



Money Advice Team

Case Study

Background

A single parent with one dependent child, this customer was living in a housing association property and in receipt of income support, child benefit, child tax credits and carers allowance. She already had support in place via an early help team and a social worker.

Issue

Her daughter's DLA was due to end due to turning 16, so she was sent the PIP forms to complete prior to this, if successful the DLA and would cease and PIP would take over.

The DWP ended the DLA as they said they did not receive the completed form. As a result, the DLA ceased along with the carers allowance and income support. This meant that she could not afford any food or gas and electricity for the household.

Actions Taken

She was referred to our Money Advice Team a couple of days before Christmas. As a result:

- A food bank voucher was issued
- A gas and electricity hardship payment was made to cover the costs for this over the Christmas period
- We provided affective advice on what would need to be done to re-instate DLA in the short term
- Consent slips were sent out so that we could act on her behalf
- Liaised with DWP to help re-instate benefits based on DLA being back in pay

Outcomes

Along with the issues foodbank voucher:

- £200 fuel hardship paid to help over Christmas
- DLA reinstated whilst PIP claim was being assessed
- Income support, carers allowance, council tax support and housing benefit were all re-instated as a result of the DLA outcome
- PIP was awarded, as well as entitlement to enhanced mobility and enhanced daily living, which meant they had access to the mobility scheme which eased some of the pressures off
- She wasn't very easily communicative and was sporadic, so referral was made to our Wellbeing Team