



# East Renfrewshire Citizens

## Advice Bureau Weekly Update

12/11/2021

### Good News Story – HERO Project

A client visited ERCAB for an appointment with our HERO adviser, Sarah. The HERO (Helping East Renfrewshire Online) project helps those who do not have access to a computer or who struggle to use technology, to apply for jobs under their claimant commitment.

Our HERO adviser assisted the client in creating a CV in order to apply for jobs. The client struggled with literacy so needed the assistance with this. Once the clients CV had been drafted, our HERO adviser uploaded this to the clients Indeed account, which gave the client a better opportunity to be successful in reaching the next stage in the recruitment process. The client was overjoyed with this as she had never been able to create a CV for herself in the past and gave her the confidence boost that she needed. The client is currently awaiting an outcome of the job applications.

For an appointment with our HERO adviser, Sarah, please call the office on **0141 881 2032**. Alternatively, drop-in sessions for the HERO project are now available at the James McGuire building, 10am – 2pm on Monday's and Thursday's.

### Young Carer Grant

The Young Carer Grant is a yearly payment of **£308.15** for young carers in Scotland. You are eligible for the grant if you are;

- Aged between 16 and 18 years old
- Caring for someone for an average of 16 hours a week.

How you spend the young carer grant is up to you. You could use it for things like new clothes, driving lessons or going out. You do not need to prove what you are spending the money on.

Before applying, a young carer should have the following;

- Your national insurance number
- Your bank details
- Details of the person you care for

For further information or for help applying, please contact one of our experienced advisers on **0141 881 2032** to make an appointment. Please also visit; <https://www.mygov.scot/young-carer-grant>

### Christmas Bonus

The Christmas Bonus is a one-off tax-free £10 payment made before Christmas, paid to people who get certain benefits in the qualifying week. This is normally the first full week of December.

You do not need to claim - you should get paid automatically.

For further information, please visit <https://www.gov.uk/christmas-bonus/how-to-claim> or call the bureau on **0141 881 2032**.

### Good News Story – Benefits

Our client approached ERCAB for a Benefits check as he and his wife were struggling to make ends meet. Their limited savings were reducing monthly and this was causing concern and stress. He was retired with several health conditions & hard of hearing. Due to his vulnerabilities and hearing impairment, he attended his appointment with his wife for support.

During our discussion, we established that there may be eligibility to Attendance Allowance for BOTH of them. We contacted DWP to initiate the claim process and made further appointments for completion of their claim forms with suggested targeted medical evidence.

BOTH claims proved successful. Our clients were awarded Attendance Allowance at the Higher Rate of £89.60 per week. This equates to an annual net financial gain to their household of **£9318.40** per year.

*"Thank you once again for all your help and patience. We had no idea about this! This will make such a difference and especially with our grandchildren and Christmas."*

For a benefits eligibility check, or to talk to one of our benefits advisers, please contact ERCAB on **0141 881 2032**.

Clients can also get in contact with the bureau via:

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