



East Renfrewshire Citizens

Advice Bureau Weekly Update

26/03/2021

Armed Services Advice Project - Case Study

Our client is a Veteran who had to flee his property, in an emergency situation, due to fire. He was unemployed, currently claiming Universal Credit & had no contents insurance.

He was left with very little belongings and had to borrow a mobile telephone to continue with his Universal Credit claimant commitments, to avoid sanctions, which could potentially halt his income.

Temporary accommodation was arranged through ERC. We arranged food and household cleaning items to be delivered to him from local Food Banks and charities. We further arranged a £50 food voucher and £49 fuel voucher. We sign posted our client to apply for a Crisis Grant from the Scottish Welfare Fund- which has proved successful.

We approached a local charity (ER Good Causes) who have kindly provided our client with a mobile telephone and laptop, to allow our client to continue with his claimant commitments. This will now allow him to avoid benefit sanctions and continue his work search.

We referred our client to WorkEastRen for further support in C.V writing, available courses and job searching to further improve our client's employability.

We continue to support our client and will further assist him with a referral to the Armed Forces Charity (SSAFA) to help with the replacement of household goods and furniture.

For advice regarding the Armed Services Advice Project, please contact our adviser, Rosie on; **07442349755**.

HERO Project

Our HERO (Helping East Renfrewshire Online) Project adviser, Ainsley, has successfully applied for and delivered 24 Chromebooks and MiFi devices through the Connecting Scotland Project to clients via the first two phases. The clients have all benefited greatly from this. They now have a way to access online information which they were not able to before and continue to receive on going support from the HERO Project.

A number of clients have also successfully benefited from referrals to the Back to School Bank for school uniform for children who are returning to school following home learning due to the current Covid-19 restrictions.

For advice regarding the HERO Project, please contact our adviser, Ainsley on; **07594156780**.

EU Settlement Scheme

The EU Settlement application deadline is now less than 100 days away and we urge clients to contact the Bureau for support with their applications. It is essential for EU Citizens to make their pre-settled or settled status applications before the 30th June 2021 in order to continue living in the UK post-Brexit. Our Bureau offers assistance throughout the entire application process and third-party support is available for liaising with the Home Office on a client's behalf. Those who many not have ID or any valid documentation should seek help, as paper applications are available and can be requested from the Home Office EU Resolution Centre.

For any enquiries please contact our EU Adviser Cara on;

Telephone - **07500972862**

Email-

Cara.McCarthy@EastRenfrewshireCAB.casonline.org.uk

Good News Story - Benefits

The Bureau was approached by a client for assistance with a child DLA appeal, having completed the application and Mandatory Reconsideration stages themselves. The child had been in receipt of a Mid-Rate Care award from application at age 3 until a request for a supersession to include the Mobility component on the child reaching 5 years, resulted in a nil award overall, losing all benefit entitlement.

The client was assisted by ERCAB in obtaining evidence from hospital consultant's and the child's school. ERCAB also obtained factual descriptions of the support required, outlining the realities of the child's life. We then submitted a comprehensive submission and issued this to the Tribunal in advance of the appeal hearing.

The outcome was a reinstatement of the original Mid-Rate Care component and the addition of an Enhanced Rate Mobility award generating £121.95 a week (for the next 3 years). There will also be a backdated award of £2,800. Additionally the client had an award of Carers Allowance of £67.25 a week reinstated and backdated to coincide with the child DLA award. This was a great result for the family and particularly for a child with additional support needs.

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**