uk/bureaux</a>
Housing Benefit	Can be contacted through your local council website also speak to your housing provider	Contact your local council for details: Glasgow 0141 287 5050 Edinburgh 0131 608 1111 The Highland Council 0800 393811
Trussell Trust Foodbanks	Partner with local communities to help stop hunger	Link to find a foodbank near you: <a href="http://www.trusselltrust.org/get-help/find-a-foodbank/">www.trusselltrust.org/get-help/find-a-foodbank/</a>
Health and Social Care Alliance	Ensuring people with health challenges and unpaid carers have a strong voice and enjoy their right to live well	<a href="mailto:info@alliance-scotland.org.uk">info@alliance-scotland.org.uk</a>  0141 404 0231
Dyslexia Scotland	Empowering people with dyslexia to reach their full potential	Helpline 0344 800 84 84
Scottish Welfare Fund	A discretionary scheme administered by local authorities,	Contact your local council for details: Glasgow 0141 276 1177 Edinburgh 0131 5295 299 North Lanarkshire 0300 555 0405 Google the phone number for Scottish Welfare fund in your local authority area
Jobcentre Plus	Use these numbers if you want to make your reconsideration request by telephone	0345 608 8545 (from mobiles) 0845 608 8545 (from landlines)

Organisation	About	Contact
Gov.uk	The UK government portal. Where you will find information and claim forms etc on most benefits	<a href="http://www.gov.uk">www.gov.uk</a>
HMCTS	For information on appeals including where to get the official appeal form SSCS1	<a href="http://www.gov.uk/social-security-child-support-tribunal">www.gov.uk/social-security-child-support-tribunal</a>
Advice and information networks	Helps you locate services nearer your home	E.G GAIN in Glasgow 0808 801 1011   <a href="http://www.gain4u.org.uk">www.gain4u.org.uk</a> The Armed Services Advice Project (ASAP) 01786 451225 or 07580 811807 (A focal point for the Armed Forces Community in Scotland for access to advice, information and support.)
Scottish Council on deafness	Aiming to ensure deaf people across Scotland can access services and information across all sectors	0141 248 2474
Scottish Council on visual impairment	Their mission is for blind and partially-sighted people throughout Scotland to lead independent and included lives	<a href="mailto:info@scovi.org.uk">info@scovi.org.uk</a>
The Samaritans	If you are struggling to cope and need someone to talk to	Freephone 116 123
Breathing space	If you are struggling to cope and need someone to talk to	Freephone 0800 83 85 87
Alcoholics Anonymous	If you are challenged by issues of alcohol use ask for a meeting near you	Freephone 0800 9177 650

Organisation	About	Contact
Narcotics anonymous	If you are challenged by issues of drug use ask for a support near you	0300 999 1212
Parentline	If you are worried about your children	08000 28 22 33
Macmillan Cancer Care	For advice on benefits and other financial support	Freephone 0808 808 00 00
People's Assembly Scotland	A broad united campaign against austerity, linked to no political party	peoplesassyscot@gmail.com
Poverty Alliance Scotland	Combat poverty by working with others	0141 353 0440 admin@povertyalliance.org
Our Voice Scottish Health Council	Enabling people engage with health and social care providers to improve and transform services	0141 241 6308 ourvoice@scottishhealthcouncil.org
Child Poverty Action Group Scotland	Working to get a better life for low-income families in Scotland through campaigning and lobbying	www.cpag.org.uk/scotland
One Scotland	Scotland believes in Equality for all	Onescotland.org
Scottish Alliance of Regional Equality Councils	Promoting good community relations and tackling inequality	www.sareconline.wordpress.com visit website to find Equality Council in your area

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