

## Advice Worker Monthly Report on in-centre appointments, January 2021

**Appointments offered:** 82

**Appointments attended:** 74

### Summary

- Housing referrals and housing advice : 35
- Housing placements : 7
- Night-shelter placements : 4
- Housing interventions (liaising with Landlords re suitability, rent reduction, rent payments, disrepair etc): 10
- Income maximisation including grants, freedom passes, DHP applications and foodbank referrals : 15
- Welfare benefit advice : 29
- Immigration advice : 8
- Legal advice: 3
- Bank account opening :4
- Customer rights advice : 0
- Employment : 1
- Help to get identity documents : 8
- Outreach referrals : 3
- Debt : 7
- Other : 2

### Case Studies x 2 January

This month we received the good news that the council have agreed that they have a legal duty to assist our client Ania, a vulnerable young woman who came to us for help with housing in August last year. Since then we have been helping her to gather medical evidence for her homelessness claim, helping her to access appropriate mental health support, successfully advocating for her to be moved after she was placed in inappropriate temporary accommodation, and for access to food that met her dietary requirements; also helping with housing and disability benefit claims and pushing for a resolution to her application for settled status as an EU national. This new developments means that Ania will soon finally be leaving temporary accommodation to settle into her permanent accommodation.

We have also been working on the case of Gerald and his partner Alex, an elderly couple, both with multiple complex needs, who have been left with staggering council tax debt, due to only Gerald being classed as exempt from council tax, and the couple not understanding that this meant they were still liable. We have managed to link Gerald up with a specialist debt advisor who we hope will be able to argue that this debt should be waived. Meanwhile, we have managed to successfully reduce their repayments of the debt to a more manageable level.