



### Patient Advice and Support Service

The Patient Advice and Support Service (PASS) is part of the Scottish Citizens Advice Bureau Service. It is independent and provides free confidential information, advice and support to anyone who uses the NHS in Scotland. It also advises and supports people who wish to give feedback, make comments, raise concerns or make a complaint about treatment and care provided by the NHS in Scotland.

PASS works with the NHS to use feedback to improve services. The service is provided by individual or consortia of bureaux's in each NHS area. Every health board area in Scotland has one or more specialist Patient Adviser.

The Patient Adviser based in East Renfrewshire CAB supports clients in the areas of East Renfrewshire, Greater Pollok, Renfrewshire and Inverclyde.

Contact can be made by either calling the PASS helpline on **0800 917 2127** or by contacting your local Patient Adviser Maureen on **07922496861**.

### School Age Payment

Eligible families are currently being encouraged to apply for the School Age Payment before applications close on 28 February. The one-off £250 Payment is open to families with a child born between 1 March 2015 and 29 February 2016.

Contact **0141 881 2032** for further information.

Please feel free to distribute the contact details for our advisers provided on our Facebook page. Clients can also get in contact with the bureau via:

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

Tel - **0141 881 2032**

### Services and Projects

#### HERO Project

The Helping East Renfrewshire Online (HERO) Project was established in 2013. We are now into the 6<sup>th</sup> successive year of running the project which is funded by: The Robertson Trust, Bank of Scotland, East Renfrewshire Council and Scottish Charity for Voluntary Organisations. The HERO Project continues to offer support and assistance to clients via daily drop in sessions across the local authority, dealing with new and ongoing benefit enquiries, accessing information online that they otherwise would not be able to, ensuring that clients are not disadvantaged by digital exclusion. Contact our Hero Adviser, Ainsley on - **07594156780**

#### ASAP

The Armed Services Advice Project (ASAP) is an advisory service which delivers information, advice and support to members of the Armed Forces Community which consists of those currently serving, veterans and their families across all tri service areas as well as the Merchant Navy. The service is made possible by the funding partnership, led by PoppyScotland, with whom we work closely to develop the service and ensure that it continues to meet the needs of the client's we support. Contact our ASAP adviser, Rosie on – **07471095334**

#### Housing advice

The housing advice service is funded by East Renfrewshire Council, allowing the Citizens Advice Bureau to provide free, independent and impartial advice to the residents of East Renfrewshire on all aspects of housing.

We work closely with clients to ensure that their homes are not put at risk through rent and mortgage arrears. When risk of eviction or repossession is identified, we are able to assist clients in negotiations with their landlords/creditors and help them to set up repayment plans. In addition we look at household income maximisation to ensure all benefits/income are being claimed/accessed. Contact our Housing Adviser, Angela on **07395941203**

#### Rent Deposit Scheme

The Rent Deposit Scheme is designed to help people access rented accommodation in the Private Sector and is run by ERCAB on behalf of East Renfrewshire Council. Contact Angela for further information.

#### Help to Claim

Universal Credit is a government benefit payment designed to help with living costs. It's paid monthly (or twice a month for some people in Scotland), and it can be paid to people on a low income or who are out of work.

Universal Credit replaces: Housing Benefit; income-related Employment and Support Allowance (ESA); income-based Jobseeker's Allowance (JSA); Child Tax Credit; Working Tax Credit; and Income Support. There are several stages involved in claiming Universal Credit, and it must be claimed online. For more information contact our HTC advisers on; Helen - **07395965393** or John – **07388628543**.