

Client and his school-aged son moved to the local area following a long-term relationship breakdown. The client has a mental health illness and felt he needed the support of his family, so moved in with his parents and slept on the floor with his son, as there was no spare bedroom at his parents' home.

Due to clients lack of literacy, numeracy and IT skills it restricted his ability to find work and following the relationship breakdown, he no longer had an income as his ex-partner had all of the income paid to her.

Citizens Advice assisted client with a claim for Universal Credit (UC) giving him the information, guidance and support to access and manage his online UC journal. Our help and support also enabled client to successfully apply for the Child benefit payments to be transferred to him.

Once his income was in place CARC further assisted him to make an application for housing and for a school placement. Both of which were successful and after a short period of time they were awarded a 2-bedroom property, thereby reducing the risk of homelessness, and his son started school.

The property however was unfurnished and due to their circumstances, they only had a few items to move with and needed essential white goods and beds as soon as possible. Through CARC and application was made to the Cambridgeshire Local Assistance Scheme (CLAS) and other charitable organisations, through which the client received awards for beds, a table-top cooker, help with his energy bills and other essentials.

Through helping client with his financial budgeting and we identified ways to reduce his essential expenditure, for water and electricity through switching tariffs.

This client has received in excess of 10 hours of face-to-face support with over 53 issues including, benefits (claiming and overpayments), debt, employment, housing, relationship and financial skills

Because of CARC's help and support, the client has received an annual income gain of approximately £15,800 comprising benefit income, Council Tax Reduction and savings on his utility bills, plus an additional £380 being one-off payments through charitable grants/goods. CARC further supported client manage online accounts, help with applications, provided him with information and support around complex issues, giving him the confidence to manage better for himself and his son and helped him in his aim to return to work.