



East Renfrewshire Citizens

Advice Bureau Weekly Update

26/02/2021

ERCAB Audit & AGM

East Renfrewshire Citizens Advice Bureau have recently been undertaking our triennial Citizens Advice Scotland membership audit, a huge piece of work as it involves review and assessment of all our policies and procedures.

Our final report was recently submitted to CAS Membership committee by the lead auditor. I am delighted to say that The Committee agreed the ERCAB has achieved full compliance with the Membership Standards, and our Membership of the Scottish Association of Citizens Advice Bureaux is therefore confirmed.

You will see from the extract of minutes the auditor commented that: *"It is a large bureau and has 28% of personal contact with clients who they are still able to do during the COVID pandemic thanks to the Scottish government grant money for COVID equipment. The bureau is very well run and always aims to improve its standards."* Added to this ERCAB received 100% in our last quarter quality of advice audit and passed the mock immigration case as required.

Our Annual General Meeting will take place via zoom on Tuesday 2 March 2021 at 11am; where our annual report will be presented. The report details the bureau services provided to the residents of East Renfrewshire, including some of our specialist projects, together with details of user statistics.

It is of particular worth drawing your attention to the fact that our recorded client financial gains for the last year were in excess of **£4.1 million** and the number of enquiries to our service was in excess of **8750**.

Asymptomatic Covid Test Centre – East Renfrewshire

An Asymptomatic Covid-19 testing centre will open in Barrhead on Monday the 1st of March.

People with **NO SYMPTOMS** can go for tests to help protect their families and communities. No appointment is required. The centre will be at Cowan Park 7's Pavilion.

For more information on this please visit;
<https://www.eastrenfrewshire.gov.uk/article/3476/Asymptomatic-Covid-19-test-facility-to-open-in-Barrhead>

Good News Story – Benefits

Our client is a young single mother with a 1 year old and was due her 2nd baby in a few weeks. She had been registered homeless but has now secured a housing association rental. Client is already on Universal Credit but was advised to contact us for help applying for a Community Care grant.

Whilst speaking with the client it became aware she was not in receipt of child benefit. She also was not aware of Best start foods, Best start pregnancy & baby payment & the Scottish Child payment. We assisted client in making the Community Care grant application & advised how to apply for the others which she was happy to complete online herself.

When I called back client to see how things were a few weeks later, she had had her 2nd baby and they were all moved into their new home. Client advised she had received everything requested via the Community Care grant, worth **£4780**. She had also applied for the Best start pregnancy & baby payment & received this one off payment of **£300**.

Child benefit, Scottish Child payment & Best start foods were also applied for and have now started being paid to the client boosting her monthly income by **£293.58**.

Client was delighted and thanked us very much for all our help.

Housing

Angela Kelly, our housing adviser is leaving ERCAB today to take up a new post at Money Matters Govan as a Duty Manager.

Angela has been a valued team member here at ERCAB for a number of years, both as a volunteer (2008 to 2012), and as a paid member of staff from 2015. I would like to take this opportunity to thank Angela for all her excellent work & contributions to ERCAB & look forward to hearing of her continued success in her career.

One of our experienced advisers Mark Richmond will be taking over the role of housing adviser. Mark has undertaken all the relevant training to ensure a smooth transition and will continue to provide a high quality service expected at ERCAB. Mark can be contacted on **07552466506**

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

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