



East Renfrewshire Citizens

Advice Bureau Weekly Update

11/06/2021

Good News Story – Help to Claim

Client and her husband were referred to ERCAB's Help to Claim Adviser for Inverclyde via Inverclyde Council. Client is her husband's benefit appointee following his diagnosis with ill health and wished to know if they were entitled to claim any benefits. The clients were assisted with a benefit check which, showed entitlement to Universal Credit (UC). The clients were supported with the online application, creating accounts online and completing the application form. The 5 week wait and advance were explained to the client, as per Scottish Choices, a request for Housing element to be paid direct to the landlord was also submitted into the online account. The clients were advised to get in contact if they needed further support with any questions before the first payment was due. Clients were contacted after 5 weeks to find out if the application was successful, client confirmed that they had been. Client Financial Gain calculated at **£7,650.96** for the following 12 month period. Clients were delighted with the support received from ERCAB as they would not have managed to complete this themselves.

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**.

Job Start Payment

Job Start Payment is a new benefit to help with the costs of starting a new job. You can apply for Job Start Payment if you're a young person who's been out of work and are in receipt of 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 children. For more information on this, please visit; <https://www.gov.scot/policies/social-security/job-start-payment/>

For help with applying, please contact one of our advisers on **0141 881 2032**.

Connecting Scotland – Phase 3

Connecting Scotland is a Scottish Government programme set up to tackle digital exclusion during the coronavirus crisis. ERCAB have assisted with previous application rounds which have targeted those at high clinical risk from coronavirus, families with children, young care leavers, older people and disabled people.

Phase three is now underway and aims to remove barriers related to digital exclusion for unemployed young people and adults (aged 16+).

The criteria for applying are as follows:

- They are digitally excluded – they currently do not have access to an appropriate device and/or internet connection at home.
- They are from a low income household – they cannot afford to buy a device or pay for internet access from their household income (e.g. claiming or eligible for Universal Credit).
- They are actively taking steps to improve their employment prospects. This includes people furthest from the labour market who are not job ready but are undertaking activity to address any barriers to employment or training.
- They are currently unemployed.

The first round of applications for phase 3 is open until 5th of July 2021, please contact our HERO Adviser, Sarah on **0141 881 2032** or Email: Sarah.McBride@EastRenfrewshireCAB.casonline.org.uk to apply.

Rent Penalty Notice

If your private landlord is not registered, your local Council can impose a Rent Penalty Notice. This means, tenants are not liable to pay rent on the property while the rent penalty notice is valid.

Please call Mark on **0141 881 2032** to discuss further.

Please feel free to distribute the contact details for our advisers provided on our Facebook page. Clients can also get in contact with the bureau via:

Email-bureau@eastrenfrewshirecab.casonline.org.uk

Tel - 0141 881 2032