



Case Study

I have helped out an individual whose current status is temporary leave to remain and he's a refugee. He is in a difficult situation as his family lives abroad and he lives with a friend, he's English is good enough for me to communicate with him but sometimes has difficulties understanding English, he has some difficulties in reading and writing in English.

He had a few problems that he needed my help with, he first asked me for support in January, he needed advice with benefits- He works part time and I told him he might be able to receive working tax credit, we filled out a form online and couple of days later set up an appointment to fill out his form with him. On the same day, the individual told me he has housing issues, his friend wanted him to move out as soon as possible. I have decided to go to the council with him and ask for advice, we made a call and found out that he can not do anything until he is homeless. Couple of days later he spoke to his friend and agreed that he will be able to stay until the end of the month.

Additionally, I helped out this individual to book an appointment in the bank and set up his online banking app to make his life a little easier. I have been there for emotional support and will be continuing to support this individual further with improving his lifestyle, physical and emotional