

This is to certify that

WEST LOTHIAN CITIZENS ADVICE BUREAU

is accredited to provide the following
types of advice and information
in the following topics until 22 June 2025

TYPE II – HOUSING, WELFARE BENEFIT

&

TYPE I – MONEY DEBT



Ash Regan MSP
Minister for Community Safety



WEST LOTHIAN CITIZENS ADVICE BUREAU

COMPETENCY ACHIEVED

2 Housing Specific Competences

- 2.1 Rent Arrears – Type II
- 2.2 Mortgages & Secured Loans – Type II
- 2.3 Help with Rent and Council Tax – Type II
- 2.4 Disrepair in Rented Housing – Type II
- 2.5 Housing Options – Type II
- 2.6 Discrimination in Housing – Type II
- 2.7 Eviction – Type II
- 2.8 Anti-Social Behaviour – Type II
- 2.9 Harassment and Illegal Eviction– Type II
- 2.10 Homelessness – Type II
- 2.11 Relationship Breakdown – Type II
- 2.12 Rent: Private Sector – Type II
- 2.13 Security of Tenure – Type II
- 2.14 Statutory Tenancy Rights – Type II
- 2.15 Repair and Improvement Grants – Type II

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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 II
- 3.2 National Insurance Scheme – Type II
- 3.3 Claims & Backdating – Type II
- 3.4 Decision-Making, Disputes and Appeals – Type II
- 3.5 Benefit & Tax Credit Overpayments – Type II
- 3.6 Assessment, Initial Decision-Making & Holding Activity in Debt Cases – Type I

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COMPETENCY ACHIEVED

4 Money and Welfare Benefits Related Advice Competences – Specialist Areas

- 4.1 Means-Tested Benefits – Type II
- 4.2 Universal Credit
 - 4.2 (a) Universal Credit– Type II
 - 4.2 (b) Housing Element of Universal Credit, Housing Benefit and Council Tax Reduction – Type II
- 4.3 Tax Credits – Type II
- 4.4 Social Fund, Scottish Welfare Fund, Best Start Grant and Funeral Support Payment – Type II
- 4.5 The Impact of Work on Benefits – Type II
- 4.6 Benefits for Children – Type II
- 4.7 State Pension – Type II
- 4.8 Personal Independence Payment, Disability Living Allowance, Attendance Allowance & Scottish Disability Assistance – Type II
- 4.9 Benefits for People who have Limited Capability for Work – Type II
- 4.10 Benefits for Industrial Injury and Disease – Type II
- 4.11 Benefits for Veterans – Type II

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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 II
- 4.13 Jobseeker's Allowance– Type II
- 4.14 Benefits for Maternity, Paternity and Adoption – Type II
- 4.15 Bereavement Benefits – Type II
- 4.16 Benefits for People in Public Care – Type II
- 4.17 Benefits for Students – Type II
- 4.18 Benefits for People from Abroad and People Subject to Immigration Control – Type II
- 4.19 Ancillary Benefits – Type II
- 4.20 Financial Statements – Type I
- 4.21 Liability for Debts, Extortionate Credit, Unfair Contract Terms, Unenforceable Debts, Creditor Malpractice, Codes of Practice, etc – Type I
- 4.22 Identifying & Agreeing Options in Debt Cases – Type I
- 4.23 Negotiating & Making Offers to Creditors– Type I
- 4.24 Diligence, Diligence Stoppers and Court Proceedings – Type I

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COMPETENCY ACHIEVED

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

- 4.25 Bankruptcy & Trust Deeds – Type I
- 4.26 The Debt Arrangement Scheme – Type I
- 4.27 Recalls & Appeals against Court Decrees and Orders – Type I
- 4.28 Utility Debts – Type I
- 4.29 Local and National Tax Debts – Type I
- 4.30 Rent Arrears – Type I
- 4.31 Mortgages and Secured Loans – Type I
- 4.32 Civil and Criminal Fines and other Financial Penalties - Type I
- 4.33 Business Debts – Type I