



East Renfrewshire Citizens Advice Bureau Weekly Update

12/08/2022

Good News Story ASAP –

Client is a veteran who has been unable to work for over 2 years due to depression & anxiety, panic attacks & chronic PTSD. He had applied for Personal Independence payment (PIP) himself and his application had been declined- scoring 0 points. He approached us for help.

We arranged an appointment with our ASAP (Armed Services Advice Project) adviser to discuss and review the 12 activities of PIP with him & lodged a Mandatory Reconsideration to challenge the DWP decision. This was supported with suggested, targeted medical evidence.

Adviser also made a referral to Combat Stress, with our client's consent, who offer specialist mental health support for the Armed Forces community.

Our client's Mandatory Reconsideration was successful & our client received a backdated payment of **£4109.87** this week. He will receive an on-going award which will increase their annual income by **£3216** per year.

Our client is thrilled- he feels in a much better place with his mental health & now feels more financially secure.

The ASAP team can provide support to veterans and their families in many ways, such as; benefits advice, mental health support, housing advice.

They also work with outside organisations like Combat Stress, which is mentioned above, to ensure a full support system is in place when help is needed the most.

East Renfrewshire residents can get in contact with our office to discuss support available, or for more information go to www.asapadvice.org.uk.

East Renfrewshire Talking Points –

This coming week, Talking Points are hosting drop-in sessions in Eaglesham and Neilston.

Wednesday 17th) 2:30pm - 4pm at Eaglesham Library, Gilmour St, G76 0LH.

Thursday 18th) 1pm - 3pm at The Bank, Neilston Development Trust, 84 Main Street, G78 3EA

The Talking Points staff will either help you directly or will signpost you to the right health and social care service, organisation or group who can.

Telephone Number: 0141 876 9555

Councillor Visits –

Over recent weeks we've had the opportunity to welcome a number of East Renfrewshire's Councillors into the Bureau and provide insight into the work we do.

We would like to thank those we have met so far; Cllr Chris Lunday, Cllr Paul Edlin, Cllr Owen O'Donnell and also our very own board member Cllr Danny Devlin, for taking the time to come and show their support to ERCAB.

We hope that these meetings can allow us all to further our knowledge on how we can support our local residents effectively and efficiently.

Drop-In Service Returns! –

ERCAB are happy to announce that after taking a short break, our 'No Appointments Necessary' Outreach Service is available again from Monday 15th August!

If our advisers cannot deal with your query there and then, they can organise a suitable appointment in the bureau, or refer you on to another organisation.

Advisers available:

- Mark (Parsons) – Money Talk Project
- Caitlyn – HERO Project

Monday & Thursdays between 10am – 2pm at Include Me 2 Club in Barrhead.

The Hub at James McGuire Building

124 Main Street

Barrhead

East Renfrewshire

G78 1SG

For appointment bookings, call our office on 01418812032.

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***