

## Case Study

<b>Background:</b>
Client is a 41 year old female living in her own property in South Wigston. She suffers from Complex PTSD, severe depression, out of body experiences, has suicidal thoughts, anxiety, panic attacks and an eating disorder. She had been on SSP for 6 months and had been asked to leave her place of work under ill health.
<b>Needs Assessment:</b>
Needs: Assistance with a claim for ESA and PIP.
<b>Resources:</b>
<b>In House:</b> Welfare Benefits Advice Appeals and Tribunal Specialist
<b>External:</b> DWP Oadby & Wigston Borough Council Maximus Capita GP Psychiatrist
<b>Actions:</b>
In November 2018 we telephoned ESA for a 'New Style' claim form. When this arrived we assisted her with the completion of the form. Telephoned PIP for an application form and again assisted with the completion of the form. We arranged her Work Capability Assessment to be performed at home by Maximus and a home visit was agreed and carried out. We also arranged for a home visit by CAPITA for her medical assessment for PIP, this was agreed but an appointment was sent out for the client to attend a medical in Derby. As this caused extreme distress to the client we asked for another home visit and suggested we speak to her GP and Psychiatrist for medical evidence to support our request. This was done but still CAPITA refused to carry out a home visit. This was requested a further 10 times until we eventually were given a home visit for the client on the condition that we would be in attendance.

Her PIP award was rejected and our Appeals & Tribunal Specialist completed a Mandatory Reconsideration (MR) on 12<sup>th</sup> July 2019.

**Outcomes:**

The medical assessment finally took place on 17<sup>th</sup> April 2019. Decision was overturned upon receipt of our MR submission.  
Client finally received her decision notice on 29<sup>th</sup> November 2019 from DWP awarding the client Standard Rate for Daily Living Component for PIP of £58.70pw and a backdated payment of £3,000.

**What we learned:**

CAPITA need to realise the importance of home visits and by sending numerous appointments to attend a medical in Coventry, Derby or Birmingham causes immense distress to the client, their mental health severely declines and some clients have even threatened to take their own life due to the stress and anxiety it causes.

## Case Study

<b>Background:</b>
Miss G is a 31-year-old female. She suffers with Borderline Personality Disorder, Depression, Anxiety, PTSD, Self-Harm, Suicidal thoughts and attempts. She has no support, no social network, and only an Aunt in the borough. She currently lives in shared accommodation in South Wigston. In December 2019 Miss G was evicted without notice which was in breach of her Tenancy Agreement and left homeless, where she was forced to sofa surf at her aunts.
<b>Needs Assessment:</b>
Needs: Support with Mental Health Housing Change of Circumstances on her Universal Credit claim P.I.P Application
<b>Resources:</b>
<b>In House:</b> Welfare Benefits Advisor Mental Health Support Worker
<b>External:</b> DWP OWBC Let's Talk Landlady on current Tenancy Agreement Social Services
<b>Actions:</b>
Firstly, we booked an appointment with Ricky at OWBC who looked into the breaches made by the Landlady on the Tenancy Agreement. He then spoke to the Landlady and explained that the eviction was illegal as Miss G required to be given a Section 21 Notice. Ricky then informed Environmental Health who met us at the property to complete an assessment. We completed an online housing application to OWBC. We completed a self-referral to Let's Talk. Telephoned Universal Credit to reduce her deduction. Started the PIP application process. Made an appointment with her GP to discuss her mental health medication. Gave her various coping strategies including a wellbeing tracker.
<b>Outcomes:</b>
Environmental Health assessed the property and advised us to complete the housing application as they felt the housing situation wasn't suitable, due to threatening behaviour from the Landlady, however, over the Christmas period the Landlady had had a change of heart and has been very co-operative with Miss G, and had decided against issuing a Section 21 Notice.

After referring the client to Let's Talk, they called her back the same day to offer her an appointment for a telephone consultation on Monday 13<sup>th</sup> January 2020.

We applied for a PIP application form to be sent to the client and have booked an appointment for assistant with the completion of this form on Friday 17<sup>th</sup> January 2020.

Miss G has also thanked us for our support and has continued to engage with us throughout. She feels she can just drop in at any time due to the trust she has built up with us, how comfortable she feels, our friendly atmosphere and the convenience of being local. She also feels her quality of life is improving.

**What we learned:**

We learned that not all evictions are legal, as our initial thoughts were confirmed by OWBC. We were also very pleased with the efficiency of Let's Talk for their immediate same-day response.