



Case Study

Benefit Support

Profile Overview

Location:
Bracknell Forest

Reason for Enquiry:
**Benefits cessation,
reason unknown**

Objective:
**Research Reason,
appeal**

Time Spent:
13.5 hours

“ **The support was accessible quickly and was different to others tried before.** ”

Background:

PACT referred the single parent to the Benefits Information Officer (BIO). Initial contact by phone outlined the issues that the client was trying to manage. The client's mortgage payments were in arrears. The DWP had ceased payment of benefits two years earlier.

The BIO identified that the client had initiated an appeal that could be readdressed despite the two year time difference.

Solution:

The client collected the necessary paper work to send to DWP. The BIO assisted the client in writing a letter to the DWP appeals department. DWP has advised the client that the decision making process will take 50 days.

The BIO then signposted the client to the CAB regarding issues with the ex partner. The BIO also advised the client to inform the home lender of the circumstances as they move forward with the benefit appeal.

Conclusion:

The BIO worked with the client to explain the process and to advise how to proceed with the appeal.

The client was supported in her approach to CAB to look for support for her current situation.

She was advised by the BIO to be proactive as the DWP expected response time was extended and her current financial situation may not bear the prolonged period of inaction.

Referrals:

- CAB

Every Child Matters:

- Economic Wellbeing

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