



# East Renfrewshire Citizens

## Advice Bureau Weekly Update

03/03/2023

### Good News Story –

A client attended the bureau for assistance in appealing a PIP decision.

The client suffers with mental and physical health issues and has been on Enhanced rate for daily living and mobility components for several years. This is a weekly amount of £156.90 per week. After a routine review last year DWP decided that they could no longer award him any rate at all, taking away his full £156.90 per week and leaving him in serious financial hardship. He then completed a Mandatory Reconsideration himself which unfortunately failed to change the decision.

When the client contacted us, he was extremely stressed and worried about the implications on his already low income. We logged an appeal for the client right away and explained that this process could take 3 - 4 months.

However, just a few weeks after logging appeal we were contacted by the DWP and after a 40-minute discussion of going through PIP descriptors in relation to client's health the review decision was overturned: DWP agreed to reinstate client's original award. Client received postal notification of decision within a week, a backdated payment of **£2719.60** & award was back in regular payment within 4 weeks. This PIP award is worth **£8158.80** per year to client. The client was delighted stating that he will be able to "breathe and sleep again"

### Energy Bill Support Scheme –

The portal for those who did not automatically receive funding from the £400 Energy Bill Support Scheme is now open.

Most UK households would have received these payments, however, in some cases, you do not get the discount automatically, for example if you: pay for energy through a landlord, housing manager or site owner, live in a park home, houseboat or off the electricity grid.

For further information on eligibility, how to apply and details needed to complete this application, go to: [www.gov.uk/apply-energy-bill-support-if-not-automatic](http://www.gov.uk/apply-energy-bill-support-if-not-automatic)

If you cannot apply online and need help with your application, contact the helpline team:

Email: [alternativefunding@ebss.beis.gov.uk](mailto:alternativefunding@ebss.beis.gov.uk)

Telephone: 0808 175 3287 (Mon to Fri, 8am to 6pm)

### ERCAB Outreach Services – Libraries

#### Clarkston -

Tuesday 10am - 1pm

Clarkston Library, Clarkston Road, G76 8NE.

#### Newton Mearns -

Wednesday 10am - 1pm

Mearns Library, 35 McKinley Place, G77 6EZ.

#### Thornliebank –

Tuesday 2pm - 4pm

Thornliebank Library, 1 Spiersbridge Road, G46 7SJ.

**Our staff will be available to support local residents during the above times with no appointment necessary.**

### Pensionwise –

After a 3 year absence, The Pension Wise service will be delivered again from our bureau offering face to face appointments. Danielle, who is based in the Renfrewshire bureau, will be in our office one Thursday a month:

“Hi, my name is Danielle, and I’m the Pensionwise Guidance Specialist for the Renfrewshire and East Renfrewshire area.

Pensionwise is a service run by Moneyhelper, in partnership with Citizens Advice Scotland. My role is to provide free and impartial guidance on the pension options available to those who hold a defined contribution pension (commonly known as money purchase schemes).

Appointments are primarily for people aged 50 and over, and my hope is to increase our client’s understanding of the complexities of pension options, as well as simplify and explain the terminology used within the pensions sector.

I’ll be based in the East Renfrewshire Bureau on the 4th Thursday of each month. Appointments must be booked in advance and can be arranged by contacting the Moneyhelper booking line – 0800 138 3944.”

Clients can also get in contact with the bureau via:

**Email - [ere-bureau@eastrenfrewshirecab.casonline.org.uk](mailto:ere-bureau@eastrenfrewshirecab.casonline.org.uk)**

You can also keep up to date with recent news from ERCAB via our social media platforms. Please feel free to distribute the contact details for our advisers provided on our Facebook page.

Facebook – **East Renfrewshire CAB** & Twitter **@EastAdvice**