

January 2018 – March 2018

The project worker continues to see clients on a regular basis and this quarter we have seen 22 clients. All of the clients below have attended from PE21 postcode areas. A number have attended for further help.

The case studies below show a snapshot of the clients helped and the help received from this project.

Case study 1 PE21 8

Client has lived here in the UK for last 5 years and has worked for the same company the whole time she has been here.

She has paid NI and TAX all the time she has been working.

Client is pregnant and at her midwife apt she was given a form to complete and was told to return it at her first scan.

Client has completed it but is worried about why she has been told to complete it. Her midwife told her it was so the Lithuanian government could pay her healthcare costs if needed.

She says due to living here they won't pay her costs and she thinks it means she will have to pay them.

Client had to put her GP details on, they even asked for a copy of passport and passport number.

She didn't take a copy to bring in to show us.

Advice. The NHS are getting people to fill out forms when they come from another Country to determine who is to pay the health costs.

Sounds like it was this form that client was given to complete but without seeing the form we were unable to assist further.

Client told to return with form if needed.

Case study 2 PE21 8

Cl separated from her partner 3 months ago. They have 2 children, aged 7+ 5 yrs They are both still living in the same home at the moment, which cl is finding very difficult.

Cl's partner did not want the separation, and will not move from the home they rent. Cl has offered to move, but her partner is saying if she does that, he will be going for full residence of the children.

Cl is willing to share custody 50/50 with her ex partner, but he is not satisfied with that.

Cl is asking for any information that may help her with this issue.

Went through relevant info with cl on the Public website.

Cl given public website card with web address and noted the references we looked at so she can look at these again, as cl has internet access, and can look further into this issue.

Cl given Moving Forward leaflet, went through it with her for details of mediation.

Cl given solicitors list, and explained about free half hours, or clinics that may be on offer at certain solicitors.

Case study 3 PE21 8

Cl lives with his wife and works 35+ hours per week as an adult support worker normally but he has been off sick for the last 6 weeks with health issues.

Cl suffers from Spinal problems, COPD and heart disease as well as mild arthritis in his hands.

Help needed with Personal Independence Payment application (PIP2 form) as he was rejected twice before and his doctor has advised he try again due to his condition worsening.

Looking at the descriptors the cl could potentially qualify for Standard Daily Living and Standard Mobility:

Preparing food-2 points

Taking nutrition-0 points

Managing therapy-0 points

Washing and bathing-2/3 points

Managing toilet needs- 2 points

Dressing and undressing-2 points

Communicating verbally -2 points

Reading and understanding- 0 points

Engaging with others- 0 points

Making budgeting decisions- 0 points

Total of 10/11 possible points. SDL

Mobility activities

Planning and following a journey- 0 points

Moving around-8 points

Total 8 points SM

Cl was happy with the session and will be adding his prescription list and a possible statement from his wife. Cl knows he must post this form by the 29/01/18.

Case Study 4 PE21 6

Client's daughter was offered a place at Old Leake School following application by father (client) who was living in Boston prior to wife travelling here from Spain to establish new family home with husband and 7 year old daughter close by client's (father's) former home

Daughter was refused a place in Boston as schools in town were full; offer of school in Old Leake was made, offer included a taxi to transport her to school from home. Client telephoned Taxi Company just before she started school and was informed that no transport arrangement was in place. Contact was made by parents to Lincolnshire County Council Education who said that they had not been informed of new address as parents had not let them know about the change and a Boston School was now available to daughter. However as term had started daughter has started at Old Leake and made new friends after just 3 days and does not want to move. She has moved schools in Spain several times and does not want to move again.

Parents wanted to make an appeal to LCC Education for a reconsideration of travel refusal, in the meantime father was taking daughter to school after work on night shift and getting up early in afternoon to collect her as mother does not drive. Client and wife (parents) decided, after consideration, to check on the quality of the local school place offered with local parents and OFSTED reports and balance the advantages of attending a local school with her daughter having local friends. Parents will almost certainly accept the placement at the local school. Client directed to LCC Education web page in case they decide to appeal and CA telephone number given for them to ring to make an appointment for help with appeal should it be necessary.

Case Study 5 PE21 6

Cl had the offer of a tenancy and paid a deposit of £500 to Agent. This agent has confirmed in writing to cl that they paid this deposit to the landlord. Deposit should have been put in registered deposit scheme. Cl and wife then went to work for Mr landlord in August 2016.

Cl vacated rented property and moved to another property owned by landlord. No further deposit was paid. Rent is £120 a week. Cl told landlord he would like to buy this property and did some improvements at his own expense.

