



East Renfrewshire Citizens

Advice Bureau Weekly Update

01/07/2022

Good News Story - ASAP

Our client is an army veteran, referred through our project partner; Poppy Scotland.

He presented with a Council Tax debt of £1600 which had been escalated to Sheriff Officers. He has severe dyslexia & struggled to understand letters & billing. He had no means to pay & he was extremely stressed & anxious of possible consequences.

A Benefits Check was carried out to ensure income maximisation. Through this discussion, our client revealed that he had previously applied for Personal Independence Payment (PIP) and had been declined. We reviewed client's PIP decision and lodged a Mandatory Reconsideration to challenge the decision. This was supported with targeted evidence.

ERCAB then contacted the Sheriff Officers, including a signed mandate, to request a pause on action meantime. A referral was made to SSAFA (Armed Forces Charity) for financial support and also to Poppy Scotland who was able to supply our client with a laptop with built in assistive technology. They were also able to supply a text to speech reader pen & headphones with microphone. This will allow him to easily convert his speech to written word & texts & assist him in his daily challenges with dyslexia.

Our client was successful in receiving funding to clear his £1600 Council Tax debt from SSAFA. His Mandatory Reconsideration was successful & the DWP decision was overturned. Our client was awarded Standard Rate of the Daily Living component of PIP. This was backdated 14 months, paying our client a lump sum of £4887.80 and an on-going award of £3216.20 per annum.

Scottish Gov. – Mental Health & Wellbeing Strategy

The Scottish Government are looking for your views on a new and improved Mental Health and Wellbeing Strategy.

This is focused mainly on the next 5 years, however, will also put in place a long term plan on how our country can beat the ever-growing mental health crisis. The views of people who have experienced mental health issues are especially important to this. Visit their website for full information and to access the survey at: <https://consult.gov.scot/mental-health-unit/mental-health-and-wellbeing-strategy/>

Social Security Scotland –

Best Start Grant School Age Payment applications are open now for children born between 1 March 2017 and 28 February 2018.

We would like to remind families that these payments are not automatically paid and you must apply; either via online form, postal or phoning the Social Security Scotland Helpline on 0800 182 2222.

Full information and for access online application form, go to: www.mygov.scot/best-start-grant-best-start-foods

Good News Story -

Client's mum called the bureau on her behalf as client has got the keys for a new property after being rehoused through ERC homeless team; however, she does not have a cooker, fridge, washing machine or any flooring down.

Client has applied for a community care grant through ERC however has been told she will be waiting another 6 weeks or so to hear back. Client has a 13-year-old son who has autism therefore the flooring may pose a risk to him and she will not be able to go out for essential shopping every day. Adviser spoke to the client who agreed for us to contact ERC Welfare Team to see if there is anything that can be done to look at this sooner; we also copied in local councillor Danny Devlin who ensured this was dealt with as a matter of urgency.

Later that evening, someone came out to measure for carpets and the following day they came back to fit them and also delivered her washing machine, cooker and fridge freezer. Client was absolutely over the moon with this and couldn't thank us enough. This has had a massive impact on her son as his meltdowns have not been anywhere near as bad and he even said it is starting to feel like home now.

For welfare/benefits advice, please 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**