

EAST RENFREWSHIRE CAB

NEWSLETTER

citizens
advice
bureau

All About Barrhead Awards

Employee Of The Year

Maureen Hill

As Volunteer Co-ordinator at East Renfrewshire Citizens Advice Bureau, Maureen has made a remarkable impact on both individuals and the wider Barrhead community.

In the past year alone, she has trained and supported 29 new volunteers, strengthening vital frontline advice services for local residents. Through ongoing mentorship and encouragement, she helps volunteers build confidence and develop skills, with many progressing into paid employment.

Maureen's dedication empowers others to succeed while ensuring compassionate, high-quality support remains available to those who need it most.

Congratulations to Maureen!



Community Project of The Year

Routes Out Of Crisis

Grace Deighan

Routes Out of Crisis supports individuals and families in Barrhead facing Financial hardship, housing insecurity and complex challenges.

Working with people at breaking point, including those at risk of eviction, debt or fuel poverty, the project provides person-centred support that addresses both immediate crisis and longer-term stability. Through expert advice, income maximisation and one-to-one guidance, families are helped to remain in their homes and regain confidence.

The project restores dignity, reduces repeat crises and strengthens resilience, making a real difference across the community. Congratulations to Grace!



GOOD NEWS STORY

Client has both mental & physical health conditions and was referred to us through our Help To Claim service for support with managing their Universal Credit claim in 2024.

Client had previously migrated from Income-Related ESA to Universal Credit (UC) but mistakenly shut down their UC claim, so they had to create a new one, which did not include their Transitional Element nor automatic Limited Capability for Work-Related Activity (LCWRA)

The adviser was unable to reinstate the client's previous premiums due to the circumstances surrounding the original claim's closure.

Firstly, we supported the client with completing a new UC50 form and work capability assessment, which came back with an award of Limited Capability for Work (LCW).

Client submitted a Mandatory Reconsideration requesting LCWRA instead, but this was denied, and both adviser and client felt that this decision did not reflect the struggles that the client was facing at this time, so we submitted an appeal request with HMCTS.

In October 2025, we, along with the client's family, supported them at their benefit tribunal, which resulted in a revised decision of LCWRA for 2 years. Prior to the appeal hearing, the client and their family and our adviser worked together to build a strong case to ensure that we received the correct outcome, so we were delighted that the hard work paid off!

Once UC actioned the new decision, the adviser noticed there were some discrepancies in the time period & subsequent lump sum payment that the client was due as a result of the tribunal's decision, which unfortunately required us to submit a further Mandatory Reconsideration with Universal Credit.

Finally, in February/March 2026, UC corrected their mistake, and the client's award was adjusted accordingly. Clients' backdated payments total £3,231 with an additional 2-year Client Financial Gain of £10,152.

In addition to the financial benefit to the client, having LCWRA in place means that our client can now take time to focus on their health without the additional stress of having to look for work or engage in work-preparation activities before being ready to.

**Appointments available in the bureau from Monday to
Friday**

9:00 am - 4:00 pm

OUTREACH SERVICES

Barrhead

Monday, Tuesday & Thursday

09:00 am - 12:30 pm

General advice drop-in

ERCAB 126 Main Street,
G78 1SN.

Wednesday

1:00 pm - 3:30 pm

PCU East Renfrewshire Credit
Union

116 Main Street, G78 1SG

Friday

10:30 am - 12:30 pm

Dunterlie Food Share

Stewart Street,
Barrhead, G78 2AL

Clarkston

Wednesday

1:00 pm - 3:30 pm

Voluntary Action, 60 Busby
Road, Clarkston

Newton Mearns

Monday to Thursday

09:30 - 3:30

Unit 7, The Avenue, Newton
Mearns

Clients can also get in contact with the bureau via:

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

Or call the bureau on **0141 881 2032** to make an appointment

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

Facebook- East Renfrewshire CAB

Twitter- @EastAdvice

Instagram- @eastrencab

Bluesky- @ercab.bsky.social



Outreach Services Inverclyde

Greenock Your Voice Money Talks Plus Project

Drop-in @ 51 Hamilton Way, Greenock, PA15 1RQ
Tuesday 10 am - 1 pm

Greenock Yorkshire Building Society

General Advice appointment only 01475 291120
Wednesday 9.30 am - 12.30 pm

Patient Advice and Support Services

Call us on 0800 917 2127 (Mon – Fri, 9 am – 5 pm)

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