

EAST RENFREWSHIRE CAB

NEWSLETTER

citizens
advice
bureau

ERCAB & ER Foodbank Community Hub

Unit 7, The Avenue
Newton Mearns

**Happy to share information on our location at
Newton Mearns. Clients now can pop in or book an
appointment with our advisers from
Monday to Thursday 09:30-15:30**

**you can get help with your Benefits, Council Tax,
Housing, Blue Badges, Bus Passes and much more.**

Email - ere-bureau@eastrenfrewshirecab.casonline.org.uk

OUR 2024/2025 ANNUAL REPORT

- It's been another very busy year for ERCAB and as always lots of great things have been achieved. You will all be aware that the cost of living crisis and the fallout from that still dominates our work but as always our people, under the brilliant leadership of our Chief Executive Officer, Teresa O'Hara, have risen to the difficult challenges being faced with empathy and determination to help the people of East Renfrewshire in whatever way we can.
- Although funding remains tight, we are delighted to have been able, with the help of our funders, to maintain all our projects from last year. We were also fortunate enough this year, along with the other Bureau across the CAS network, to be given 2 years of generous unrestricted funding from Foundation Scotland. We have decided to use the majority of this to extend our SPACE Project (Supporting Parents and Children in East Renfrewshire) & our Older People's project (OPP) for which East Renfrewshire Council provided start-up funding last year. Both projects have been immensely successful, and we are thankful that this funding allows us to continue to provide this invaluable service to the community of East Renfrewshire.
- This year, our client financial gains have reached an unprecedented £13.8 million— a remarkable milestone that reflects the exceptional commitment and hard work of our team. I am incredibly proud of what we have accomplished together.

People across Scotland are being encouraged to check if they are eligible for financial support.

Social Security Scotland delivers 17 benefit payments, including support for families on low incomes, disabled people, pensioners, young people looking for work and unpaid carers.

Amongst the payments is Scottish Child Payment, which is only available in Scotland. Families who receive Universal Credit, or other qualifying benefits, may be entitled to a weekly payment of £27.15 for every eligible child under 16 years of age. There is also no limit on the number of children who can benefit.

Financial support is also available for disabled people, those who have long-term health conditions or are terminally ill.

Child Disability Payment and Adult Disability Payment can help cover the extra costs disabled people face. Pension Age Disability Payment replaces Attendance Allowance in Scotland and can support disabled people aged 66 and over who need help looking after themselves or supervision to stay safe with a weekly payment of up to £110.40 a week.

Scotland's unpaid carers receive more support than anywhere else in the UK. Carer Support Payment, a payment of £83.30 per week, has replaced Carer's Allowance with more carers in full time education able to access it. Further improvements for carers, including new extra support for those caring for more than one person, will come into effect in March 2026.

Young people aged 16-24 who have been out of work for at least six months and receiving a low-income benefit may be able to get Job Start Payment. It is a one-off payment of £319.80 to help cover the cost of starting a new job.

GOOD NEWS STORY

An 82-year-old client came into the bureau looking for help with a life assurance policy. While supporting him with this, we identified that he was not in receipt of Pension Age Disability Payment. The client believed he would not be entitled and had never applied.

As the client was hard of hearing, we contacted Social Security Scotland on his behalf during the appointment. We requested a Pension Age Disability application form and advised the client to return to the office once it arrived. When he came back in, we supported him to complete the form and submitted it in September.

After several months with no update, the client remained convinced that he would not qualify. However, three months later, he received a letter confirming he had been awarded the enhanced rate of £110.40 per week, backdated to September. The client was delighted with the outcome and expressed his sincere thanks for the support we provided, stating that he would not have applied without our help.

If you are over state pension age and seeking financial help, please do not hesitate to contact Jenni on 0141 881 2032 or pop into our drop in clinic at Clarkston on Wednesday 1:00-3:30pm.

GOOD NEWS STORY

Client was referred to our Veterans Advice Project through our partnership with the Erskine Activity Centre.

The client had previously applied for Adult Disability Payment (ADP) but was unsuccessful and sought support to re-engage with the application process.

Initially, our adviser had planned to dispute the original decision, however, once they read over the decision paperwork it was clear that the time limit for a Redetermination had been exceeded. Client was therefore advised to complete Part 1 of the application with Social Security Scotland via telephone. Once client received Part 2 of the application via post, an appointment was set up for client and adviser to complete this together, and adviser supported client to gather and submit supporting medical evidence. During the application process, the client explained that they had not included certain information in their original application as they did not believe it was relevant at the time. This additional information was fully detailed in the new application.

Client got in touch with adviser 2 months later to advise that they were successful and had been awarded Enhanced Rate Daily Living for 5 years; which is a total CFG of £26,364 (based on 25/26 rates).

Receiving ADP has enabled client to apply for a Disabled Persons Bus Pass with the addition of a Companion.

To contact Caitlyn, call 07917834776 or email caitlyn.gray@eastrenfrewshirecab.casonline.org.uk.



Outreach Services

Inverclyde

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

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

Patient Advice and Support Services
Call us on 0800 917 2127 (Mon – Fri 9am – 5pm)

Pension Wise
Call 0800 011 3797 to make apt with Danielle on the 3rd
Friday of the month @ Right Way Credit Union in Greenock

Help to Claim
Tel 0800 328 5644 to apply for UC

EU/Migration Services
Call Cara on 0141 881 2032

**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

10:30am-12:30pm Dunterlie Food
Share, Stewart Street,
Barrhead, G78 2AL

Clarkston

Wednesday

13.00pm-3.30pm
Voluntary Action, 60 Busby Road,
Clarkston

Newton Mearns

Monday to Thursday

09:30-15:30
Unit7, The Avenue, Newton Mearns

Other

Tuesday

Greenock Your Voice Money Talks
Plus Project drop-in
51 Hamilton Way, Greenock,
PA15 1RQ
10:00-13:00

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

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)