



# East Renfrewshire Citizens Advice Bureau Weekly Update

19/11/2021

## Dental Care

NHS Greater Glasgow and Clyde are giving advice to patients who are suffering dental pain, or who think they need urgent dental care, as part of a nationwide effort to ease the pressures on health services, and Emergency Departments. Increasing numbers of patients are attending Accident and Emergency Departments with dental pain. This is not the appropriate service to assist patients with dental care. In the first instance if you are experiencing dental pain, you should contact your dental practice to request an appointment. Your care will be prioritised based on your clinical need, and the focus will be on those who require urgent and essential care in the first instance, so when you call, reception staff will ask you some questions to identify how quickly you need to be seen. Once appointed, your dentist will then carry out an assessment and determine the treatment you require.

Dental practices are, like the rest of the NHS, under significant pressure. However, if you have an urgent issue or require any help or information, please call the Dental Advice Helpline on **0141 201 4209** during working hours or NHS24 on **111** after hours or at weekends. Please do not attend an Emergency Department unless the condition is very urgent or life-threatening.

## Job Start Payment

Do you know any young people who have been offered a job recently? They could be eligible for the Job Start Payment of more than **£250** if they;

- Are aged **16 - 25**
- Have been out of work and getting certain benefits
- Have been offered employment in the last three months

The Job Start Payment is a new benefit to help you with the costs of starting a new job. It is up to you what you spend the money on, you don't have to provide receipts. You could use it for things like:

- Travel costs
- Lunches
- New clothes or uniform
- Childcare

For further info and help with applying, please call the office on **0141 881 2032**.

## Good News Story – Housing

ERCAB was recently approached by a client who was being evicted due to his rent arrears. By the time the client had contacted our service, his eviction case had already been granted in court and he was to be removed from his property at the end of the week. ERCAB attempted to negotiate with his landlord. They would only allow the client to remain if he could immediately pay his rent arrears in full. The client did not have the financial means to do this. ERCAB secured the support of a solicitor via the housing charity Shelter for the client. Shelter was able to apply for the court decision's to be 'recalled' and will continue to support the client when the case returns to court in a month later. The client's threat of imminent eviction was ended due to the action taken by ERCAB and Shelter. ERCAB negotiated again with the client's landlord. They agreed that they would not pursue a new eviction order at the next court hearing if the client continued to make repayments. The client should be able to remain in their home for the foreseeable future as long as they continue to pay-off their arrears.

For Housing advice, please contact our adviser Mark Richmond on **0141 881 2032**.

## Energy and Utilities

If you are struggling to pay your bills, you may be eligible for certain grants and support from energy suppliers or the government.

These include;

- The Warm Home Discount
- Energy Grants
- Winter Fuel Payments
- Cold Weather Payment

For assistance with this, please contact our adviser Mark Parsons,

at [Mark.Parsons@eastrenfrewshireCAB.casonline.org.uk](mailto:Mark.Parsons@eastrenfrewshireCAB.casonline.org.uk)

Clients can also get in contact with the bureau via:

**Email- [bureau@eastrenfrewshirecab.casonline.org.uk](mailto: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**