

Case Study – Access Foundation

Katarzyna (name changed), a 64-year-old Polish national living in the UK, came to the Digital Inclusion project for support with accessing services online. She was struggling to navigate digital platforms and needed assistance with applying for Universal Credit.

Together, we completed an online Universal Credit application. As her circumstances required a joint claim, we included her partner in the process. Katarzyna is self-employed but had been unable to work since early spring due to health issues, which was explained in the application. Based on her situation, we also discussed her potential eligibility for Personal Independence Payment (PIP).

After her Universal Credit claim was approved, we continued meeting regularly to help her navigate her online UC account. This included uploading fit notes and making journal entries to communicate with her work coach. Later, Katarzyna was asked to complete a Work Capability Assessment form, and we provided support in filling this out accurately.

Over time, Katarzyna has become much more confident using her online account. She now manages her to-do list and journal updates independently, showing significant progress in her digital skills and confidence.