

Monthly Case Study: November 2019

District/Service: Oadby and Wigston

Case Study No: 1

Client seen by: Adviser

1. Profile of Client: Client is male, married, retired (74)
2. Summary of issues: Client has suffered with the effects of Parkinsons for the last two years.
3. Options Discussed: General benefit entitlement: Client has savings well beyond amount allowed for means-tested benefits. However, given the effects of the Parkinsons on the client's lifestyle, it was recommended that he apply for Attendance Allowance. The Adviser completed the form with details provided by the client's wife.
4. Outcome: The client has been awarded AA at the higher level (£87.60, £4555.20 annualised). He has also been allocated a Blue Badge by LCC as of right.
5. Any unusual factors or difficulties for client: Client has limited English. Due to the Parkinsons, his wife has largely had to act on his behalf.

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Case Study No: 2

Client seen by: Adviser

1. Profile of Client: Client is male; 47 years old
2. Summary of issues: The client was made redundant from Cromwell, along with several colleagues. He was given a financial statement of his final pay. The financial statement included an incentive payment of £1091.42. His colleagues all had the same amount showing. When the client and colleagues received their final payments, the incentive payment was missing. Upon querying this, the client was informed that there was a miscalculation and the company would not be paying the incentive payment.
3. Options Discussed; Advice Given and Action taken: The adviser offered a number of suggestions: the client could ask for the reasoning be given in writing so he could better challenge it. The process suggested was to attempt to resolve the issue internally, followed by mediation and finally employment tribunal. The role of ACAS was explained and the client was given their website address.
4. Outcome: Case is still ongoing but client is now confident he and colleagues will succeed.
5. Any unusual factors or difficulties for client: This is the second time the client has been made redundant in recent years. The previous occasion was in 2014 when Citizen's Advice assisted in sorting out his holiday pay entitlement following redundancy from CIC Engineering.