



East Renfrewshire Citizens

Advice Bureau Weekly Update

15/06/2023

Good News Story

Client presented at Bureau looking for support with an on-going dispute with HMRC & DWP.

A number of years ago client arrived in UK as an international student, meaning they had no recourse to public funds, and during this time they had their identity fraudulently used to claim benefits and apply for various credit loans. All relevant departments were aware of this situation and had acknowledged that client was not in fact liable for these benefit overpayments, with client having received a letter confirming this many months ago. However, client was still to this day receiving deductions in their work earnings in order to repay this 'debt'.

Adviser set up an appointment with client where we called HMRC who advised us that the case had been passed to DWP Debt Management. We then contacted them and call handler was able to look through clients file and find that there was a decision made earlier this year regarding the investigation which cleared client of liability for repayments. Adviser then asked for support with getting our client's money refunded as they had already paid a significant amount of this debt back. At this stage we were advised that DWP will make contact with HMRC to find out the exact amount client is due back and they will then issue client with a refund.

Client got back in touch a few days later to advise that they have received full refund and the issue is now resolved; which they are delighted with. Outcome = Total Client Financial Gain of £2,100

DWP Bereavement Service

The BD8 'Registration or Notification of Death' form is part of the death registration process to assist bereaved citizens when contacting DWP to report a death. The form can only be used for DWP purposes. Changes in the way deaths can be reported, such as the introduction of the Tell Us Once cross-government service which reduces admin for customers, remove the need to provide a BD8 to DWP. From 29 May 2023, the BD8 will be removed from circulation and will no longer be provided by the Registrar when a death is registered. Citizens will still be able to find information about bereavement related support on [GOV.UK](https://www.gov.uk) or alternatively they can contact the DWP Bereavement Service on 0800 151 2012 / Textphone: 0800 731 0464.

Road Closure

Road closure between Dovecotehall roundabout up to its junction with Ralston Road. The resurfacing works will be carried out in 3 phases

Phase 1: Between Dovecotehall roundabout up to its junction with Princes Square;

Phase 2: Between its junction with Princes Square up to and including its junction with Arthurlie Street

Phase 3: Between its junctions with Arthurlie Street and Ralston Road.

2 Weeks – From Monday 3rd July to Friday 14th July 2023.

3G/4G Mobile phone update

Mobile phones began using 3G technology in the early 2000s, when networks developing mobile internet services allowed consumers to stream media. While this was revolutionary technology at the time, 2G and 3G services are now considered obsolete by the UK's mobile network operators, who do not intend to offer 2G and 3G mobile networks past 2033. As consumers we now live in an era of 4G and 5G connections and providers are deploying these connections throughout the UK. The switch-off of 2G and 3G services is intended to free up connectivity infrastructure for the use of 4G and 5G networks. This will mean access to faster and more reliable services for consumers. Major mobile network operators will begin switching off their 3G networks throughout 2023 and 2024 alongside work to upgrade mobile connectivity to 4G and 5G in parts of the UK that don't have these connections yet. This means older devices that don't have the capabilities to access 4G and 5G will need replaced if you want to continue to be able to access the internet.

If you think you might be impacted by this change the Citizens Advice network can help, as can your own provider. So get in touch so you don't end up feeling like you're back in the pre-mobile internet days of the '90s.

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**