

## Council and Community Help

Whether you need information on school clothing grants and/or meals, budgeting advice, support with benefit applications or getting into work, East Renfrewshire Council and our partners are here to help

- **COVID Response Team**

East Renfrewshire's COVID Response team is the first point of contact for all COVID19 related enquiry. The team can answer general enquiries about COVID19 and also arrange for services during isolation. The team will signpost residents to specialist service that can help

Contact 0800 111 4000 or [Shielding@eastrenfrewshire.gov.uk](mailto:Shielding@eastrenfrewshire.gov.uk)

- **The Community Hub** at Voluntary Action East Renfrewshire (VAER)

The Community Hub is for anyone who wants to help out in their community or those who don't have friends, family or neighbours to help them with essentials.

The Community Hub is connected in to neighbourhood groups and other voluntary organisations carrying out valuable work to support people throughout the pandemic. It is a 'one stop shop' for anyone looking to give or receive a little help.

Contact the Community Hub Monday to Friday 10am – 3pm on 0141 876 9555 or by emailing [hello@va-er.org.uk](mailto:hello@va-er.org.uk)

For more information, visit: <https://www.va-er.org.uk/the-community-hub>

- **The Money Advice and Rights Team (MART)**

MART offer expert and confidential advice on money worries, benefits and budgeting. They can help with benefit applications and appeals to make sure you have your household income maximised by making sure you have all the benefits you are entitled to. They can also support you with you debt and t can speak to your creditors on your behalf, whilst helping you understand what the people you owe money to can and cannot do.

Call 0141 577 8420 or email [mart@eastrenfrewshire.gov.uk](mailto:mart@eastrenfrewshire.gov.uk)

There are lots of other specialist services in East Renfrewshire:

- **Work East Ren**

Work East Ren help people aged 16+ in East Renfrewshire to get ready for, find and keep work. The team aim to help local residents find the education, training or employment they are most suited to. Work East Ren also supports employers with recruitment, work placements and experience, and accessing funding and support.

To find out more, visit: [www.workeastren.co.uk/](http://www.workeastren.co.uk/)

- **Parental Support Fund**

MART and Work East Ren work in Partnership to deliver the Parental Support Fund.

The programme will help in meeting the increasing challenge of in-work poverty, targeting support to help parents already in jobs support through the provision of training and employability support to remain active in the workplace and gain progression through a rewarding career. The team will also provide confidential income and money advice support.

To find out more call [0141 577 8438](tel:01415778438) or email [Naomi.Nicol@eastrenfrewshire.gov.uk](mailto:Naomi.Nicol@eastrenfrewshire.gov.uk)

- **Adult Learning**

The Adult Learning Team offer a range of learning opportunities for adults in East Renfrewshire. Courses can help you gain new skills or qualifications, get a new job, go to college or just build confidence with existing skills you already have.

To find out more, visit: [www.eastrenfrewshire.gov.uk/adultlearning](http://www.eastrenfrewshire.gov.uk/adultlearning)

- **Education**

Clothing grants, free school meals and Education Maintenance are available in all our schools for eligible families.

Back to School Bank East Renfrewshire provides brand new school uniforms to families affected by financial hardship. To find out more, visit:  
[www.facebook.com/backtoschoolbankeastrenfrewshire/](http://www.facebook.com/backtoschoolbankeastrenfrewshire/)

**Free school meal and clothing Grants** check eligibility at  
<https://www.eastrenfrewshire.gov.uk/free-school-meals>

Children who are **entitled** free school meal pupils can access a food pack if they are off school due to Covid19 call us on 0141 577 3575

- **Housing**

Our Housing Team aims to offer effective and relevant housing advice and to help residents make informed choices about which option is best for their budget and circumstances.

To find out more, visit: <https://www.eastrenfrewshire.gov.uk/housing-options>

- **Free Sanitary Products**

Up to 25% of women have had difficulties accessing sanitary products at some point due to financial constraints. To challenge this we've made a variety of sanitary products available in buildings including schools and health centres, Citizens Advice Bureau, Voluntary Action East

Renfrewshire and housing associations. These products are available to everyone, regardless of their financial position.

- **Prevention Services**

The Prevention Team aims to protect people from personal and financial harm through doorstep crime, nuisance calls and online fraud.

