



# East Renfrewshire Citizens

## Advice Bureau Weekly Update

24/03/2023

### UK Emergency Alerts –

Scotland are currently taking part in a trial of a UK Government system which will use new mobile broadcasting technology to save lives during emergencies.

Emergency Alerts is a UK government service that will warn you if there's a danger to life nearby; your mobile phone or tablet will receive an alert with advice about how to stay safe.

The alerts can only be actioned by the emergency services and relevant UK government departments. Reasons why we may receive these alerts include; severe flooding, fires and extreme weather.

*What will happen when you receive an alert?* Your phone or tablet will either make a siren-like noise (even if set to silent), read out the message, or vibrate; and can last for around 10 seconds.

Alerts are sent to us based on our current location at the time, as opposed to where we usually live or work.

The advice being given for when we do get an alert, is to stop what we're doing and follow the instructions stated in the message.

The emergency services have other methods to contact those of us who may not have a mobile device which accepts these alerts. Also, if you have a vision or hearing impairment, audio and vibration attention signals will let you know you have an emergency alert.

**There will be a nationwide test of this system on Sunday 23rd April 2023. Information can be found at [www.gov.uk/alerts](http://www.gov.uk/alerts)**

### Building Consumer Confidence Project –

This week seen the launch of East Renfrewshire's Building Consumer Confidence Project.

East Renfrewshire Council aims to protect our most vulnerable residents from bogus traders and support reputable home improvement businesses.

The project is run by Trading Standards involves routine preventative patrols to support good practice & raise awareness of the Trusted Trader scheme.

You can Ring and Report suspicious doorstep callers on 0800 013 0076.

### Bureau Notice –

Our outreach services in Barrhead will be limited next week due to staff availability.

ERCAB Drop-In at IM2C is **cancelled** on Monday 27<sup>th</sup> & Thursday 30<sup>th</sup> March.

This outreach service which is based within The James McGuire Building, 124 Main Street, G78 1SG, is usually run by our advisers Mark Parsons & Caitlyn.

We apologise for any inconvenience this may cause.

### ERCAB Good News Story –

Our client was referred to the Armed Services Advice Project by Sight Scotland, Paisley. He is an elderly veteran who is sight impaired. He wished advice on any available benefits due to the increased cost of living and was feeling financial pressure due to his fixed pension income.

We completed a benefits check by telephone to discuss our client's full circumstances and established eligibility to Attendance Allowance. We contacted the DWP claim line on our client's behalf to register the claim & protect the claim date. We further established that our client was entitled to the additional **£2600p.a** Blind Person's Tax Allowance.

We assisted our client in completion of the Attendance Allowance application and submitted it with targeted medical evidence.

Our client was successfully awarded Higher Rate of Attendance Allowance which will increase their household income by **£4804.80 per year**. He received a further backdated lump sum pay out of **£924** due to the protected claim date.

Our client is delighted and feels more financially secure moving forward. He has already recommended us to his friends and family!

Clients can also get in contact with the bureau via:

**Email - [ere-bureau@eastrenfrewshirecab.casonline.org.uk](mailto: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**