



East Renfrewshire Citizens

Advice Bureau Weekly Update

21/10/2022

Case Study –

A married couple came to the bureau for assistance with benefit eligibility. Both clients have health issues which affect their day to day lives, although the husbands are more debilitating than his wife's. The husband has been unable to work due to his health issues and his wife is now caring for him full time.

We were able to arrange an appointment for the couple to come into our office where our benefits team assisted with completing UC50 form. This application was successful meaning the LCWRA element of **£354.28** was added onto their monthly Universal Credit award.

Adviser was able to further support the family by applying for Personal Independence Payment (PIP) which resulted in the award of Standard Rate Daily Living at **£61.85 per week**. Because they are now in receipt of a disability benefit, they qualified for the Carers Element of Universal Credit which is an additional **£168.81 per month**. We then assisted the wife to apply for Carers Allowance of **£69.70 per week**.

The support provided by our benefits team has resulted in a monthly client financial gain (CFG) of £1058.12. The wife will also now automatically receive 2 annual Carers Allowance Supplements of £245.70 each, giving an annual CFG of **£13,188.84**. Both clients were delighted with this help.

If you have a benefit query and wish to speak to a member of our team, please contact our office to arrange an appointment. You can do this by giving us a call on 0141 881 2032, sending us an email (address below) or alternatively by popping into the office.

NHSGGC –

NHS Greater Glasgow and Clyde are asking patients to share their opinions on Accident and Emergency services via an online survey.

The survey is anonymous and is purely to help NHSGGC improve their services to meet the needs of those who benefit from them.

This should take 5-10 minutes to complete: www.nhsggc.scot/contact-us/get-involved/emergency-department-service-users-survey/. Should you need assistance or have any queries regarding this, you can email public.involvement@ggc.scot.nhs.uk.

East Renfrewshire Carers Centre (ERCC) –

ERCC have teamed up with the Glasgow Association for Mental Health (GAMH) to provide a free 5-week course, teaching you self-management techniques to help reduce stress and anxiety. This will be taken by two trainee therapists from The Centre of Therapy in Glasgow.

The course will be held at the ERCC in Sandler Cottage, Eastwood Park, Giffnock, G46 7JS. And will run over 5 consecutive Sundays; 20th November to 18th December, 11am – 1pm (this includes a tea break).

If you are interested please contact Michael on m.charles@gamh.org.uk or call **07458045871**.

ERCAB Drop-In –

We are currently offering two 'no appointment necessary' Outreach services across East Renfrewshire. These are:

Busby (NEW)

Tuesday 10am - 12pm

Duff Memorial Hall
Main Street
Busby
G76 8DX

Mark Parsons – Money Talks Team

Barrhead

Monday & Thursday 10am – 2pm

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

Mark Parsons – Money Talks Team
Caitlyn – HERO Project

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**