



# East Renfrewshire Citizens

## Advice Bureau Weekly Update

19/08/2022

### Case Study - Benefits

We received a referral from Councillor Devlin for an ERC resident who required support. Our client had significant health conditions which were affecting his ability to work. His health was deteriorating and he was concerned about how this would impact his family income.

We completed a Benefits Check & established an eligibility for Personal Independence Payment (PIP). We assisted the completion of the forms, suggested targeted evidence & fully completed this via a telephone appointment, to avoid our client having to leave home.

We discussed future eligibility for Universal Credit and New Style Employment & Support Allowance, should his income drop or stop due to ill-health. We offered advice regarding Council Tax Reduction too.

Our client has now successfully been awarded both components for PIP. This has increased their household income by £6570.20 p.a. As he was awarded Enhanced Rate of the Mobility Component of PIP, we have further advised our client on his automatic entitlement to a Blue Badge, access to the Motability scheme & 100% Vehicle tax reduction.

Due to the quick contact date to DWP to apply for PIP, our client will also receive an additional £150 Cost of Living Payment in September.

We continue to case manage & support our client and his family.

### #ScamWatch -

15<sup>th</sup> to 28<sup>th</sup> August is this year's national Scam Watch Fortnight which is led by Consumer Advice Scotland.

They have a range of social media campaigns, #ScamWatch videos and lots more information materials.

As technology improves, it is becoming increasingly difficult to protect ourselves against being scammed.

To follow the campaign visit Consumer Advice Scotland's website: [www.consumeradvice.scot/scamwatch22](http://www.consumeradvice.scot/scamwatch22).

Twitter - @advisedotscot

Facebook - @advice.scot

### Bureau Info –

At ERCAB, we have a dedicated team of staff who provide support to local residents on a number of topics; benefits, housing, debt and much more. We can also signpost clients to other organisations/services if help out with the bureau is necessary.

You can contact us to arrange an appointment by calling 0141 881 2032, emailing the bureau (see bottom right) or by popping into the office during opening hours.

#### East Renfrewshire Citizens Advice Bureau

214-216 Main Street

Barrhead

G78 1SN

Monday – Friday 9.30am to 3pm

### Good News Story – Benefits

A client attended the East Renfrewshire Citizens Advice Bureau to seek help from one of our benefits advisers, as she felt she may be entitled to help for her autistic son.

After a meeting with one of the benefit advisers at ERCAB, it was established that the client may be entitled to the Scottish Child Disability Payment. The client collated the evidence required and returned to ERCAB, where our benefit adviser processed the application for the client.

When completing a follow up call this week, it was found that the client had been awarded middle rate Child Disability which is £61.85 per week, over 2 years which total £6432.40.

The client could not be any more thankful for the help received at ERCAB, as she advised she wouldn't have known how to do this on her own.

The client advised she will be in touch when it is time for her son's reward to be reviewed!

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**