



East Renfrewshire Citizens

Advice Bureau Weekly Update

22/06/2023

Good News Story

Client approached our bureau panicked as an agent from a debt recovery service had attended her home to issue a notice of intent to apply for a warrant of entry to her home due to her being in £848.22 of arrears with her utility provider.

Client is a single mother of two children under sixteen on Universal Credit and Personal Independence Payment and is really struggling to get by due to her declining mental health which has been worsened by falling into debt and not being able to repay this because of the cost of living crisis and not leaving her any disposable income to repay anything back towards the debt. The client and her children had been worried sick and been unable to sleep properly thinking someone will be entering their home, so she had come to us for advice before this happened. I went over the client's situation and completed an income and expenditure with her and then I applied to the Home Heating Support Fund on her behalf, this fund helps clients in financial hardship write off their utility debt.

The Home Heating Support Fund contacted me a week later stating the clients application was successful and not only did they get the £848.22 arrears written off, they have also credited the clients account with £400 to assist the client with upcoming utility bills. This also stopped the debt collection agency entering the client's home and installing a pre-payment meter. The client was so extremely thankful and she felt as if a big weight had been lifted and she was no longer scared about someone trying to enter her home.

Smoking on Hospital Grounds

Hospitals are used by people who are especially vulnerable to the harms of second hand smoke and the Scottish Government has introduced new legislation that creates a 15 metre non-smoking zone around our NHS hospital buildings that will hopefully reduce exposure to second hand smoke for all of our patients, staff and visitors, particularly for those who are at high risk.

To find out more information about stopping smoking contact Quit Your Way helpline on 0800 84 84 84 or alternatively visit QuitYourWay.scot

Free School Meals and Clothing Grants

Applications for the academic year 2023-2024 to apply for free school meals and clothing grants are now open. You can apply if your child attends a school in East Renfrewshire and you receive a qualifying benefit.

You can apply for free school meals and/or clothing grants online by logging in or signing up for a MyEastRen account.

Glasgow-Barrhead line electrification works set to begin

Scotland's Railway is reminding passengers that the railway will close between Kennishead and Kilmarnock for six-weeks as part of a £63m upgrade.

Engineers will be working around-the-clock from Saturday 24th June until Thursday 3rd August, to prepare the line to Barrhead for electrification.

During the critical phase of the Scottish Government-funded project, engineers will install overhead power lines and carry out platform works at Kennishead, Priesthill & Darnley, Nitshill and Barrhead stations.

At Nitshill, the existing station footbridge is also being removed and replaced with a new ramp to Platform 2 to provide step-free access.

Beyond Barrhead, track, signalling and embankment upgrades will also be delivered near Lugton, in East Ayrshire, while the line is closed.

To help minimise disruption for passengers, ScotRail will have replacement buses in operation between Kilmarnock and Glasgow until normal train services resume on Friday 4th August. In addition to a replacement bus service, there will also be reduced services to/from Glasgow to Crossmyloof and Pollokshaws West stations.

Please plan ahead, taking alternative routes to and from Glasgow, or using the replacement bus services.

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.

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