



East Renfrewshire Citizens Advice Bureau Weekly Update

05/05/2023

Good News Story –

Client attended bureau looking for assistance in challenging an **Adult Disability Payment** decision. The client has suffered with ill health since last year and has been unable to work; she is now on long term sick leave.

Client made an application herself for Adult Disability Payment. When she received her decision, she had been awarded zero points for both Daily Living and Mobility components; both of which have been severely impacted by her neurological health condition.

We assisted client in completing a redetermination request and returned this along with supporting medical evidence within the 31 days deadline.

Within 56 days client received the Redetermination Notice changing original decision and awarding client the enhanced component for Daily Living and Mobility resulting in a weekly client financial gain of £172.75. The client also received a back-date, to when she initially made the claim, of £4036.50. The benefit was awarded for 3 years, at which point if client's health is not better, she can reapply.

This 3-year award is worth **£26,949** to our client. This award also will give eligibility for other financial help such as travel costs & council tax reduction.

Our client was delighted with this outcome saying "I can't thank you enough; honestly it's such a weight off my shoulders, especially as I am no longer getting and sick pay from work."

To find out more, call our office on 0141 881 2032.

NHSGGC – Be prepared for the holidays.

Your GP practice will be closed for the Coronation Holiday on May 8th, and many pharmacies will be closed on these days too.

Services will resume normal opening hours on Tuesday May 9th.

NHSGGC use the 'Right Care, Right Place' model for all emergency care. This ensures patients get access to the most appropriate care quickly and safely. It also helps protect Accident & Emergency Departments (A&E) so they can look after patients with life-threatening conditions.

www.nhsggc.scot

Bureau Notice –

Our bureau is closed Monday 8th May due to public holidays. We will return as normal at 9.30am the following day.

Jobcentre Plus –

Jobcentre Plus opening times are different for the public holiday on 8th May.

Monday 8th May offices and phone lines are closed

If you are expecting benefit payments on this date, you will instead be paid on Friday 5th May.

ERCAB Outreach Services–

Barrhead -

Monday & Thursday 10am - 1pm

Include Me 2 Club, 124 Main Street, G78 1SG.

Monday 10am - 1pm

The ARC, 64 Aurs Drive, G78 2LW.

Friday 10.30am - 12.30pm

Dunterlie Resource Centre, 36A Stewart Street, G78 1AL.

Clarkston -

Tuesday 10am - 1pm

Clarkston Library, Clarkston Road, G76 8NE.

Newton Mearns -

Wednesday 10am - 1pm

Mearns Library, 35 McKinley Place, G77 6EZ.

Thornliebank -

Tuesday 2pm - 4pm

Thornliebank Library, 1 Spiersbridge Road, G46 7SJ.

Thursday 10am -1pm

Thornliebank Food Share, Thorntree Hall, Main Street, G46 7SF.

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**