

Short case study - February 23

I have been working with our client Colin for more than a year now – he was first brought to the centre by one of our existing clients who happened to live next door to him. When he first came to us he had untreated mobility problems which were causing him pain. He was also living on very low income as he was affected by the benefit cap, so some of his personal allowance was being used to top up his rent, leaving him little more than £200 per month to live on.

At the Manna Centre, Colin was able to see the nurse who referred him to a specialist clinic, and for physiotherapy. I assisted Colin to apply for a Freedom Pass and helped him to appeal when he was turned down on our first attempt – he now has this, which has made a big difference. We also helped him to apply for Personal Independence Payment, and also to go through the appeals process when our initial application was unsuccessful. In both applications, being able to get medical evidence from our on-site health inclusion team was very helpful. Colin then received a back payment of personal independence payment, which he can now use to put down a deposit to move into better housing. Being entitled to Personal Independence Payment also means that he is exempt from the benefit cap, so he has his full personal allowance of Universal Credit to live on.