



East Renfrewshire Citizens

Advice Bureau Weekly Update



14/04/2022

Staff Changes

ERCAB are losing a valuable employee. Sarah McBride, will be leaving us on 14th April 2022 to take up her new position as Cabin Crew with British Airways. Congratulations to Sarah on the next step in her career and wishing her all our very best. I will be very sorry to lose Sarah & thank her for all her work as a volunteer, HERO adviser, weekly newsletter editor & social policy co-ordinator where she has done some excellent work representing ERCAB both locally & nationally. The messages & cards of thanks from clients & colleagues of Sarah's over the last week demonstrate how highly she is thought of. Caitlyn Gray (who started working with ERCAB 6 months ago, under a government scheme, and has fitted in really well) will be taking over the role of HERO co-ordinator - **Teresa O'Hara (Bureau Manager)**

Good News Story – Attendance Allowance

An elderly client came to the bureau seeking assistance in filling out an Attendance Allowance (AA) form on behalf of her husband. AA helps with extra costs if you have a disability severe enough that you need someone to help look after you. Our HERO adviser, Sarah assisted the client in completing the form and attaching medical evidence for it to be sent away. A few weeks later the client came into the bureau to let us know that she had received the higher rate of **£92.40** a week for her and her husband as she is his main carer. Client was overjoyed with the outcome and said "*thank you for all your help, I could not have filled in the form myself and we have now gotten the allowance*". For help with Attendance Allowance applications, contact the office on **0141 881 2032**.

NHSGGC – Minor Injuries

Did you know, there are three dedicated Minor Injury Units (MIU) across NHS Greater Glasgow and Clyde; New Stobhill, New Victoria and Vale of Levern Hospital which could see, treat and discharged you within 4 hours. Before attending, you should call NHS24 on **111** to access our team of specialist nurses who can assess you virtually and provide you with an appropriate time to attend your nearest MIU to help minimise your waiting times. For further information go to: www.nhsggc.scot/your-health/right-care-right-place/minor-injuries-unit

Scottish Child Payment

Scottish Child Payment helps towards the costs of supporting your family. It's a weekly payment of £20 that you can get for every child you look after who's less than 6 years of age. You'll get the payment every 4 weeks if your application is successful.

Before applying, you'll need:

- the dates of birth of any children you have
- your partner's details, if you have a partner
- your bank details, if you have an account

For help with applications, please call the bureau on **0141 881 2032** to speak to one of our experienced advisers.

Good News Story – Benefits

Our client is unemployed, in poor health & in receipt of benefits. His cooker and fridge had broken down and his home was in disrepair. He had no funds to address this & he approached ERCAB for help. He was struggling with monthly expenses for food & fuel- eating little or skipping meals and this was further affecting his health.

We made an application to Scottish Welfare Fund-Community Care Grant to assist with the replacement of his white goods & repairs. This application was successful resulting in a **£1200** client financial gain. We made a referral to ER Larder who arranged a delivery of fresh foods to our client. We made our client aware of this service & local food bank, for future needs. We also issued a Shopping Voucher and made a referral to MEGA Fund for the first of 3 £29 fuel codes for our client.

We also completed a Benefits Check & have now supported our client in completing an application for Personal Independence Payment. We will continue with on-going support. For help with benefits and financial hardship, please call the office on **0141 882 2032** to speak to one of our experienced advisers.

Clients can also get in contact with the bureau via:

Email- bureau@eastrenfrewshirecab.casonline.org.uk

You can also keep up to date with recent news from ERCAB via our social media platforms.

Facebook – **East Renfrewshire CAB** & Twitter **@EastAdvice**