

## Advice Worker Monthly Report: In-centre appointments, April 2021

**Appointments offered: 86**

**Appointments attended: 72**

### Summary

- Housing referrals and housing advice: 32
- Housing placements: 6
- Night-shelter placements: 3
- Housing interventions (liaising with Landlords re suitability, rent reduction, rent payments, disrepair etc.): 4
- Income maximisation including grants, freedom passes, DHP applications and foodbank referrals: 16
- Welfare benefit advice: 15
- Immigration advice: 8
- Legal advice: 2
- Bank account opening: 4
- Employment: 2
- Help to get identity documents: 4
- Outreach referrals: 3
- Debt: 11
- Other: 10

### Case Study April 2021

My client Jasper is an older gentleman who became homeless after leaving a flat that he was renting which was damp and in disrepair. He had only recently received his residency permit and had slipped through the net somehow in applying for state pension. He had always supported himself by working, but then became too ill to do so and found himself without income.

After becoming homeless, he was allowed to sleep in his local church for a while, who helped him contact council homelessness services. The council placed him in a hotel as an emergency measure. When Jasper came to us he was having difficulty applying for the housing benefit that he needed to pay rent on his emergency accommodation, as he had no bank account so struggled to prove his lack of income to the council. Not having a bank account also meant that he would not be able to receive the pension he was entitled to.

However, when Jasper approached high street banks, he was told the licence agreement he had for his accommodation was not sufficient proof of address. Jasper was caught in a web of bureaucracy. We helped Jasper to approach the local Credit Union and provided the supporting documents they needed to be able to open an account. I also wrote to the council housing benefit department confirming his circumstances and requesting that they pay rent for Jasper. We made an application for state pension for Jasper, so that when he gets the details of his new Credit Union account, he can start receiving an income.