



Case Study: Client M

Client M is a woman originally from Congo who recently received refugee status in the UK. She first engaged with support services in March 2025 as she was facing significant housing and other challenges. In April 2025, she was formally registered with the project and assigned to Bennie as her key worker to provide one-to-one support.

From M's first appointment, it became clear that M was dealing with multiple complex issues. She and her daughter were at risk of homelessness following her gaining refugee status and being asked to move out of her asylum accommodation. M was also navigating multiple processes, including applying for a Home Office Travel Document, managing her Universal Credit claim, and registering with healthcare.

Bennie's first priority was to ensure M and her daughter did not become homeless. In May 2025, she supported M in completing a housing application with the council and worked with her case worker from the council to secure temporary accommodation. M was also assisted in registering with a housing association, registering for homeless support, and applying for long-term housing options. Bennie also supported M in bidding weekly for houses on the housing website.

Alongside housing needs, M required extensive support with documentation and applications. After gaining refugee status, she was registered for Universal Credit and supported in creating a bank account to receive payments. Bennie also helped her complete medical registrations, ensuring her daughter was signed up with a local GP practice and that her own referrals to specialist NHS services were managed effectively.

A significant ongoing challenge was M's application for a Home Office Travel Document. Despite having submitted her application months earlier, she faced repeated delays. Bennie supported her in resubmitting passport photographs, providing delivery references, and updating her address with UKVI to avoid further complications. In September 2025, M was notified that her application had been successful. Bennie guided her through the Home Office instructions, ensuring she understood the importance of checking her document carefully, reporting errors promptly, and complying with requirements regarding previous passports.

In August, M received a message that she had been offered a house and was invited to view it. After confirming that the property was suitable for her and her daughter, Bennie supported M in signing the e-tenancy agreement. M moved into the house in mid-August with her daughter.

Through sustained intervention, M has become more confident in managing her affairs and engaging with official processes. She is now securely housed with her daughter, receiving Universal Credit, registered with healthcare services, and in possession of her Home Office Travel Document.