



Community
Foundation



M. (64 years old male), originally from Poland, approached ICOS when he was on Statutory Sick Pay and unsure of his benefit entitlements. His health had significantly deteriorated over the previous months, and at the time of our first meeting, he was awaiting a hip operation. Though M. speaks and understands English, he faces difficulties with writing, and his first language is Polish.

M. was unsure of what benefits he was eligible for and was concerned about his financial stability, especially as his health declined. He needed guidance on navigating the UK benefits system, particularly around Personal Independence Payment (PIP), which could provide crucial financial support for his mobility and daily living needs.

During our first meeting, our project worker assessed M's situation and advised him to apply for Personal Independence Payment (PIP). This benefit could offer long-term financial support given his deteriorating health and upcoming surgery.

Once the PIP application form arrived, our project worker guided M. on what evidence he needed to gather to support his claim. We emphasized the importance of medical records, details of his condition, and other supporting documentation to strengthen his application. Since M found it challenging to write in English, our worker provided hands-on assistance in filling out the form, ensuring it was complete and accurately reflected his situation.

M. kept in touch throughout the process, and after attending his medical assessment, he shared that the experience was positive, which gave him hope about the outcome.

Shortly after the medical assessment, M. was awarded PIP for 10 years, covering both the mobility and daily living components. This long-term financial support provided M. with much-needed peace of mind. While he continues to await his hip operation, the PIP award has alleviated his financial concerns, allowing him to focus on his health and recovery.

M. was extremely pleased with the outcome and expressed his gratitude for the guidance and support provided by ICOS. Our assistance not only helped him secure the benefits he was entitled to, but it also reassured him during a stressful period in his life.