

Short Case Study – July 2022

This month we welcomed back an old regular client who had not been to the centre in some time. Belinda is a former rough sleeper who is now settled in council accommodation. She came to the advice service for help with renewing her older persons freedom pass, but it also turned out that her working age benefits had stopped following her turning pension age. She hadn't been sure what to do, and had been without money for several weeks, relying on the help of friends. We helped her submit the freedom pass application, but most importantly applied for her state pension and pension credit – a supplementary benefit for people whose state pension does not give them enough to live on. Belinda swiftly received a back payment of her pension, and was very relieved. It is good to know that former clients still know they can turn to us for help when they need it.