



East Renfrewshire Citizens Advice Bureau Weekly Update

25/03/2022

Good News Story – Pension Payments

Earlier this week a client came into our bureau feeling very anxious as they had tried to collect their weekly pension from the local post office, but was told this wasn't possible. The client had still been using their Post Office Card to receive payments from the DWP and was unaware that these were no longer accepted.

One of our advisers was able to take client into an appointment and look at all relevant documents and information before calling DWP's Pension Service to change their payment details. While on the call it was discovered that this client had actually been transferred onto the *Payment Exception Service; after failing to respond to their request for an updated payment method.

With the help of the call handler we were able to clear up all confusion for client (and ourselves!) and ensure a plan was in place for the future. As a result of this, our client now has access to the Pension and benefit payments they had missed out on; meaning a total client financial gain of £712 – which both client and us were delighted with.

To receive help applying for your State Pension, Pension Credit or for any benefit advice, you can call the bureau on **0141 881 2032**. (Please note we are not pension specialists and cannot give out complex Pension advice.)

**The Payment Exception Service was introduced to assist those who are unable to open or manage a bank account to collect their benefit or pension payments. They are only available in limited circumstances but can be very useful for those in need.*

Good News Story - Benefits

In November 2021 a client attended ERCAB for assistance completing a PIP renewal form. The client was extremely nervous and needed significant support as she was understandably very worried and anxious that she would lose her current entitlement. An appointment with one of our Benefit advisers was set up and by the end of this; our client was feeling reassured enough to continue on until decision was received. At the beginning of this week the client reached out to the Bureau with some good news; she has been awarded standard rate PIP for 10 years. This represents a Client Financial Gain of £31,200!

NHSGGC Update -

Clinicians at NHS Greater Glasgow and Clyde are calling on the public not to attend busy A&Es unless their condition is very urgent or life-threatening. An increase in community transmission of COVID-19 has seen significant numbers of patients admitted to hospitals – and staffing challenges caused with colleagues infected or impacted by COVID – create a 'perfect storm', increasing pressure on already busy A&E departments. Dr Scott Davidson, Deputy Medical Director has released a series of statements urging the public to listen to the advice given by NHSGGC.

Scotland's Road Safety Week: 21-27 March

As part of Scotland's new National Transport Strategy (NTS2), a new initiative from the Scottish Government and Transport Scotland has been launched to encourage road users to take greater personal responsibility and work together to make the nation's roads safer.

This week, beginning 21st March, the first ever Scotland specific Road Safety Week has taken place and will include a series of targeted campaigns by Police Scotland along with Road Safety Scotland's Annual Seminar.

One long term vision of this campaign is that by 2050 there will be zero fatalities and serious injuries on our roads; and the key to achieving this is by understanding the 'Safe System' approach. The Safe System is made up of 5 pillars which effectively act as layers of protection for when injuries that do occur as a result of collision. These five pillars are: Safe Road Use, Safe Vehicles, Safe Speeds, Safe Roads and Roadsides, and Post-crash Response.

Over the next few years we can expect to take part in a National Conversation on road safety and on how we can make Scotland's roads the safest in the world by 2030.

For more information on how you can play your part in making a difference, visit: roadsafety.scot.

Clients can also get in contact with the bureau via:

Email - 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**