Cl and wife went on holiday in August 2017 for three weeks and did not pay rent for that period as he was expecting to be paid holiday pay outstanding to him and his wife. Cl then did not pay any rent for a further 4 weeks.

Cl moved out of the address on 13 December 2017 and moved to his own property which he is buying by mortgage. Cl is trying to get his deposit back and also calculates that he in fact is owed holiday pay for himself and his wife. He has a copy of a manuscript note written by landlords accountant which he says has an error in that it shows he started work in September 2016 when in fact he started in August 2016. This has the effect of showing him a months leave entitlement short during employment. He accepts the employer advanced him £500 in February 2017. Cl does not dispute his wife's holiday entitlement. He has no contract of employment. He has all the pay slips from this employment which he says confirms these dates.

On the evening of 11 February a man called at his address the man is known as a friend of the landlord who claimed to be a debt collector for the landlord saying cl owed £2000- he had no paperwork to support this.

Advice: Cl should write to landlord disputing this figure and asking for a statement as to how he calculated it. Cl said pastor at his church knew a solicitor who would help him. I advised him to write himself on these lines by recorded delivery- ie asking how £2000 was arrived at. Even if solicitor was friend of the pastor, he is likely to charge cl . Advised cl did not reveal his calculations at this stage nor mention the fact that keeping the deposit was illegal.

Told client he could return to CAML for further help if he needed to.

Case Study 6 PE21 6

Cl is single, she is a lodger, and rents a room, with shared bathroom and kitchen, for which she pays £90 wkly, including gas and electricity.

Cl is in employment, but does receive HB

After a few disagreements with landlord, he is now threatening to evict her.

Cl has various health problems, including diabetes, arthritis, and depression.

Cl wishes to know, can her landlord do this.

Explained to cl, because of the nature of her accommodation, as she is classed as a lodger, the usual rules of needing a section 21, or section 8 do not apply, or a possession order.

Cl believes she has a fixed term agreement, although without looking at it she is unsure, Explained to her if she has, she is entitled to stay until time period is finished, as long as she continues paying her rent on time. Unless there is something called a break clause in agreement, and then can be evicted under terms of this clause.

Cl does not want to continue renting privately, as the instability of doing so, is adding to her depression.

Advised that cl could complete an application form to go on housing register, Boston Mayflower will provide her with this.

Also, if her doctor would be willing to state the fact in a letter that her health was suffering due to her current housing arrangements, it may help her with her housing application.

Cl to look for alternative housing and return form for social housing.

Case Study 7 PE21 6

Client is living with partner in private rented property and is employed on zero hour contract through an agency.

Recently client has found work difficult to travel to and as a result has had little work. Has only lived in UK 2 years 10 months

Client advised to look for employment nearer home so can travel or get transport to work with other agencies. Client will go to look around other agencies today and also visit job centre.

Client is struggling for money so food bank token issued for 2 people.

Client also told to return for further help if needed.

Case study 8 PE21 8

Client wants to separate from partner as, in her words, he is spending many nights away drinking, possibly cheating and otherwise abusing client verbally and emotionally

Client has joint mortgage which partner cannot afford by himself. Partner is putting pressure on client to stay with him and blaming her for problems

Client works 15 hrs approx at Pilgrim hospital and partner is self employed bricklayer.

Client has talked to Boston Women's Aid and does not want to go through that again.

Client is at risk through emotional and verbal abuse

Signposted client to Mayflower abuse centre (Dianne), introduction made and interview continued with Dianne who will help client moving forward.

Client thanked me for help and will return to us if needed.

Case study 9 PE21 8

CI wishes to enquire if she is receiving all the benefits she is entitled to.

CI is a single person, and lives in rented one bedroom flat.

CI receiving ESA - £204 x 2 wkly

Permitted work - £66.06 x 4 wks, as is in work related group.

HB/CTR.

Gave CI return no gateway slip to return to CA for full benefits check.

Client to return with all proof of income and earnings for last 2 years.

Case study 10 PE21 8

CI requested a food bank voucher. She explained that she had had one 2 years ago but had been managing up until now. Her and her partner are in receipt of IB JSA, HB and CTR, have multiple debts that they are managing, but she said that they had had some bills arrive all at once that has left them short of money. They are due to receive their benefit payment at the end of next week and should be able to manage after that.

Food bank voucher, R 271-05936 issued, along with verbal information of where and when the Food Bank is open.

Advised that they may benefit from seeing the Debt Caseworker which they will think about.