

## Where we are based

### West Lothian Council Advice Shop

The Advice Shop is a free, impartial and confidential service to help the people of West Lothian with a focus to alleviate poverty and to promote inclusion and equality through advice, assistance and advocacy.

## How to contact us

☎ 01506 283000 (option 4)

✉ [one2one@westlothian.gov.uk](mailto:one2one@westlothian.gov.uk)

🖱 [www.westlothian.gov.uk/advice-shop](http://www.westlothian.gov.uk/advice-shop)

📍 Advice Shop (B.P.C)  
Lindsay House  
South Bridge Street  
Bathgate  
West Lothian  
EH48 1TS



# One2One Project

The One2One project forms part of West Lothian Council's Advice Shop. The project is funded by the European Social Fund (ESF).

The project offers intensive, goal orientated support to people on a One2One basis at times when they are struggling to cope alone, or are finding it difficult to engage with services effectively.

The project aims to help people find positive ways to achieve set goals, stabilise their situation and empower them to engage with services more effectively.

## What we can do to help:

- Allocate a named advisor
- Home Visits - where appropriate
- Offer flexible and tailored support in a way that suits the individual's needs
- Assist with benefit claims
- Escalation where problems occur.
- Liaise with housing teams, Social work and other professionals
- Prepare personalised action plans to enable customer to achieve set goals
- Support to increase confidence and the ability to engage with services in the future



Tailored benefit advice and support for vulnerable people

## Do you qualify?

- Do you have a long and enduring mental health illness?
- Do you struggle to engage with services ?
- Are you in one of these groups?
  - Workless
  - A lone parent
  - Low paid income

**If you have answered yes to all of the questions above then you may qualify for a personal One2One Advisor.**

## How to refer to the One2One project:

Self referrals can be made or any service provider working with customers can refer, including;

- NHS Addictions worker
- Mental Health Advocacy
- Advice Shop
- St Johns Hospital
- HMP Addiewell
- Council Customer Information
- Social Work
- Job Centre

