



Drumchapel Citizens Advice October 2023 Newsletter

Welcome to our October Newsletter.

In this edition, we bring you the latest developments on our office renovation, provide an update on our yearly Winter Campaign and Energy Best Deals. In addition, we highlight our important social policy participation and offer some information on the progress of Managed Migration.



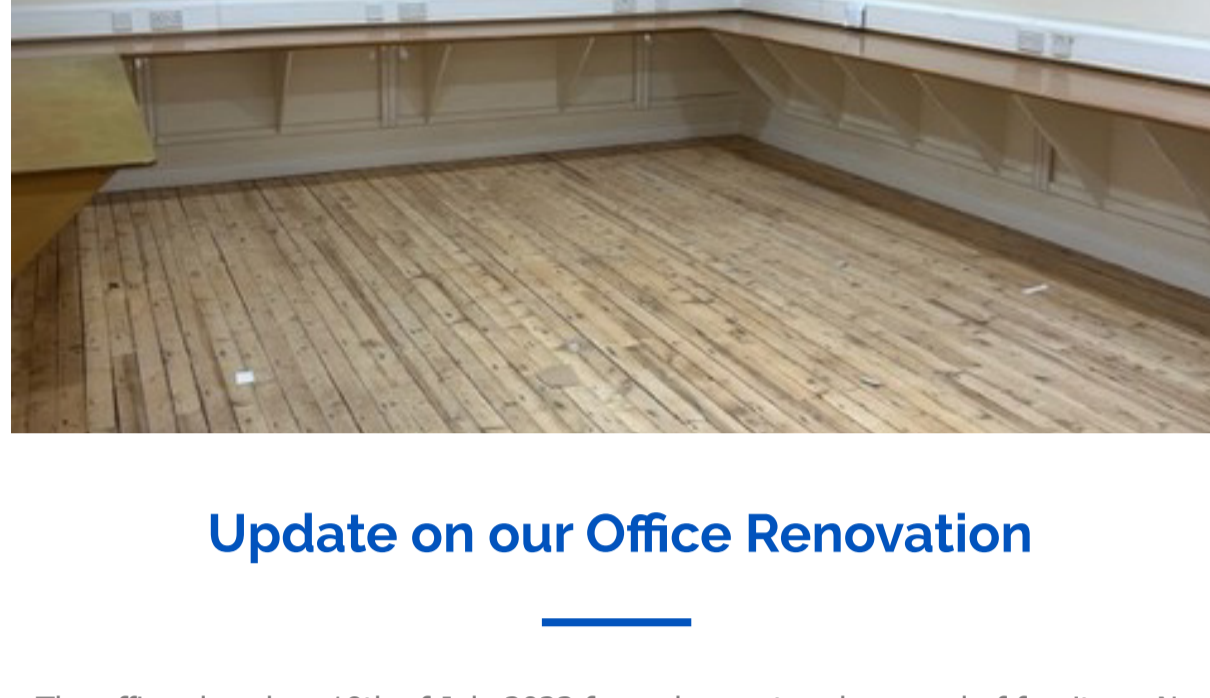
Annual General Meeting and Celebrating Drumchapel CAB 60th Birthday

We held our AGM on the 21st of September 2023 and included our 60th birthday celebration. The meeting was well attended and included guest speakers from Men Matter. To celebrate our milestone, we drafted and shared a history of Drumchapel Citizen's Advice Bureau. A huge thank you to all who joined us!

You can view both our annual report and history leaflet by clicking the links:

[Annual Report](#)
[History of Citizens Advice Bureau Leaflet](#)

Source: Drumchapel Citizens Advice Bureau



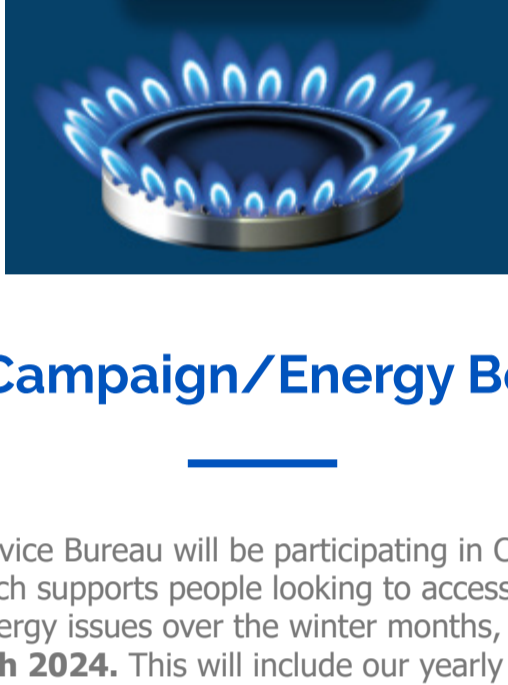
Update on our Office Renovation

The office closed on 19th of July 2023 for a clear-out and removal of furniture. No services or projects are impacted during the closure.

