Where we are based

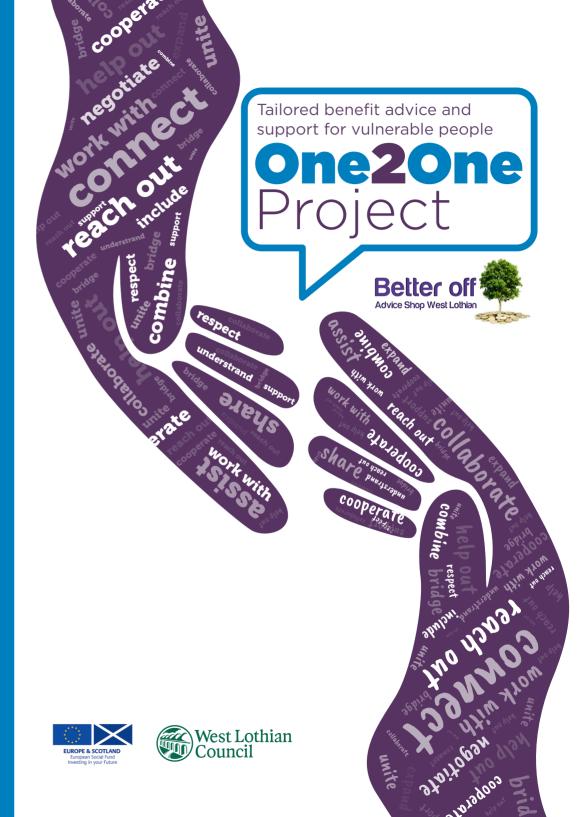
West Lothian Council Advice Shop

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
- www.westlothian.gov.uk/adviceshop

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





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, stabalise 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



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 ves 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;



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

