



East Renfrewshire Citizens

Advice Bureau Weekly Update

20/01/2023

Case Study - Benefits

A young East Ren resident who has been suffering with ill health since childhood attended the bureau with his mum after they had completed a PIP form resulting in 0 points and no award. We assisted client in completing and submitting a Mandatory Reconsideration (MR). The MR did result in the award of some points, but not enough to meet the minimum requirements needed to receive a full award.

We then discussed options with client, one of which was to log an appeal. We agreed to represent the client and logged the appeal. Our client and mum were anxious and concerned about the stressful process of going through an appeal but felt strongly enough to take this "all the way" "

2 weeks after logging the appeal the client contacted me to advise DWP had been in touch and made an offer: offering enhanced Daily Living & standard mobility which amounts to £116.85 per week.

The client accepted and is delighted with this award. He received a backdated amount of **£3388.65** and will receive **£116.85 every week** going forward. This equates to an annual CFG of **£6076.20**.

This also closed the appeal with the client not needing to go through the appeal process.

The client will also now be eligible for the Disability Cost of Living Payment of £150 for 2023 along with the payment in 2022.

Cost of Living Payments –

This week the government announced further information regarding Cost of Living Support in 2023/24.

Spring 2023 – First Cost of Living Payment - £301.

Summer 2023 – Disability Payment - £150.

Autumn 2023 – Second Cost of Living Payment £300.

Winter 2023/24 – Pensioner C.O.L Payment - £300.

Spring 2024 – Third Cost of Living Payment - £299.

Exact date of payments will be announced in the coming months; to keep up to date with these, please visit: www.gov.uk/guidance/cost-of-living-payment.

NHSGGC Feedback –

NHSGGC is seeking the public's feedback and experience of being discharged from hospital.

The feedback will help shape the board's approach to informing, encouraging and supporting families, patients and staff to facilitate early discharges back into a home environment from hospital.

The survey must be completed by 30th January: nhsggc.us17.list-manage.com/track/click?u=b7ac936bf5561a5e727ef20dd&id=aa962a14fa&e=ea7b7d02db

Tax Help for Older People –

Tax Volunteers is a UK registered charity in Scotland (SC045819) established in 2004. Tax Help for Older People is a service from Tax Volunteers that provides free, independent and expert advice and help for older people on lower incomes (£20,000 gross per year or less).

Tax Volunteers help those who need support with their tax affairs but have no access to affordable, trusted advice or a social or family network they can turn to for help.

You can make contact with the service via:

[Online Contact Form](https://taxvol.org.uk/index.php/contact-us) - taxvol.org.uk/index.php/contact-us
Replies expected within 3-5 working days

[Telephone Helpline](tel:01308488066) - 01308 488066

Monday to Friday 09.00-17.00hrs

(Out with these hours you can leave a message on answering machine and someone will call back)

If you are under 60, on a low income and haven't been able to sort out your tax issues with HMRC then you can contact Tax Aid for free, independent and confidential advice.

T: 0345 120 3779 W: www.taxaid.org.uk/contact

Clients can also get in contact with the bureau via:

Email - 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**