



#WE CARE



## Aspire Housing Case Study: Mrs X

Mrs X is in her late 50s. She suffers with mobility issues, relying on a mobility scooter due to a re-occurring ulcerated lower leg which may require amputation. She also struggles with depression, anxiety and suicidal thoughts. She has a past of drug misuse.

A heroin user from the age of 18, Mrs X had a difficult youth during her late teens. She got married and had two children, worked and kept her addiction a secret. Her children are now adults with kids of their own. She stopped using heroin approximately two years ago.

Mrs X is widowed. She had a happy marriage but has been on her own since and is very lonely and isolated due to her mobility issues. She takes pride in her appearance, always doing her hair and makeup, and did not want people to know she was addicted to heroin.

Mrs X began to let homeless people into her property because she was isolated and lonely. However, they were taking advantage of her, which led to the Neighbourhoods team referring her to us.

Housing and Wellbeing support has now been in place for 12 months.

### What did we do?

- Signed up to Intensive Housing Management (IHM) following a failed Personal Independence Payment (PIP) assessment where she went from receiving enhanced rate daily living and mobility to just standard rate mobility
- Supported with a PIP mandatory reconsideration which was rejected and took the case on to an appeal and prepared the case for a tribunal
- Attended the tribunal with the customer and won the case resulting in enhanced daily living and enhanced mobility being awarded and subsequently an entitlement to Severe Disability Premium
- Helped her to engage with GP and consultant at hospital and managed to get her medication reviewed, which has made a significant impact on being able to manage her pain from re-occurring ulcerated leg
- Referred her to occupational therapy for some crutches
- Managed to get a dropped kerb put in near her property enabling her to get out on her mobility scooter
- Supported her with budgeting and managing her bills on a low income when her benefits were reduced
- Completed an application for the Big Difference Scheme
- Supported her with problems at One Recovery and helped her to re-engage
- Referred her to Connecting Choices, Employment & Skills, to help overcome her isolation and get her involved in social activities
- Supported her to build confidence and to prevent homeless people taking advantage of her
- Made arrangements for her to attend the Christmas party at The Salvation Army in Chesterton
- Supported her to open a savings account for her benefit backdate





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## What did Mrs X achieve?

- Built confidence to take her PIP case to court and attend her tribunal hearing – she was petrified at the thought of going to court and had a panic attack as she went into the court room. Without the support she would not have taken this to appeal
- Admitted to her past drug problems with heroin and enabled the services involved to help control her addiction – she was ashamed of her past and therefore did not explain this at her initial PIP assessment
- She engaged well with Employment & Skills and is now attending a weekly social group to help overcome loneliness and isolation
- Managed tenancy during financial hardship whilst waiting 12 months for a tribunal date to come through
- Stopped letting homeless people into her property who were taking advantage of her
- Gets out on her mobility scooter now that the dropped kerb has been put in
- Attends regular appointments with GP. Medication has been adjusted for her current health needs to enable her to manage her pain better
- Engages well with One Recovery to help her stay off drugs
- Took on board budgeting advice given
- Opened a savings account for her backdated benefit money

## What did we prevent?

- **Isolation and Loneliness** – the dropped kerb means she is able to get out more on her mobility scooter, which prevents isolation. Engaging with Employment & Skills has helped her gain confidence with engaging socially again and attending activities
- **Hardship** – taking her PIP case to tribunal has prevented financial hardship
- **Suicidal thoughts** – taking her PIP case to tribunal and getting her benefits back in pay has improved her mental health and reduced her anxiety and depression
- **Health issues** – supporting engagement with GP has meant the right medication is being prescribed and other necessary health interventions have been referred for. This may reduce the incidents of ill health and admission for emergency care in the future
- **Addictions** – she has addressed her addiction and been off heroin now for almost two years
- **Tenancy problems** – managing her tenancy better with the support in place
- **Budgeting trouble** – spending her backdated money cautiously on some items needed for her tenancy and to help her around the home with her mobility problems. She is spending it wisely and the rest she has put in a savings account for when she needs it

## What financial outcomes did Mrs X achieve?

- Awarded PIP enhanced rate for daily living – £85.60 a week
- Awarded PIP enhanced rate mobility – £59.75 a week
- Backdated PIP award of £6,780.65
- Council tax refund – £140
- Eligible for severe disability premium – £61.85 a week
- Backdate award of Severe Disability premium of £3,216.20
- £300 saved on water bill (12 months Big Difference Scheme)