

WHAT ELSE CAN WE DO?

We can..

- Complete a benefit check to make sure you are getting all the benefits you are entitled to
- Help you complete a benefit application
- Help you appeal the decision not to award you the benefit
- Represent you at the benefit tribunal hearing
- Help you apply for Housing or Council Tax benefit.
- Help you resolve a work place dispute
Are you getting paid the national minimum wage or all your holiday entitlement?
- Help you negotiate rent or mortgage arrears
If you are having difficulty paying your rent or mortgage, contact us at the earliest opportunity so that we can help resolve the matter
- Help you deal with single and multiple debt issues.
Penicuik CAB is licenced to give debt advice. We have a highly professional dedicated money advice team ready to help and assist you with any debt problems and their solutions. We don't charge for our services unlike the companies advertising on television.
- Help you with consumer problems
Have you bought something that is faulty and need advice on how to complain?
- Help you resolve a dispute with your landlord or tenant
- If your relationship has broken down and you need to know the financial and practical implications contact us.

We will advise you of your rights and help you enforce them

free, independent, impartial and confidential advice

OPENING HOURS

To allow sufficient time to deal with your enquiry we operate an appointment system at the main Penicuik office. Urgent cases can be seen without an appointment

Please telephone 01968 675259 to make an appointment or for telephone advice.

Penicuik CAB

Monday to Thursday: 9:30 to 3:30
Friday: 9:30 to 1:30 by appointment

Loanhead Library

Monday: 10:00 to 1:00 drop in

Loanhead Miners Welfare

Wednesday: 10:00 to 1:00 drop in

Lasswade Library

Tuesdays: 9:30 to 11:30 drop in

Loganlea Centre

Tuesdays 1:30 to 3:00 by appointment

Midlothian Community Hospital

Thursday: 2:00 to 4:00

Midlothian Sure Start Family Centres

By appointment Tuesday to Thursday

Penicuik Hub, Food, Facts, Friends

Monday: 10:30 to 1:00

Home visits to the housebound:

by appointment (for Midlothian residents)

| Appointments: Tel: 01968 675259 | | |
|---------------------------------|-----|------|
| Time | Day | Date |
| | | |

We have limited resources so please let us know if you are unable to keep your appointment.

free, independent, impartial and confidential advice

Penicuik Citizens Advice Bureau

What if you disagree with a decision about your benefit?



You have the right to challenge the decision.

We can help you

Freephone: 0800 0327 077
Advice and appointments
01968 675259

Company Limited by Guarantee no. 229838. Registered in Scotland
Registered Charity number SC014421
Licensed by the FCA: FRN 617474

free, independent, impartial and confidential advice

What are your rights?

If you are not happy with a decision about your benefit claim you have the right to ask for a **mandatory reconsideration**.

What is a mandatory reconsideration?

A mandatory reconsideration is a request to the benefit authority asking them to look again at the decision they made. Depending on the type of benefit, you can request a mandatory reconsideration in writing, by phone or in your journal. We suggest doing it in writing or in your journal so you have a record but recommend seeking help from the CAB.

Is there a time limit? Yes. For most benefits you have to submit your request within one calendar month of the date given on the decision letter. For tax credits it is 30 days.

Details of where to send your mandatory reconsideration are given in your letter.

What happens next? You will receive two copies of a “mandatory reconsideration notice” advising you of the agency’s decision.

If the request has been successful they will have changed the decision it will replace the original decision.

If you are not successful in your mandatory reconsideration request you can begin the **appeals process** by sending a copy of your mandatory reconsideration notice with a completed **SSCS1** available on line or at the CAB.

To have the best chance to overturn the original decision you should give as much information to support your mandatory reconsideration as possible.

- Explain what you disagree with and why.
- Provide as much relevant evidence as possible.

Challenging a Social Security Scotland Decision.

The decision Social Security Scotland makes about your benefit application is called a '**determination**'.

If you don't agree with a decision about your benefit application, you can ask Social Security Scotland to look at it again. This is called asking for a '**re-determination**'.

You can challenge a decision about your:

- Best Start Grant
- Funeral Support Payment
- Young Carer Grant

A re-determination isn't a review. Social Security Scotland will look at your application as if it is a new application, and a new decision will be made.

You can send in new evidence to support your application, although you don't have to.

You need to contact Social Security Scotland **within 31 days** of the date that you found out about the decision.

Which benefits can you request a mandatory reconsideration for?

You can request a mandatory reconsideration of any DWP or HMRC benefit decision.

DWP benefits include:

- Universal Credit
- Employment & Support Allowance (ESA)
- Personal Independence Payments (PIP)
- Disability Living Allowance (DLA)
- Attendance Allowance (AA)
- Income Support
- Carer's Allowance
- Pension Credit

HMRC benefits include

- Child Tax Credits
- Working Tax Credits
- Child Benefit
- Guardian's Allowance

How can we help?

- **We can help you write your mandatory reconsideration**
- **We can advise on other benefits**
- **We can provide budgeting and debt advice**
- **We can support you to appeal to an Independent Tribunal.**