



East Renfrewshire Citizens

Advice Bureau Weekly Update

13/07/2023

Good News Story

Client has had her own business for many years and was now exploring the possibility of having to close the business down due to deteriorating health. Last year client attended ERCAB following referral from CAS Help To Claim service after eligibility to Employment and Support Allowance (ESA) and Adult Disability Payment (ADP) was determined. Client had already submitted an ESA claim and part 1 of ADP. Benefits adviser helped client with filling in ADP application form and as client had now received ESA50 form, we completed this also. Adviser then sent away both forms with supporting evidence. Following this, client then began having difficulty with getting her ESA claim in place and after 2 months had not yet received a payment. Adviser and client contacted DWP regarding these issues and were not getting any further forward; at one point adviser was told client was found to be not eligible for the benefit, but client was later told this was a mistake after querying this. Our benefits advisers had never heard of an issue of this nature and we could not find the reason for these issues. Around 1 month later and several hours of contacts between DWP, client and ERCAB, client had received backdated lump sum of missed ESA payments and claim was progressing as originally expected. This week, following a case review with adviser, client explained that they had now been placed in ESA Support Group as a result of the ESA50 form, and had also been awarded enhanced rate daily-living component of ADP. This has given a total 3-year Client Financial Gain (CFG) of £37,162. Because client has financial support in place, they were able to close down their business and focus on bettering their health. Client thanked adviser for the "help and kindness" we provided during this difficult time.

Talk to us campaign

24 July (24/7) is Samaritans Awareness Day, because they are there to listen 24/7. On this date and throughout July, they will be running awareness-raising campaign Talk to us, to remind people that they are there for anyone who needs someone to listen.

Every year in July, Samaritans branches in the UK and Republic of Ireland hold local events to raise awareness that Samaritans are here to listen to anyone who's struggling to cope, at any time of the day or night.

Whatever you're going through, call free any time, from any phone, on 116 123.

Education Maintenance Allowance

Applications for Education Maintenance Allowance (EMA) for the 2023/2024 school year.

It's a weekly payment of £30 to help support S5 and S6 pupils in education beyond the school leaving age of 16.

Please visit <http://eastrenfrewshire.gov.uk/ema> to find out the qualifying criteria and how to apply.

Outreach Services

Monday – 10am – 1pm

IM2C 124 Main Street Barrhead G78 1SG

Monday – 10am – 1pm

The Arc 64 Aurs Road Barrhead G78 2LW

Tuesday – 10am – 1pm

Clarkston Library Clarkston Road Clarkston G76 8NE

Tuesday – 12pm – 2pm

Barrhead Foodbank 14 Lowndes Street Barrhead G78 2QX

Tuesday – 2pm – 4pm

Thornliebank Library 1 Spiersbridge Road G46 7SJ

Wednesday – 10am – 1pm

Mearns Library 35 McKinley Place Newton Mearns G77 6EZ

Thursday – 10am – 1pm

IM2C 124 Main Street Barrhead G78 1SG

Thursday – 10am – 1pm

Thornliebank Food Share Thorntree Hall Main Street
Thornliebank G46 7SF

Friday – 10.30am – 12.30pm

Dunterlie Resource Centre 36A Stewart Street Barrhead
G78 1AL

These sessions are drop-in.

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. Please feel free to distribute the contact details for our advisers provided on our Facebook page.

Facebook – **East Renfrewshire CAB** & Twitter **@EastAdvice**