



## Case Study

Through Health 24/7 I have supported a female, mother of two living in Sunderland North, her English was good however, and she needed support and advice about her health, discrimination at work and financial inclusion.

We had our first appointment back in January, she wanted to get some advice about SSP (Statutory Sick Pay) she was on a zero hour contract and her agency told her they would not pay it. I have gotten some advice for her from ACAS (Advisory, Conciliation and Arbitration Service) and Citizen advice, all organisations I have spoken to, told us there was no reason why she shouldn't be paid SSP from her employers. I have wrote some letters for her and sent them off (to the HMRC and Employers - Zenith People). We had no reply from anyone.

Once the individual started trusting me more and realised I am there to help and listen she opened up to me and told me how she was discriminated at work, there have been numerous incidents where it was classed as both: racial discrimination (other employers being rude to her and bullying her because she is Polish) and health discrimination (she suffers from heart disease and her employers did not let her take medication at work on numerous occasions). She told me that she had to stay off work and go on the medical certificate because she could not handle being discriminated anymore, she got really bad mental health problems triggered by discrimination at work and she didn't know where to ask for support.

I have given the individual a lot of advice on her mental health and asked her if she would like me to refer her to any organisation or counselling service, her English is very good so she managed to do that herself through a doctor a while ago. However, I referred her to the welfare rights service in Sunderland and council and attended the appointment with her, they have given her individual support with her discrimination at work and wrote an appeal for her to receive her SSP. We are now waiting for a decision but in the mean time I offered to give her support with an application for ESA, she decided she does not want to peruse that and instead she would slowly like to get back into work, she has also asked me for advice if she should apply for a part-time job in Subway, I told her that I thought it was a great idea if she feels well enough to do it. The individual accepted the job offer and is now happier, she feels that she will not have to carry on being on a medical certificate and she is now well enough to go out in the community and meet new people.