

This is to certify that

AGE SCOTLAND HELPLINE

is accredited to provide the following
types of advice and information
in the following topics until 21 October 2025

TYPE I – HOUSING, WELFARE BENEFIT



Ash Regan MSP
Minister for Community Safety



Scottish Government
Riaghaltas na h-Alba
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COMPETENCY ACHIEVED

2 Housing Specific Competences

- 2.3 Help with Rent and Council Tax – Type I
- 2.5 Housing Options – Type I
- 2.8 Anti-Social Behaviour – Type I
- 2.11 Relationship Breakdown – Type I
- 2.15 Repair and Improvement Grants – Type I

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COMPETENCY ACHIEVED

3 Money and Welfare Benefits Related Advice Competences – Foundation Knowledge

- 3.1 Administrative Structure of the Benefits and Tax Credits Systems – Type I
- 3.2 National Insurance Scheme – Type I
- 3.3 Claims & Backdating – Type I
- 3.4 Decision-Making, Disputes and Appeals – Type I

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COMPETENCY ACHIEVED

4 Money and Welfare Benefits Related Advice Competences – Specialist Areas

- 4.1 Means-Tested Benefits – Type I
- 4.4 Social Fund, Scottish Welfare Fund, Best Start Grant and Funeral Support Payment – Type I
- 4.7 State Pension – Type I
- 4.8 Personal Independence Payment, Disability Living Allowance, Attendance Allowance & Scottish Disability Assistance – Type I
- 4.11 Benefits for Veterans – Type I

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COMPETENCY ACHIEVED

4 Money and Welfare Benefits Related Advice Competences – Specialist Areas Cont.

- 4.12 Carers Allowance and Carer's Assistance – Type I
- 4.15 Bereavement Benefits – Type I
- 4.16 Benefits for People in Public Care – Type I
- 4.18 Benefits for People from Abroad and People Subject to Immigration Control – Type I