



Case Study – Shared Sunderland

A client came to Sunderland Bangladesh International Centre seeking some help with carer allowance and city council housing application.

The client is a carer for her elderly father, who has been in the country for three years and is on indefinite leave to remain. They are originally from Spain. Three weeks after the carer allowance application the client came back with all her letters and another application form, which she has received from the carer's allowance, asking for her to provide proof of her immigration status. We had to access her immigration status share code online and we printed it out with her application form. The client had lost her immigration reference number, so we had to call their immigration customer service line, for them to provide us with the immigration reference number which they had on the system for her.

The client rang us after another two weeks thanking us for going out of our way and supporting her with her application and she is now receiving her carer's allowance monthly.