To find out more and use our guide to avoiding scams, visit:

<https://www.eastrenfrewshire.gov.uk/article/2022/Scam-prevention>

- **Citizen's Advice Bureau**

CAB can help with debt and money advice, completion of benefit application and appeal forms, benefit appeal representation. They also run the Patient Advice Service, Armed Services Advice Project, Helping East Renfrewshire Online (HERO) service, employment advice and assistance with homelessness/evictions.

The team is working from home with advice available over the phone. You can contact CAB on 0141 881 2032 or visit: [www.cas.org.uk/bureaux/east-renfrewshire-citizens-advice-bureau](http://www.cas.org.uk/bureaux/east-renfrewshire-citizens-advice-bureau) where you will find direct mobile numbers for specialist advisers.

- **Skills Development Scotland**

Skills Development Scotland is the national skills body. They offer careers advice and guidance. Whether it's for someone looking for their first job, a new career, or even if they don't know what they want, the team's career coaching is entirely free. SDS also offer and skills-related support for employers.

For more information, visit: <https://www.skillsdevelopmentscotland.co.uk/>

- **Fair Start Scotland**

The Fair Start team can provide tailor-made support for 12 – 18 months to anyone living in East Renfrewshire who is not working or in education. Despite pausing face-to-face to contact, Fair Start is available over the phone, on email and through text messages.

Fair Start can also support employers with recruitment needs. Get in touch with Fair Start by phoning 0300 303 3381 or visit: [www.thewisegroup.co.uk/fairstart/](http://www.thewisegroup.co.uk/fairstart/)

- **Community Food Projects**

Throughout the pandemic we have seen a wave of community-led food projects start up to ensure nobody in our communities goes without. If you would like to find out more about

the nearest food projects to you such as shopping services and the Food Train, contact the Community Hub Monday to Friday 10am – 3pm on 0141 876 9555 or by emailing [hello@vaer.org.uk](mailto:hello@vaer.org.uk).

The Trussell Trust supports a nationwide network of foodbanks and together provide emergency food and support for people in crisis. The East Renfrewshire Foodbank is based at 14 Lowndes Street, Barrhead. It is open on Tuesdays at 12pm-2pm and Fridays at 2pm-4pm.

[www.trusselltrust.org/get-help/find-a-foodbank/east-renfrewshire-foodbank](http://www.trusselltrust.org/get-help/find-a-foodbank/east-renfrewshire-foodbank)

- **Job Centre Plus**

Jobcentre Plus is an employment agency and social security office. Here you can claim Jobseeker's Allowance, Incapacity Benefit, Employment and Support Allowance and Income Support. Barrhead and Newlands Job Centres can be used by East Renfrewshire residents. For more information, visit <https://www.gov.uk/contact-jobcentre-plus>

- **Home Energy Scotland**

If you need help to stay warm, make best use of energy and save money on fuel bills, contact Home Energy Scotland on 0808 808 2282 or email [adviceteam@sc.homeenergyscotland.org](mailto:adviceteam@sc.homeenergyscotland.org)

- **Social Security Scotland**

Some benefits are provided by an organisation called Social Security Scotland. There are currently eight with more being added to the list in future. Click the links to find out more and how you can apply for them.

- [Carer's Allowance Supplement](#)
- [Best Start Grant - Pregnancy and Baby Payment](#)
- [Best Start Grant - Early Learning Payment](#)
- [Best Start Grant - School Age Payment](#)
- [Best Start Foods](#)
- [Funeral Support Payment](#)
- [Young Carer Grant](#)
- [Job Start Payment](#)
- [Scottish Child Payment](#)

If you are unsure about what you are entitled to, you can contact the Council's Money Advice and Rights Team or CAB. They can help with anything you need to know about benefits and grant eligibility, health-related issues, redundancy, retirement and pensions, death and bereavement, housing, children, cold weather and winter fuel payments.

Call MART 0141 577 8420 or email [mart@eastrenfrewshire.gov.uk](mailto:mart@eastrenfrewshire.gov.uk)

CAB 0141 881 2032

The Scottish Government's website provides information on other benefits and grants not listed above. To find out more, visit: [www.mygov.scot/benefits](http://www.mygov.scot/benefits)

Full details on East Renfrewshire's Covid response can be found at :

<https://covid.eastrenfrewshire.gov.uk/home>

If you have any comments or suggestions for challenging poverty in East Renfrewshire we'd like to hear about them. You can contact us on [listening@eastrenfrewshire.gov.uk](mailto:listening@eastrenfrewshire.gov.uk)