

List of Benefits, and abbreviations used in this pack

AA	Attendance Allowance	ESA	Employment and Support Allowance
CA	Carer's Allowance	HB	Housing Benefit
CAB	Citizens Advice Bureau	HMCTS	Her Majesty's Courts and Tribunals Service
CTR	Council tax Reduction	HMRC	Her Majesty's Revenues and Customs
CTC	Child Tax Credit	NI	National Insurance
DLA	Disability Living Allowance	NINO	National Insurance Number
DWP	Department of Work and Pensions	PC	Pension Credits
DHP	Discretionary Housing Payment	PIP	Personal Independence Payments
GAIN	Glasgow Advice & Information Network	SWF	Scottish Welfare Fund
JSA	Jobseekers Allowance	UC	Universal Credit
JC+	Jobcentre Plus		

Glossary – A list of terms used in this pack

DWP - The Department for Work and Pensions is responsible for organising and paying benefits through Jobcentre Plus, the Pension Service and the Disability and Carers Service.

ESA (Employment and Support Allowance) - this is a benefit for people who are ill or have a disability and are currently unfit for full-time work.

HMCTS - Her Majesty's Courts and Tribunals Service is part of the Ministry of Justice and is responsible for administering benefit and tax credit appeals. Sometimes just called 'the Tribunal Service'.

HMRC - Her Majesty's Revenues and Customs are responsible for administering tax credits, child benefit and guardian's allowance. They are also responsible for National Insurance and statutory employment payments.

Jobseekers Allowance – this is a benefit claimed by people who are fit for work and are looking for full-time employment.

Local Authority - The local authority is Glasgow City Council they are responsible for administering Housing Benefit, Council Tax Reductions and the Scottish Welfare Fund.

Mandatory Reconsideration - An internal reconsideration by the DWP of a benefit decision, you should normally receive a copy of this notice, before you can appeal.

Personal Independence Payment

This is a new benefit that will gradually replace Disability Living Allowance.

Review/Revision/Reconsideration - You may be able to request a review, revision or supersession depending on the type of benefit decision, or in some cases you may have the right to an appeal.

Sanctions - Your benefit could be cut or stopped altogether unless you can show good reasons for your failure to show up for and take part in training, job search, interviews, and more. This is known as a sanction.

Glasgow Advice and Information Network (GAIN) – advice services working together across Glasgow. They provide free benefits advice and money advice and support to people in Glasgow.

GAIN helpline – 0808 801 1011. This is a single number you can phone to get advice on benefits, credit and debt. They can give you advice over the phone, or arrange an appointment at your nearest advice service. Monday to Friday 10am to 8pm, Saturday 10am to 2pm. There is no charge for the advice and calls are free from a BT landline, but some mobiles will charge