



East Renfrewshire Citizens Advice Bureau Weekly Update

13/05/2022

Good News Story - Benefits

Client contacted the bureau for assistance with benefits advice. He has worked for over 30 years and these last few months have proven difficult with deteriorating health issues. He has now exhausted his sick pay and needs to give up his work.

We advised client of eligibility for either Universal credit or new style Employment and Support Allowance, providing information on both. We also discussed Personal Independence Payment and assisted client in applying for this.

He was later awarded Standard Rate for Mobility but No Award for Daily Living. Client asked for assistance in challenging this decision by completing a Mandatory Reconsideration (MR) form. Client has now received notification that his Mandatory Reconsideration was successful and had Standard Rate Daily Living added to his PIP award.

This assistance resulted in a backdated payment for client of £2469.19 and an on-going amount of £343.63 added to their monthly universal credit for at least 18 months; before it gets reviewed. This also means client doesn't need to worry about any work-related activity which currently client cannot do. Client has peace of mind that they will face no sanctions as work related activity group has now been amended to reflect client's current situation. Client was very appreciative and thanked us for our help.

If you are in need of welfare advice, please contact our benefits team on [01418812032](tel:01418812032), or alternatively by popping into our office to arrange an appointment.

ERCAB Drop In Service -

Reminder to all East Renfrewshire residents that we are still running our local outreach programme with the following advisers: Mark (Parsons) Money Talk Project and Caitlyn HERO Project.

Our drop in team is available at the address below, every *Monday and Thursday between 10am – 2pm* with no prior appointment needed.

**The Hub at James McGuire Building
124 Main Street
Barrhead
East Renfrewshire
G78 1SG**

Mental Health Awareness Week 2022

Mental Health Awareness Week is happening 9 to 15 May with this year's theme being 'loneliness'.

21 years ago, The Mental Health Foundation kick started one of the biggest awareness weeks across the globe. The UK charity say: *"1 in 4 adults feel lonely some or all of the time. There's no single cause and there's no one solution. After all, we're all different! But, the longer we feel lonely, the more we are at risk of mental health problems..."*

The MHF is encouraging people to get involved on social media by posting a photo of a time they felt lonely and nobody knew; along with the hash tags [#IveBeenThere](#) and [#MentalHealthAwarenessWeek](#). There is always support available and people are here to listen.

For more information on MHAW, go to:

www.mentalhealth.org.uk.

Case Study – Benefits

Client came into the bureau for assistance as she was struggling financially after losing her husband in January. Client had never worked as she looked after the children and her husband was the household earner.

An adviser carried out a benefit check and discovered client was already receiving the Bereavement Support Payment, however this was at a lower rate than they should have been receiving.

Client also advised that she has stopped receiving Child Benefit when her son turned 16 however as he is still in full time education, she is still entitled to this.

With our help, the clients daughter was able to help her mum call the Child Benefit helpline to get this re-instated and also the Bereavement Support Helpline. She also submitted an application for Universal Credit, with first payment due end of May. The family are now in receipt of everything they're entitled to.

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**