

Case Studies

- 1) Caller contacts the LES Team to advise that he has lost his benefit money and is not due to receive his next payment for a further week and a half. He has no food and needs to top up his electricity key. He is a single man living in a flat on full Housing Benefit.

LES Team ask how he lost his money and he advises that he drew it out at the Post Office and his wallet was stolen whilst he was in town as his pocket was empty when he got home. The LES Team advise that they need a crime reference number from the caller before they can assist him and explain how he needs to do this. They advise that they will call him back at 12 noon to give him time to report the offence. In the meantime, the Team check his DWP benefit situation and establish that he is receiving all the benefits he is entitled to. They call him back at 12 noon and he gives them a valid crime reference number substantiating his claim.

The Team discuss his immediate needs and advise him where his nearest food bank is for non-perishable food items. They agree to issue him with a £30 Tesco card to enable him to buy perishable foods until he gets his next benefit award. He says he has some money on his electric card and only needs a small top up. The Team agree to issue a £10 Post Office Payout award and explain what he needs to do with this.

He is asked to retain all of the receipts he is given when he makes his purchases and top up as these may be required for audit purposes in the future.

He is asked if he has any further questions and the call is then completed.

The LES Team update our data systems with actions agreed and administer the award posting it 1st class to his registered address.

- 2) Caller contacts the LES Team and advises that he has no money for food.

The LES Team seek to understand how this situation has arisen and the caller advises that his benefit has been sanctioned as he missed his signing on appointment. He thinks he will get a proportion of his money but not all of it.

The LES Team check the DWP data on the caller and clarify that he has applied for a Hardship Payment but it is unlikely to be awarded as he is a single male with no dependents. He is next due to sign on in a week's time. He confirms that he has been relying on friends and family for meals over the last week and has used up their goodwill. He lives in the YMCA.

The LES Team confirm the importance of the Claimant Commitment with the DWP and his responsibility to attend when required otherwise his benefits can be sanctioned for long periods of time. They advise him where his nearest food bank is and agree to issue him with a £20 Sainsbury's card. He is asked to retain all of the

receipts he is given when he makes his purchases and top up as these may be required for audit purposes in the future.

He is asked if he has any further questions and the call is then completed.

The LES Team update our data systems with actions agreed and administer the award posting it 1st class to his registered address.

3) Caller contacts the LES Team and says they want to make a claim.

The LES Team contact the caller to establish what their crisis is and why they are looking to make a claim. The caller says they think they are entitled to 2 awards a year and are therefore calling to see how much they can get.

The LES Team advise that our funding is not a benefit and what we assist with. They clarify that the caller is receiving all of the benefits they are entitled to and ask if they have any further questions. The call is then completed

The LES Team update our data system.

4) Caller contacts the LES Team and says that their cooker has “exploded”

The LES Team contact the caller to establish what has happened and the caller advises that they have an electric cooker which has stopped working. The caller is a female with 3 dependent children. The caller has maximised their Budgeting Loan opportunities with DWP and is in desperate situation.

The Team establish that the caller has sufficient benefit monies for food and utilities and the cooker is her only need.

The Team establish measurements of the current cooker etc. and locate a new one from Argos which can be delivered on the same day. They arrange for the broken cooker to be collected and disposed of.

They notify the caller to expect the new cookery delivery at the notified delivery time. They ask the caller if she has any questions. The call is then completed.

The LES Team update our data systems with actions agreed.