

EAST RENFREWSHIRE CAB

NEWSLETTER

citizens
advice
bureau

September's Newsletter

Energy Advice

Worried about your energy bills? We're here to help.

Energy costs can be a concern all year round. If you're struggling with your energy bills, dealing with energy debt or experiencing issues with your utilities, we can provide support and advice.

We can help with:

- Energy debt and bills that are piling up
- Understanding your energy bills
- Smart meter issues
- Difficulty paying your energy bills
- Concerns about disconnection
- Priority Register Service

Don't struggle with your energy bills alone — support is available via our new energy adviser Erin.

Erin can be contacted by either:

Calling: 0141 881 2032 or by

Emailing:

erin.cuthbertson@eastrenfrewshirecab.casonline.org.uk

Council Tax Reduction for Carers

Criteria

- If you provide care or support on behalf of a Local Authority or charity for at least 24 hours per week, for which you are paid no more than £30 per week, and you live in premises provided by the Local Authority or charity for the better performance of their work.
- If you provide care or support to your employer, who has been referred by a charity, for at least 24 hours per week, for which you are paid no more than £36 per week, and you live in premises provided by your employer for the better performance of their work.
- If you provide care or support, for an average of at least 35 hours per week, to someone in receipt of at least one of the state benefits listed below and you live in the same house, excluding their spouse/partner or a child under the age of 18.
 - Higher rate of Attendance Allowance or care component of Disability Living Allowance.
 - An increase in constant Attendance Allowance under the industrial injuries or war pensions scheme.
 - The highest rate of constant attendance allowance payable on top of full rate disablement benefit paid in respect of an industrial Injury

What evidence do I need to provide?

- A copy of your Benefit award letter from Department of Work and Pensions
- Enclose a compliment slip or a sheet of company headed paper from your employer

Goal 1

Goal 1-

CAB are partnering up with the Poverty Alliance to host a 'Challenge Poverty' week at the bureau.

With topics covering energy, social security, fair work, child poverty, communities, mental health and prayer, Poverty Alliance encourage countless organisations to take stock of the driving factors fueling poverty.

At ERCAB we continue to address poverty by helping our client's access social security, clear energy debt, apply for the Scottish Child Payment, just to name a few organisations.

Check out our social media to see what events we ran in the bureau.

GOOD NEWS STORY

A three-year fight that was worth it!

Our client first applied for ADP in September 2023 and was awarded standard rate mobility but nothing for daily living. Given that he has a life-limiting condition and needs a significant amount of support throughout the day, both the client and our adviser felt that the decision just didn't reflect his actual needs.

We supported him to challenge the decision, and the case eventually went all the way to appeal.

It was a very long process, almost exactly three years from his original application to finally getting his appeal heard. Throughout that time, our adviser continued to support him, gathered supporting evidence and prepared submissions to show just how much his condition affects his everyday life and the support he needs.

Thankfully, all that persistence paid off, and the original decision was overturned!

He has now been awarded the daily living component as well as his mobility award, with his entitlement backdated all the way to 21 September 2023. This means he is due a backdated payment of around £11,400 for the daily living component he should have been receiving over those three years.

The client was understandably very emotional when he received the news. Three years is an incredibly long time to keep fighting a decision, particularly while already dealing with a life-limiting condition, but he was so glad he didn't give up.

It was a lovely outcome for our adviser too after supporting him through the whole journey and finally seeing him receive an award that better reflects the support he needs.

A very long three years, but definitely worth the fight!

Appointments available in the bureau from Monday to

Friday

9:00 am - 3:00 pm

OUTREACH SERVICES

Barrhead

Monday, Tuesday & Thursday

09:00 am - 12:30 pm

General advice drop-in

ERCAB 126 Main Street,
G78 1SN.

Wednesday

1:00 pm - 3:30 pm

PCU East Renfrewshire Credit Union
116 Main Street, G78 1SG

Friday

10:30 am - 12:30 pm

Dunterlie Food Share
Stewart Street,
Barrhead, G78 2AL

Newton Mearns

Monday to Thursday

09:30 am - 3:30 pm

Unit 7, The Avenue, Newton
Mearns

Patient Advice and Support Services

Call us on 0800 917 2127 (Mon –
Fri, 9 am – 5 pm)

Help to Claim

Tel 0800 023 2581 to apply for
UC

EU/Migration Services

Call Cara on 07979 987836

Gambling Support

Call 0800 328 1131

Clients can also get in contact with the bureau via:

Email - **bureau@eastrenfrewshirecab.casonline.org.uk**

Or call the bureau on **0141 881 2032** to make an appointment

You can also keep up to date with recent news from ERCAB via our social
media platforms:

Facebook- East Renfrewshire CAB

Twitter- @EastAdvice

Instagram- @eastrencab

Bluesky- @ercab.bsky.social



Outreach Services

Inverclyde

Greenock Your Voice Money Talks Plus Project

Drop-in @ 51 Hamilton Way, Greenock, PA15 1RQ
Tuesday 10 am - 1 pm

Greenock Your Voice Mental Health & Wellbeing

51 Hamilton Way, Greenock, PA15 1RQ
Thursday Drop-in 10am - 12pm, Appointment only 12:30pm - 3 pm
Call Angela on 07352 821641

Greenock Yorkshire Building Society

General Advice appointment only 01475 291120
Wednesday 9.30 am - 12.30 pm

Patient Advice and Support Services

Call us on 0800 917 2127 (Mon – Fri, 9 am – 5 pm)

Help to Claim

Tel 0800 023 2581 to apply for UC

Erskine Veterans Project

Call Caitlyn on 07917 834776

EU/Migration Services

Call Cara on 07979 987836

Gambling Support

Call 0800 328 1131