Once the renovations are complete, the new office will be a welcoming space for staff, volunteers, and clients.

Our renovation is in the final stages of completion and our main office will be open the week commencing the **9th of October 2023**.

Source: Drumchapel Citizens Advice Bureau



Winter Campaign/Energy Best Deals

Drumchapel Citizens Advice Bureau will be participating in Citizen's Advice Scotland's Winter campaign, which supports people looking to access advice and support on costs of living and energy issues over the winter months, commencing **October 2023 until March 2024**. This will include our yearly Energy Best Deals.

Our dedicated advisers can support you with help to understand your energy needs, get a better energy deal, save energy at home, how to switching supplier, and energy meters. Our advisers can provide guidance on entitlements to winter fuel payments, winter heating payments, warm home discounts, and energy hardship grant funds

Warm Home Discount Scheme

Most energy providers operate their warm home discount scheme each year from October, with payments processed in March each year. **The discount is £150.00**. In Scotland, if you are in receipt of the Guarantee Credit element of Pension Credit, you will automatically qualify for the warm home discount, and usually no action is required.

However, if you are on a low income, you will be required to check your provider's criteria for the scheme and make an application within the time frame for opened applications. All eligibility criteria vary between energy providers and we recommend checking directly with your provider. Our advisers can assist with this, and appointments can be arranged by contacting us.

Winter Fuel Payment

If born before 25 September 1957, claimants could get **between £250 and £600** to help with heating bills. The payment is **between £150.00 and £300** and includes the pensioner cost of living payment for **winter 2023 to 2024**.

For more information and entitlement check, please contact us for an appointment.

Winter Heating Payment

Winter heating payment is administered and paid by Social Security Scotland to people living in Scotland. It is a yearly payment of **£50.00 paid automatically** to eligible claimants who are in receipt of income-related **benefits and low incomes**, including: Pension Credit, Income Support, Income Based Jobseeker's Allowance, Income Related Employment and Support Allowance, Universal Credit, and Support for Mortgage Interest.

The payment is to help people who might have extra heating needs. It replaced the Cold Weather Payment from the Department for Work and Pensions and has the same eligibility requirements.

Child Winter Heating Assistance

Child Winter Heating Assistance is a payment to help disabled children, young people, and their families with heating costs in winter. Social Security Scotland make payments once a year from the end of November. The payment for winter **2023-2024 is £235.70**.

Children and young people in Scotland can get the assistance if they're under 19 years old and are in receipt of a qualifying benefit and within the qualifying dates criteria, which is, must be getting the relevant qualifying disability benefit on at least one day in the third full week of September.

For 2023 this will be **Monday 18 September to Sunday 24 September**.

The qualifying benefits are enhanced or higher rates of the daily living or care components of Personal independence payment, adult disability payment, and child disability living allowance.

