

Cadent

Case Study

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| Completed by: | Tyrone Clarke |
| Date: | 7/8/25 |

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| Description of individual/group or event. |
| Sue – female, 40’s, unemployed for 1 year, diagnosed ADHD, PTSD, depression, anxiety, addition to drugs and alcohol, facing financial difficulty, victim of cybercrime, domestic abuse and sexual assault, faced homelessness |
| Learning Conversations/Networking (For events) |
| N/A |
| Description of individual (or workshop) at the start of this project, session, intervention. What was their starting point? Consider their personal development and engagement levels. |
| I originally started working with Sue in January 2024. She was referred via another WCT Project – DAWN, as she had recently experienced domestic violence by her ex-partner with whom she shared a home with, where they were both responsible for paying the bills. During this abusive relationship, she became addicted to class A drugs as a way to self-medicate. Sue and her abusive ex-partner eventually separated, leaving Sue to have full responsibility of paying the high rent for her home and all bills. She had previously overcame an addition to alcohol, but struggled to overcome this current addiction as she struggled financially and mentally. I was initially working with Sue to manage her finances and debt, but soon realised that she equally needed a lot of support with her wellbeing as she frequently broke down in tears during our appointments. She felt overwhelmed with the impact that these events were having on her life as she struggled with debt and the financial impact, relationship breakdowns with ex-partner’s family, friends, neighbours and loss of employment. Sue was self-employed as a marketing consultant – however she struggled to maintain positive working relationships with clients after the abuse she experienced. Sue was also feeling bullied by her neighbours and current landlord and regularly felt unsafe with where she was living. She was unsure if her ex-partner was trying to intimidate her at her home, or if it was a neighbour, but believed she regularly saw people in her garden and heard banging on doors and windows. She contacted the police but felt unsupported. She also spoke to her neighbours and landlord but again felt unsupported. |
| What was the outcome for that individual? How have they progressed, what have they achieved through involvement with you or the project? |
| Sue and I still currently work together. Since we started working together we have achieved the following:   * Worked with Psychiatrist to obtain ADHD medication * Apply for and obtained Discretionary Housing Payment to make up for shortfall in Sue’s rent payments * Accessed Food Parcels * Signposted to Oasis Hub and WCT Food Share schemes * Completed Homelessness Application and attended Housing Advice Centre Appointments * Applied to be put on the Council Housing/Housing Association waiting list * Supported during eviction process, where landlord threatened to take Sue to court. * Supported in setting up manageable repayments to landlord and avoiding court action. * Sue’s total incomings are approx. £800 per month. She left her original unaffordable property where Sue's rent was £925 per month plus bills – to where it is currently more affordable at £600 per month including bills. * Then Sue was supported to change home again as she was unhappy where she was, her new rental rate is again a manageable £600 inc. bills. * Completed Step Change application to seek debt advice to help manage debts, then based on the advice received - contacted creditors and set up manageable repayments and 6 month payment suspensions. * Given PSR information and Carbon Monoxide alarm. * Supported during Sue’s cyberattack – contacted action fraud, changed telephone number and email addresses and passwords. Sue has also received support from other WCT staff in relation to this cyberattack. * Updated new telephone number and email addresses with all relevant creditors, agencies and supporting organisations. * Updated new address with all relevant creditors, agencies and supporting organisations. * Applied for PIP including providing all of the supporting evidence. * Supported via PIP telephone appointment. * Sue’s PIP application was rejected, so we applied for PIP Mandatory Reconsideration Notice with supporting evidence. * When the PIP Mandatory Reconsideration Notice was rejected, we completed a PIP Appeal and provided supporting evidence for the Tribunal Service. * Sue was supported through the PIP Tribunal Hearing where she was successful and receive £9000 back pay. * Contacted creditors on behalf of client for energy suppliers, credit card companies and water supplier with whom she had debt, arranged an amount they would accept to completely clear debt and Sue paid off the agreed amount, becoming debt free. * Supported during a historical sexual assault disclosure and signposted to West Mercia Rape and Sexual Abuse Support Centre for 1-2-1 counselling. * Ongoing wellbeing support where Sue talks and I listen, usually during the beginning of our appointments. * Referrals and signposting to other organisations for support including bereavement support, group counselling and the JOY Project |
| What does the service user describe the effect that using the Project has on their life? |
| Sue is grateful for the support she has received from the Welfare Team and does not think she would have achieved what she has done, without support. She is happy in her new affordable home and feels safe. Her creditors are no longer causing her distress as she has cleared all of her debts. She now receives more income due to being awarded PIP so is financially better off. She feels her wellbeing and mental health have both been improved, feels supported and feels listened to. Sue feels more optimistic for the future. |

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| **Signed by** (worker): | TC | **Date:** | 7/8/25 |