



# East Renfrewshire Citizens Advice Bureau Weekly Update



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## Good News Story –

A client recently attended our drop in at Erskine to see our Armed Services Advisor. She was able to access our ASAP project as her spouse was an ex serving veteran.

She was unable to work due to ill health which was declining. We discussed Adult disability Payments and we both felt the client fitted the descriptors. Our Advisor assisted the client in applying for both benefits.

The client's Universal credit claim was successful and she also received a letter from Social Security Scotland stating that she had been awarded enhanced rate daily living and also enhanced rate mobility components. She will now be paid £691.00 every four weeks for a period of 5 years and also received a backdated payment of £4318.75 giving a total Client financial gain of £49,233.75. The client was ecstatic with the result.

We have now applied for a blue badge and Carer's allowance for her husband as her cares for his wife more than 35 hours per week.

We provide free, confidential, impartial information, advice and support to the Armed Forces community, which includes serving and ex-serving Veterans, their spouses and dependents. If you need support, please do not hesitate to call Carla on 0141881 2032 or pop into our Bureau to make an appointment.

## Bureau Holidays –

Our office will be closed over the festive period to give our staff and volunteers a much deserved break.

We will finish up on Friday 22<sup>nd</sup> December 2023 and reopen at 9.30am Monday 8<sup>th</sup> January 2024.

Team ERCAB wish you all a healthy and Happy Christmas New Year.

## ERC Schools –

Online applications for Primary 1 catchment places opened yesterday and will remain open until midnight 19 January 2024. The online form provides a simple and effective application method, with almost all applicants choosing this method last year.

Parents/guardians of children who will be five-years-old between March 2024 and February 2025 should apply to register at this time. Written confirmation of P1 places will be received at the end of March.

For families who are unable to submit an application online, you can arrange alternative arrangements by calling the education department on **0141 577 3246**. You should also make contact with them if you have a query regarding your catchment area or school.

**Further information can be found by visiting:**  
[www.eastrenfrewshire.gov.uk/placing-requests](http://www.eastrenfrewshire.gov.uk/placing-requests)

## Be scam aware this December -

Ahead of the busy festive period, TV licensing is working to help customers protect themselves against being scammed.

We are continuing to ask people to **STOP – CHECK – ASK** if you receive any suspicious communications that appear to be from TV Licensing.

- **STOP** – Scammers will attempt to trick you into giving away your personal or bank details. Always be wary of letters, emails, texts or phone calls that promise you money or a refund.
- **CHECK** – Has the sender spelt your name correctly, and are there any grammatical errors? You should always make sure they have included the correct licence number, which you can check on the TV Licensing website.
- **ASK** – If you are unsure about a communication you have received, it is always best to ask someone – perhaps a friend or trusted adviser from ERCAB. You can go to the TV licensing website and sign in to your licence at [tvlicensing.co.uk/yourlicence](http://tvlicensing.co.uk/yourlicence) to check if anything is wrong. You can always pop in to the bureau where our experienced advisers can help.

Clients can also get in contact with the bureau via:

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