



# East Renfrewshire Citizens Advice Bureau Weekly Update

27/11/2020

## Service Increase

We continue to see a large increase in volumes of calls coming through to our Bureau office number. The types of calls vary but certainly the majority of these calls relate to employment, furlough, benefits & debt. There is also a notable increase in first time callers to the bureau.

Our office continues to be suitably staffed to make sure these callers are answered and supported. These calls are either dealt with by the adviser or passed on to the relevant specialist adviser if needed.

Our office can be reached on **0141 881 2032** for all enquiries.

## Money Advice

In October, Citizens Advice Bureaux issued the highest number

Of pieces of advice in one month since the beginning of Lockdown (**88,186**). The demand for debt and money advice continued to increase.

At East Renfrewshire CAB we have seen an increase in clients approaching the bureau for money advice due to a change in circumstances, relating to the current pandemic, either being made redundant, furloughed or on zero hours contracts.

Clients are very unsure what to do during these uncertain times and do not have the money to be able to pay their creditors. Our Money adviser will be able to look at the client's individual case and then go over the different options they have in dealing with their creditors. Debt client financial gain since the 18th March 2020 **total £504,109.80**.

Clients can contact our money adviser, Julie on **07901 607309**.

## Benefits Advice

ERCAB Benefit specialists continue to successfully support clients remotely via telephone, email and in person when required. A recent increase in PIP renewals and applications has been experienced – partly due to the pause in process by DWP due to the pandemic.

Please call **0141 881 2032** for any assistance required.

## Money Map Tool

CAS has launched its new online 'Money Map' [www.moneymap.scot](http://www.moneymap.scot). A tool to help people find out if they are eligible for additional financial help.

47% of people in Scotland have run out of money before payday since the Covid-19 restrictions began. New research for CAS has revealed that 30% of those people have seen their finances significantly worsen.

The unique tool brings together all the options for how people can:

- Improve their incomes.
- Reduce their bills
- Ease the costs of daily living and energy bills.

Please contact our Money Talks Adviser; Mark Parsons on **07539 378806**, for any assistance with this.

## EU Settlement Scheme

Nationally, over 1700 pieces of advice have been provided in relation to immigration over the month of October. As the transition period draws closer, immigration cases are growing in number and clients with complex situations are receiving support with their application to remain in the UK post-Brexit. In the last month our EU Adviser reports the following; face-to-face appointments have resumed to support clients with a variety of enquiries such as: EU settlement applications, EU family member permits, spousal visas and British citizenship for children.

More complex cases which have been dealt with include:

- A Windrush application for a Care Home resident, who has lived in the UK since 1948.
- A client, who is victim of human trafficking, received support with her EU Settlement application.
- A certificate of entitlement enquiry for a Non-EU child, who was born to a British citizen.

For advice on immigration issues, contact our EU settlement Scheme Adviser, Cara, on **07500 972862**.

**Please feel free to distribute the contact details for our advisers we provide in our Newsletters.**