

Malcolm* aged 59 lives with his wife Mary and experiences long term health conditions including a history of heart attacks, breathing problems, mental health issues and mobility problems.

Malcolm's health conditions prevents him from working and he has found himself struggling financially, with considerable rent arrears and difficulty in buying food and paying bills. He was referred to our Living Well Link team via the Community Matron Service.

The worker visited the couple in their home and after a lengthy discussion a plan was devised to support their needs.

The LWL worker discussed the rent arrears with Gentoo housing. The rent arrears at this point were substantial it was also established that housing benefit had been overpaid over a 3 year period and this would need to be paid back, this was also added to the arrears.

The LWL worker assisted Mary to apply for a Discretionary Housing Payment and accompanied her to Citizens Advice Bureau (CAB) offices to tackle housing arrears and debt. CAB only provided information on rent arrears so the LWL Worker booked a further appointment with Gentoo to discuss the rent arrears.

Mary became very despondent as she felt there was no way out of this situation at this point there was also an application for Personal Independence Payment (PIP) but because Malcolm had tried to record the PIP assessment and had been quite challenging with the assessor the PIP score had come back as zero.

The LWL Worker referred the couple to Information and Advice to assist with applying for Employment Support Allowance, and accessed the food bank to provide them with food parcels.

The LWL worker assisted the couple to attend an Employment Support Assessment as the couple could not afford to get to the appointment due to Mr M's bad mobility and lack of funds. The ESA appeal was upheld and Malcolm was able to keep his ESA.

The LWL worker also assisted the couple to attend the PIP tribunal at the Magistrates court where the LWL worker was asked about Age UK's involvement. Malcolm was awarded the full PIP award with arrears backdated totalling a payment of £8750.

