



East Renfrewshire Citizens Advice Bureau Weekly Update

19/08/2021

Good News Story – PIP

A client approached ERCAB for assistance to challenge her PIP award following an application she had completed herself. Having fled domestic abuse she had been relocated from Paisley to East Renfrewshire, where she has family, with the assistance of Women's Aid.

On completing a benefit check it became apparent that the client was only receiving the personal allowance and housing element of Universal Credit, together with standard rate Daily Living on PIP. Following a thorough background briefing, as ERCAB had not completed the original PIP form, a Mandatory Reconsideration was submitted. The client has severe mobility problems following spinal and nerve damage and mental health issues through years of abuse and is in constant pain and is being supported by Consultants and Counsellors.

The client was also advised to record her current PIP award on her UC journal and request consideration for the Limited Capability for Related Activity Component and I would assist her in completing the UC50 form. This was successful and the client's monthly income rose by **£343.63**.

However the PIP award remained unchanged so an appeal was lodged and further supporting evidence was included – the client qualifying for a Blue Badge, an OT assessment of her house identifying a range of aids required and the customary medical and mental health details. On reviewing the case prior to the Tribunal DWP called the client and asked a few clarifying questions then awarded Enhanced Rate for both Daily Living and Mobility components – an additional **£656 a month**.

The client was overwhelmed as she feels she now has the ability to rebuild her life with both financial and physical support in place due to the help of ERCAB.

For help with PIP applications, mandatory reconsiderations and appeals, please contact one of our experienced benefits advisers on **0141 881 2032**.

You may be able to get £140 off your electricity bill under the Warm Home Discount Scheme if you're either:

- Getting the guarantee credit part of Pension Credit
- On a low income

Applications have started for some suppliers, contact Mark on **07539378806** so see if you are eligible

Good News Story – Utilities

Client approached ERCAB for assistance as she was having problems with her energy supplier. Client had moved into her local authority flat prior to lockdown which, at the time ERC confirmed that the energy supplier was British Gas. The client was concerned she had not received any utility bills in this time. When the client contacted British Gas they advised her that the meter was not registered under her name and that she would need to refer back to the council as it was not their responsibility. On visiting the property after lockdown, ERC confirmed that the problem was in fact with British gas. The client was confused and not sure how to proceed so contacted ERCAB for help.

Our ERCAB Adviser, Mark, escalated the issue with British Gas through their complaints process. Our adviser provided British Gas with: the meter serial numbers, readings and photos of the meter. British Gas has now confirmed that the meter had been incorrectly assigned and is now formally investigating this. ERCAB are liaising directly with British gas to resolve the situation and will duly assist with any arrears that the client may face.

Contact our adviser Mark, on **07539378806** or **0141 881 2032** for assistance and further advice with utilities and bills.

Back to School Bank

ERCAB have made a number of successful referrals to the East Renfrewshire Back to School Bank. This has allowed struggling families to facilitate the return to school for their children. ERCAB advisers have worked hard to ensure that these families received their items in time by travelling to collect these from the back to school bank to deliver to clients.

A huge thank you to all who work at the Back to School Bank, their hard work is truly appreciated and makes a significant difference to the lives of many clients and their families.

For help with school uniform needs, please contact the bureau on **0141 881 2032** for any referrals.

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