



# East Renfrewshire Citizens

## Advice Bureau Weekly Update

25/05/2023

### Time Out for Carers with VAER –

Voluntary Action East Renfrewshire are looking for volunteers aged 18+ to support local carers with a much-needed regular break. Inductions and on-going training will be provided.

All volunteers will be matched with a carer and cared for person based on personality, interests and availability. Volunteers will NOT provide any personal care.

Commitment: 2/3 hours on a regular basis – usually weekly or fortnightly (can be a daytime, evening or weekend as per volunteer availability)

You must provide 2 referees that can be contacted for a personal reference and you will also require a PVG (disclosure) check; costs for this will be covered.

You can find information on other volunteering opportunities and an application form by visiting: [www.eastrencommunityhub.org.uk/volunteering/](http://www.eastrencommunityhub.org.uk/volunteering/)

### NHSGGC –

NHS Greater Glasgow and Clyde has announced the launch of Spring Covid-19 booster drop in clinics for those who are eligible.

Drop-in clinics will be available at various locations across Glasgow to those aged 75 and over or for those with a weakened immune system aged 12 or above.

For more information on the Spring Covid-19 booster vaccination and where you can find a list of drop-in locations, please visit: [www.nhsggc.scot/your-health/covid-19/covid-vaccinations](http://www.nhsggc.scot/your-health/covid-19/covid-vaccinations).

### Case Study –

Client attended our outreach at Mearns Library, looking for assistance with appealing an offer of accommodation that they had received from ERC due to their homeless application.

The client had advised that they had felt intimidated when entering the street to view the property and that they would not feel safe living here,

The housing adviser then submitted an appeal on the clients' behalf and the offer was subsequently overturned. This allows the client to continue to bid for suitable properties.

### Bureau Info –

**Our office is closed Friday 26<sup>th</sup> and Monday 29<sup>th</sup> May due to public holidays.**

**Telephone lines & staff emails are not monitored during this time.**

### Council Tax –

Council Tax debt persists as the single biggest debt clients bring to the CAB Service. If you need help with your council tax bills or repayments, please call the bureau on 0141 881 2032.

### Case Study –

Client had contacted the Bureau for help with rising fuel costs as client has no money and no credit in his electricity meter.

Adviser provided a £49 voucher and carried out a benefit check as this is standard before any vouchers are provided, adviser found that client had his 14 year old daughter living with him and was only receiving child benefit.

Client's daughter was not added to his UC and he was not receiving Scottish Child Payment for his daughter.

Adviser helped client login to his UC journal and added his daughter to his claim and applied for Scottish Child Payment for the client.

Client's daughter had been living with him for 2 years and adviser has asked a decision maker to look at backdating the child element and client had mentioned on his journal numerous times that his daughter had lived with him and nobody has picked up on this at the DWP.

Client has been awarded a backdated payment of £4037.50 and will receive £15,120 via the child element of UC until his daughter turns 18 and £2400 in payments from the Scottish Child Payment until his daughter turns 16.

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**