

# EAST RENFREWSHIRE CAB NEWSLETTER

citizens  
advice  
bureau

## KEEPING WARM THIS WINTER

*As the colder months arrive, many households start to feel the pressure of higher energy costs.*

*To help ease the burden, there is support available for people in Scotland who may need extra help with their winter bills.*

*Below is a quick guide to what's currently available.*

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### WARM HOME DISCOUNT (SCOTLAND)

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*A £150 credit applied directly to your electricity bill.*

*Who gets it:*

- Automatic: Anyone receiving Pension Credit – Guarantee Credit.*
- Apply through your supplier: Some low-income or means-tested benefit households, depending on supplier rules.*

*Good to know:*

- Eligibility is based on your circumstances on 24 August 2025.*
- Your name (or your partner's) must be on the electricity account.*
- Some suppliers run short application windows, so check early.*
- If you're eligible, the £150 credit will be applied to your electricity account by 31 March 2026.*

*Source: <https://www.changeworks.org.uk/energy-advice/financial-support/warm-home-discount/>*

## GOOD NEWS STORY

One of our clients recently contacted the Patient Advice and Support Service (PASS) after waiting three years for a much-needed hip replacement. Unfortunately, her surgery was repeatedly delayed due to concerns about her age and a persistent rash on her foot, which needed to be treated first to reduce the risk of infection. During this time, the client's mobility significantly declined. She had to adapt her home as she was no longer able to access the upstairs, and the roles within her household were reversed – instead of caring for her sister, she now relied on her sister for support. In January 2025, the client was referred to Dermatology, but the waiting time for an appointment was a further 18 months. Understandably worried, she contacted PASS for help. Our Patient Adviser wrote to NHS Greater Glasgow and Clyde to raise concerns about the delays and to request an update. As a result, the referral was escalated to the Golden Jubilee Hospital for review. Within just four weeks, the client received a Dermatology appointment for six weeks' time. Her condition was diagnosed and treated promptly, allowing her hip replacement to finally move forward. Thanks to this intervention, the client received a surgery date within 11 weeks. The NHS apologised for the long wait and acknowledged the impact this had on her life. After three long years, the client is delighted to finally have her operation scheduled and is now looking forward to regaining her independence and improving her quality of life.

**If you have any NHS concerns or would like advice or support regarding your NHS rights, please contact our Patient Adviser Ashleigh at: [ashleigh.young@eastrenfrewshirecab.casonline.org.uk](mailto:ashleigh.young@eastrenfrewshirecab.casonline.org.uk)**

## ***Providing greater support to young carers.***

*Young carers up to age 19 will now receive **Young Carer Grant** following an expansion of the benefit delivered by Social Security Scotland.*

*The grant which was previously open to 16 to 18-year-olds is a Scottish only benefit that gives young carers a yearly payment of £390.25.*

*The payment can be used to pay for whatever the young person wants – like driving lessons, tech to help with work or study or new clothes.*

*The grant is available to young people who spend at least 16 hours a week caring for someone who receives a disability benefit. It is available to young people who are in education, employed or out of work.*

*To find out more about social security support for unpaid carers and to check eligibility contact our Bureau on **0141 881 2032** [\*\*bureau@eastrenfrewshirecab.casonline.org.uk\*\*](mailto:bureau@eastrenfrewshirecab.casonline.org.uk)*

***Information on other support, such as financial support, wellbeing support and short breaks from caring, can be found at [Help if you're a carer - mygov.scot](#).***

## **NEW RULES ON DISABILITY AND CARERS BENEFITS FOR PEOPLE MOVING TO SCOTLAND**

*Client Disabled people and carers who move to Scotland from other parts of the UK must take action if they want to continue receiving financial support.*

*The Scottish Government has introduced replacements for Personal Independence Payment, DLA for children and Carer's Allowance. From 6 November, anyone getting one of these benefits who moves to Scotland will need to apply for the replacement benefits from Social Security Scotland.*

*To minimise payment disruptions, applications for the replacement benefits - Adult Disability Payment, Child Disability Payment and Carer Support Payment - should be made as soon as possible after the move.*

*Before applying to Social Security Scotland, people must tell the Department for Work and Pensions or Department of Communities in Northern Ireland about their move.*

***For more information visit [mygov.scot/moving-to-scotland](https://mygov.scot/moving-to-scotland) or contact our Bureau on 0141 881 2032 to book your appointment.***

- The Department for Work and Pensions or Department of Communities in Northern Ireland will continue to pay PIP, DLA for children and Carer's Allowance to someone for 13 weeks after they move to Scotland*
- People who make a successful application for Child Disability Payment, Adult Disability Payment or Carer Support Payment within specific timescales may be entitled to have their payments backdated to the day after their Department for Work and Pensions benefit ended. More information is available at [mygov.scot/moving-to-scotland](https://mygov.scot/moving-to-scotland)*
- From Spring next year, people getting Attendance Allowance who move to Scotland will also need to inform the Department for Work and Pensions or Department of Communities about their move and apply for Pension Age Disability Payment from Social Security Scotland. People getting DLA will also need to inform their benefit provider and get in touch with Social Security Scotland to request Scottish Adult DLA.*

**Appointments available from Monday to Friday  
9:00am - 4:00pm**

## **OUTREACH SERVICES**

### **Barrhead**

#### **Monday**

09:00am-12:30pm General advice  
drop-in  
ERCAB 126 Main Street,  
G78 1SN.

#### **Tuesday**

09:00am-12:30pm General advice  
drop-in  
ERCAB 126 Main Street,  
G78 1SN.

#### **Wednesday**

1:00pm-3:30pm  
PCU East Renfrewshire Credit Union  
116 Main Street, G78 1SG

#### **Thursday**

09:00am-12:30pm General advice  
drop-in  
ERCAB 126 Main Street,  
G78 1SN.

#### **Friday**

11:00am-12:00pm Dunterlie Food  
Share, Stewart Street,  
Barrhead, G78 2AL

### **Clarkston**

#### **Wednesday**

12.00pm-3.00pm  
Voluntary Action, 60 Busby Road,  
Clarkston

### **Newton Mearns**

#### **Thursday**

10am-1pm General advice  
drop-in  
Mearns Library, 35 McKinley Place,  
G77 6EZ.

### **Other**

#### **Tuesday**

Greenock Your Voice Money Talks  
Plus Project drop-in  
51 Hamilton Way, Greenock,  
PA15 1RQ  
10am-1.00pm

#### **Wednesday**

Greenock Yorkshire Building Society  
General Advice appointment only  
01475 291120  
9.30am to 12.30pm

Clients can also get in contact with the bureau via:

Email - [ere-bureau@eastrenfrewshirecab.casonline.org.uk](mailto:ere-bureau@eastrenfrewshirecab.casonline.org.uk)

You can also keep up to date with recent news from ERCAB via our social media platforms.

Facebook – East Renfrewshire CAB & Twitter [@EastAdvice](https://twitter.com/EastAdvice)