



East Renfrewshire Citizens

Advice Bureau Weekly Update

04/11/2022

Good News Story – Benefits

Client is retired and on a fixed pension. She was struggling with the increased cost of living & wished advice on any financial support available. Due to issues with her hips and mobility, client has a Blue Badge and had applied for Attendance Allowance (AA) herself over 2 years ago, however, this was declined. Client approached ERCAB for advice.

One of our benefits advisers completed a Benefit check & established eligibility for Attendance Allowance. They then contacted DWP by telephone on client's behalf and registered the claim in order to protect her 'claim date' as soon as possible. An appointment was then arranged where we were able to assist our client to complete application form and also suggested relevant medical evidence in support of her application, which was then submitted alongside it.

Client has now received her decision letter and has been awarded the Higher Rate of Attendance Allowance at **£92.40 per week** on going- with a minimum award period of 3 years. She received a lump sum of **£924** in backdated payments, due to us registering the claim immediately. This has increased her income by **£14,414.40** over the award period.

"I am totally overwhelmed I am getting Attendance Allowance! Thank you so much- I was so nervous after it failed before. I really appreciate all your help. What a difference it will make to me. I am delighted". – *Client Testimony.*

Contact our benefits team on 0141 881 2032, email the bureau or drop in to arrange an appointment.

Heating Support Fund –

Homeheatingadvice.scot are working in partnership with the Scottish Government to deliver the second phase of the Home Heating Support Fund.

The fund seeks to provide financial relief to energy consumers who are experiencing significant financial hardship and strives to provide this support to households regardless of the fuel or payment method used. Application can be made using both 'referral partners' and 'household applicants' routes.

Full information and FAQ's can be found by visiting:
www.homeheatingadvice.scot/

East Renfrewshire's Citizen of the Year –

Nominations are now open for East Renfrewshire's Provost Award 2022, as they look to crown their next Citizen of the Year.

The award is an opportunity to honour a dedicated volunteer for their outstanding service, which makes a difference to their community and the lives of others

The deadline for nominations is this Sunday 6th November. To nominate your chosen one, go to the link below:
www.eastrenfrewshire.gov.uk/citizen-of-the-year

Bureau Outreach Services –

As we try to expand our services following Covid-19 pandemic, we are continually looking into new venues and areas to host Drop-In sessions in order to provide all areas of East Renfrewshire with accessible 'no appointment necessary' advice.

Currently we have 2 up and running Outreach services in both Barrhead and Clarkston where you can make initial contact with our team in a local community building.

Barrhead –

James McGuire Building, 124 Main Street, G78 1SG
Monday & Thursday
10am-2pm
With Mark Parsons and Caitlyn.

Clarkston –

Duff Memorial Hall, Main Street, Busby, G76 8DX
Tuesday
10am-12pm
Advisers will vary.

If our advisers cannot provide support during your visit, they will arrange for you to attend our office for an appointment with another adviser in relevant specialty.

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**