



# East Renfrewshire Citizens Advice Bureau Weekly Update

# 50

03/09/2021



## ERCAB 50<sup>th</sup> Anniversary

East Renfrewshire Citizens Advice Bureau is celebrating its 50<sup>th</sup> birthday today. Our charity, which offers free, confidential and independent advice to local people on any problem, has been serving the area since 1 November 1971.

Rory Mair, chair of Citizens Advice Scotland recognised the hard work carried out by ERCAB over the past 50 years,

*"It really is an extraordinary milestone, and it is truly humbling to think of all the people in your area who have been helped by the efforts of yourself and your predecessors since 1971. I can tell you that ERCAB is also a valued member of the Citizens Advice family in Scotland and is respected too by your local politicians and stakeholders."*

East Renfrewshire CAB Manager Teresa O'Hara said,

*"What a day! It's a great milestone, and I'm just so proud of all the staff and volunteers – past and present – who have done such a great job over all this time. And every one of them has been from the local community across East Renfrewshire. Our CAB is truly a local service, run by local people, for local people."*

*"We intend to mark the occasion in some way, But of course the celebrations will have to be fairly short. We remain focused on our job, which is helping people. Whatever your problem is, remember we are here to help you. The main cases we see are financial: debt, benefits, or people just unable to pay their bills. But we also see a lot of legal situations, like discrimination or disputes with landlords or employers. Then there are consumer issues like scams, or compensation claims."*

*"We can help in every one of these situations, and more. We're here to help and want to hear from anyone who needs us. The next 50 years starts now."*

Clients can get in contact with the bureau via:

Email-bureau@eastrenfrewshirecab.casonline.org.uk

Tel - 0141 881 2032

## Good News Story – Mandatory Reconsiderations & Appeals

Our client was medically retired from his work and due to a lump sum pay out, didn't qualify for Universal Credit. He was awaiting surgery and was physically unfit for work. He applied for Employment Support Allowance (ESA) himself. He took part in the Work Capability Assessment by telephone and was found to be fit for work by DWP. His payment stopped. He disagreed with this decision & lodged a Mandatory Reconsideration. Due to recent case law, this escalated to Appeal.

He was confused and stressed about the Appeal process and contacted ERCAB for help. We guided our client through the process and identified the areas of challenge for ESA. We collated targeted evidence gained from his G.P and supporting referral letters from his hospital appointments. We submitted this in advance to Her Majesty's Court & Tribunal Services in advance of his Appeal hearing date. We provided Representation at his hearing – continuing to be heard remotely due to COVID-19.

His case was heard and all evidence and submissions were accepted by The Judge and Tribunal panel members. His ESA Appeal was successful and the DWP decision overturned. This will result in a client financial gain of **£3884**.

We are also supporting our client in his current application for Personal Independence Payment and a Blue Badge.

Our client is delighted stating, "I would like to thank you again for all your help with my ESA appeal. I would not have been able to do this on my own and the outcome was first class and has now taken a lot of pressure off me now for the foreseeable future"

For assistance with mandatory reconsiderations and appeals, please contact the bureau on **0141 881 2032** to speak to one of our experienced advisers.

## Warm Home Discount

You may be able to receive £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 now started for some suppliers. Contact our adviser, Mark on **07539378806** or phone the office on **0141 881 2032** if you believe you are eligible.