



East Renfrewshire Citizens Advice Bureau Weekly Update

27/05/2021

Good News Story – Help to Claim

Client was referred to Help to Claim Adviser (Inverclyde) as he was due to finish his work and had no new job to start. The client was unsure what help was available for him and was looking for further support. HTC Adviser arranged a call with the client and completed a benefit check, client was found to have entitlement to Universal Credit. An appointment was arranged with the client for the day after he would receive final payment from his short-term job. The client was assisted with the online application from setting up account, completing the claim and submitting this to be processed. The Universal Credit claims process was explained to the client including Scottish Choices and client was advised about advance payments. Client was advised how to report any changes in his account and provided with the helpline number should he have any further issues with his claim. After 5 weeks the client was contacted to ensure had received payment of the benefit and that this was correct payment. Client had confirmed this with HTC Adviser and was overjoyed with the result. Client Financial Gain Recorded **£4,112.64**.

Our Help to Claim advisers continue to help clients with the early stages of their Universal Credit claim. Please contact; Ainsley – **07388628543**

Helen – **07395965393**

Clodagh – **07871616249**

or

Contact the office on **0141 881 2032**. We also have a National Help to Claim free helpline. This is available 8am to 6pm, Monday to Friday on **0800 023 2581**.

ERCAB Update

With East Renfrewshire remaining in Level 2, ERCAB are pleased to announce that we are now able to take on face-to-face appointments. This is no longer on an emergency basis and we will be able to assist those who find it easier to come into the office and speak to an adviser.

If you are looking to speak to an adviser face-to-face, please call the office on **0141 881 2032** to make an appointment.

Fuel Vouchers

ERCAB has received further funding to help clients with their gas and electricity. The funding from ERC Humanitarian fund, aims to target clients who have struggled through this pandemic with their fuel bills and to help members of our East Renfrewshire community who are on benefits, furlough or who have struggled to make ends meet during these troubled times. ERCAB continue to help clients who are in fuel debt. Our Fuel advisers have the facility to undertake benefit checks, income maximization, and better off calculations. They can make monthly payments to clients who have a direct debit and also weekly payments to clients who use a top up card and one off payments to help reduce fuel debt. This scheme has helped hundreds of East Renfrewshire residents in recent months.

If you feel this funding will benefit you please contact ERCAB on **0141 881 2032** or email mark.parsons@eastrenfrewshirecab.casonline.org.uk.

Good News Story – Universal Credit

A client contacted ERCAB in March for help completing a UC50 form. This form explains that she is unable to work and should not have to look for work as part of her Universal Credit claimant commitment. An ERCAB Help to Claim adviser was able to support the client and complete the form.

The client has now been awarded 'limited capability for work and work related activity' status and receives an additional **£343.63 per month** in her UC entitlement. The client was overjoyed with this outcome and praised ERCAB for their support.

If you need help filling in a form or have a question about your Universal Credit claim, please contact ERCAB on **0141 881 2032** to speak to one of our specialist advisers.

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**