Source: Drumchapel Citizens Advice Bureau and Citizens Advice Scotland

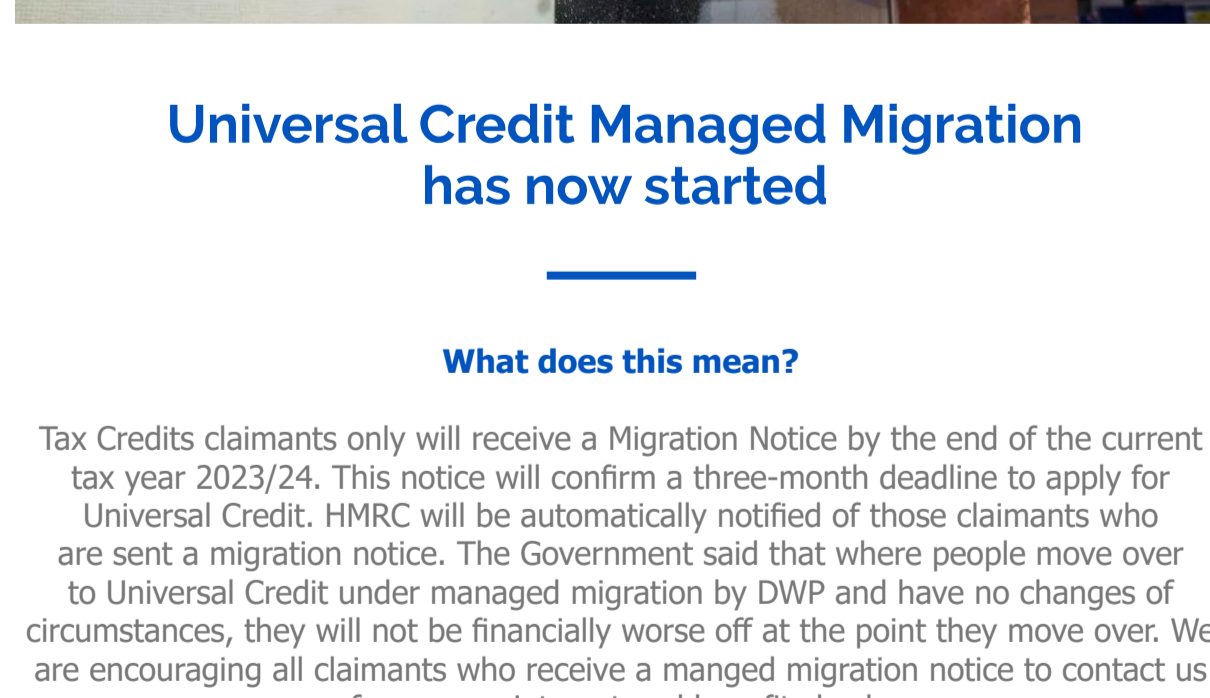
Social Policy

Over the past year, Drumchapel Citizen's Advice Bureau submitted **455 cases** to Citizens Advice Scotland, each of which represented a step towards influencing crucial policy changes for the improvement of our community. This level of commitment exemplifies our core mission of driving positive policy shifts that directly affect people's lives. Every member of the Drumchapel Citizen's Advice Bureau team plays a significant role in this endeavour, and our combined efforts are what drive the change we seek when identifying social fairness. Our commitment to submitting cases and driving policy change is immensely valuable as we continue our recognised participation in social justice.

Email received from CAS Social Justice Team:

"A warm thank-you from the CAS Social Justice Team We have recently given evidence to the Social Justice Social Security Committee at Holyrood on the impact of the increased cost of living on unpaid carers and those with disabilities, health conditions and impairments. Thanks to the Social Policy feedback submitted by your Bureau we were able to, for example, shine a light on the impact of the energy affordability crisis on these with additional needs due to health vulnerabilities. We were able to demonstrate that while temporary crisis support is necessary, there is an urgent need to recognise the underlying causes of the crisis and take a longer-term approach to solutions. Read our contribution here Official Report (parliament.scot) These accounts really make a difference. The Committee drew particular attention to our contribution in its letter to its powerful counterpart in Westminster letter-to-house-of-commons-work-and-pensions-committee.pdf (parliament.scot) Thank-you again. Social Policy feedback really makes a difference. By providing the lived experience context to our data, it helps build understanding in the media, in public conversation, and among decision makers of what is happening on the front line and helps CAS to evidence what needs to change and to persuade decision makers."

Source: Drumchapel Citizens Advice Bureau



Universal Credit Managed Migration has now started

What does this mean?

Tax Credits claimants only will receive a Migration Notice by the end of the current tax year 2023/24. This notice will confirm a three-month deadline to apply for Universal Credit. HMRC will be automatically notified of those claimants who are sent a migration notice. The Government said that where people move over to Universal Credit under managed migration by DWP and have no changes of circumstances, they will not be financially worse off at the point they move over. We are encouraging all claimants who receive a managed migration notice to contact us for an appointment and benefit check.

Source: Gov.uk



Upcoming Cost of Living Payments

Low income benefits and tax credits **Cost of Living Payment of £300** - will be paid from 13th October to 19th November 2023.

The next payments are due for most people who meet the criteria **between 18th August and 17th September 2023**. Payment will be made separately from your benefit payments. If you have a joint claim on the qualifying dates, a single payment will be sent using the same payment method used between these dates, if you're eligible.

You will not be eligible for the Cost of Living Payment if your benefit is reduced to **£0** for the qualifying period. However, you may still be eligible for a Cost of Living Payment if your benefit is reduced to **£0** and one of the following applies:

Money was taken off your benefit for other reasons, such as payments of rent to your landlord or for money that you owe.

You had a hardship payment because you could not pay for rent, heating, food or hygiene needs.

Source: Second 2023 to 2024 Cost of Living Payment dates announced - GOV.UK (www.gov.uk). Cost of Living Payments 2023 to 2024 - GOV.UK (www.gov.uk)