



# East Renfrewshire Citizens

## Advice Bureau Weekly Update

18/02/2022

### Are you missing out on cheaper Broadband deals?

Millions of families are missing out on cheaper broadband deals. If you are in receipt of certain benefits, you may be eligible for cheaper broadband deals.

Special discounted broadband packages – sometimes known as ‘social tariffs’ – are available to an estimated 4.2 million households in receipt of Universal Credit.

But only 55,000 homes have taken advantage of these discounted rates so far – just 1.2% of those eligible. That means that millions of benefits recipients are missing out on an average annual broadband saving of **£144** each.

Currently six broadband providers – BT, Community Fibre, G.Network, Hyperoptic, KCOM and Virgin Media O2 – offer at least one of these specially discounted deals. These packages are priced at £10-£20 a month.

For more information, please visit; [https://www.ofcom.org.uk/news-centre/2022/millions-of-low-income-families-missing-annual-broadband-saving?utm\\_source=twitter&utm\\_medium=social&fbclid=IwAR1H4InxK\\_J6yQfWdIpVyUtAmAp1EFtCWlwQ1iVWUEiJPMRss7V5K8EWVSo](https://www.ofcom.org.uk/news-centre/2022/millions-of-low-income-families-missing-annual-broadband-saving?utm_source=twitter&utm_medium=social&fbclid=IwAR1H4InxK_J6yQfWdIpVyUtAmAp1EFtCWlwQ1iVWUEiJPMRss7V5K8EWVSo) or call ERCAB’s Energy and Utilities adviser, Mark on **0141 881 2032**.

### Coronavirus (COVID-19): Business Support Funds

Funding from the Scottish Government has become available for businesses immediately impacted by the control measures put in place to stop the spread of the Omicron variant.

For more information, please visit; <https://www.gov.scot/collections/coronavirus-covid-19-business-support-funds/#fundingforbusinessesaffectedyomicroncontrolmeasures>

### ERCAB Drop-in Sessions

We’re excited to welcome you back to our drop in sessions for the following projects:

- HERO Project with Sarah
- Money Talk Project with Mark
- Money Advice with Meghan

Drop-in is available 10am - 2pm on Monday’s and Thursday’s at the James McGuire Centre.

### Good News Story – Housing

ERCAB was contacted by a disabled pensioner. She had applied for housing benefit, but her claim had been denied due to the particular living arrangements made by her family to ensure she could remain as independent as possible. With input from Shelter Scotland, our ERCAB housing adviser requested this decision to be reviewed and pointed out where it contradicted housing benefit law. This review was successful and the decision was reversed.

The client received a backdated payment of **£2,700** and her housing benefit would now be paid in full going forwards. The client was extremely grateful for ERCAB’s assistance.

For housing advice, please contact our Housing Adviser, Mark on **0141 881 2032** or email – [mark.richmond@eastrenfrewshireCAB.casonline.org.uk](mailto:mark.richmond@eastrenfrewshireCAB.casonline.org.uk)

### Carers Allowance Supplement

The Carer’s Allowance (CA) Supplement is a twice-yearly payment made by Social Security Scotland. It is made to people who are living in Scotland and getting a payment of Carer’s Allowance on a set date.

The eligibility date to receive the next Carer’s Allowance Supplement in Scotland is 11 April 2022.

This means that if you are a carer who is getting Carer’s Allowance from [Department for Work and Pensions - DWP](#) on that date, you will automatically receive a payment in June.

If you are a carer and think you could be eligible for Carer’s Allowance, you can contact ERCAB on **0141 881 2032** to speak to one of our experienced benefits advisers. Carers are advised to consider their personal circumstances before applying for Carer’s Allowance.

For more information, please visit; <https://www.mygov.scot/carers-allowance-supplement>

Clients can also get in contact with the bureau via:

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