



East Renfrewshire Citizens

Advice Bureau Weekly Update

17/09/2021

Good News Story – Universal Credit

Client contacted ERCAB requiring support with a Universal Credit claim. The client lives in an owned flat and is in receipt of a small private pension each month. The client is self-employed but due to the current Coronavirus pandemic he has not been able to work. The client is struggling financially and wished to make an application for Universal Credit to support him during this time.

A benefit check was completed and the client's entitlement to Universal Credit was explained to him including deductions for his private pension. The client was supported with an online application and the claim was submitted. The client was advised of the five week wait for his first payment and that he could take an advance of UC if he wished to do so. The client was then contacted after the five weeks and the Client Financial Gain was recorded for the following 12 month period at **£3,325.52**.

Our Help to Claim advisers continue to help clients with the early stages of their Universal Credit claim. Please contact;

Ainsley – **07388628543**

Helen – **07395965393**

Clodagh – **07871616249**

or

Contact the office on **0141 881 2032**. We also have a National Help to Claim free helpline. This is available 8am to 6pm, Monday to Friday on **0800 023 2581**.

Energy and Utilities

The increase in the energy price cap in October points to a cost of living shock for consumers. If you are struggling to pay your bills, you may be eligible for certain grants and support from energy suppliers or the government. These include;

- The Warm Home Discount
- Energy Grants
- Winter Fuel Payments
- Cold Weather Payment

For assistance with this, please contact our adviser Mark on **0141 881 2032**.

Good News Story - EU Citizens Support

Client contacted ERCAB seeking advice as she was facing discrimination at work. The client is an EU National who is still awaiting a decision on her settlement application. The client's employer was refusing to pay her for work that she had previously carried out as she was unable to provide them with her passport or status share code due to her application still being in process. ERCAB's EU Support Adviser, Cara advised the client of her rights and her employer has now agreed to pay the client the money that she is owed.

For help from our EU Support Adviser, please contact Cara on **0141 881 2032**.

Good News Story – Benefits

Client attended ERCAB for a benefit entitlement check. The client suffered a fall in August 2021 and was admitted to hospital for nine days. He then made the decision to leave his job after working there for several years. The client is already in receipt of PIP (Personal Independence Payment) and wanted to know what other benefits he may be entitled to. While attending his appointment, the adviser assisted the client in making a new-style ESA (Employment Support Allowance) claim. The client is now in receipt of an extra **£74.70** a week whilst awaiting his work focused interview.

You may be entitled to new-style ESA if;

- you have a medical condition that makes it difficult to work
- you are aged between 16 and state pension age
- meet the National Insurance conditions

For further information and for a benefit entitlement check, contact ERCAB on **0141 881 2032** to speak to one of our experienced benefit advisers.

Job Start Payment

The Job Start Payment is a new benefit to help with the costs of starting a new job. You can apply for the job start payment if you are a young person who's been out of work and on certain benefits. You can get a one off payment of £252.50, or the higher rate of £404 if you're the main carer of any child.

For more information and help with applying, please contact ERCAB on **0141 881 2032** or visit <https://www.mygov.scot/job-start-payment>