



East Renfrewshire Citizens

Advice Bureau Weekly Update

08/04/2022

Good News Story – Financial

Client contacted the bureau as they were struggling paying a loan back to the Credit Union at £80 per week. Our money adviser, Julie, completed financial statement with client and now client has payment plan of £30 per month. Client was delighted with this as will now free up funds to go to towards the rapidly increasing Cost of Living bills such as electricity, gas, household essentials and food.

To speak to our experienced Money Advice team or to find out more information on the services we offer, you can call the CAB office on 0141 881 2032 or email Julie at julie.brown@eastrenfrewshirecab.casonline.org.uk.

Good News Story – Housing

ERCAB was approached by a single parent who had been suffering with anti-social behaviour in the vicinity of their council accommodation for a number of years. A formal letter was written on the client's behalf to East Renfrewshire Council, detailing the anti-social behaviour faced by the client on a regular basis. This letter was supported with evidence gathered on the client's behalf from Police Scotland. The client's Housing Priority was increased from a Band E to a Band C, meaning the client should be re-homed sooner.

Information on how East Renfrewshire Council determine applicant's housing priority can be found here: www.eastrenfrewshire.gov.uk/council-house-allocation. For further assistance in improving your housing priority, please contact our office on the number above.

PASS turns 10!

Created 10 years ago to provide free, independent and confidential advice to NHS patients, the Scottish Government put their trust in Citizens Advice Bureau's across Scotland to run this.

Fast forward to this week and we are celebrating the 10th anniversary of Patients Advice and Support Service (PASS).

ERCAB have local PASS adviser, Maureen Hill, based in the office Tuesday – Friday and can be contacted by calling/emailing the bureau, or alternatively via maureen.hill@eastrenfrewshirecab.casonline.org.uk

Stress Awareness Month – 2022

For the month of April we will be seeing more of the national campaign via social media, TV, radio and also word of mouth. Starting back in April 1992 in a bid to raise awareness of the causes and cures of stress, this year the focus is on Community.

Over the past two years we have all experienced isolation and loneliness which is why it is so important to receive and provide support while we figure out a new way of life.

For more information go to: www.stress.org.uk.

Case Study – EU Settlement Scheme

A client was referred to the Bureau, for support in making a late EUSS application. The client is a Latvian National, who has split their time between the UK and Latvia for over 10 years. They are married to a British national and own a British company. The client was unaware that she had to apply to the EU Settlement Scheme, until earlier last month when a family member asked if she had been granted settled status.

The client had tried to complete her application at home, but struggled to answer the online questions. As the client had already completed the “app” section of the application, a telephone appointment was set up to support her in finishing the application. With the help of ERCAB adviser, Cara, the application was submitted and they should receive a decision in the upcoming weeks.

Although the initial deadline for EU Settlement Scheme applications was 31st June 2021, you may still be able to submit a late application by providing reason and evidence for not doing so previously.

If you are unsure whether or not you have grounds for a later application, or would like information on similar EU Immigration issues, please get in touch via the bureau or cara.mccarthy@eastrenfrewshirecab.casonline.org.uk.

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**