

CASE STUDY MR B

- Mr B is a single male aged over 50 who lives alone in a 1 bed flat
- Mr B contacted the Income Team via email to say that he was subject to a sanction from Universal Credit as he had not been able to access his journal for several months.
- Mr B said in his email that he fully expected North Wales Housing to begin eviction proceedings against him as he would no longer be able to pay the rent
- Mr B felt that the new Universal Credit digital system was difficult to navigate and missed having a person at the Job Centre to talk with. He was now expecting a sanction as he had not evidenced his Job seeking activities for some weeks

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- Mr B's Income Officer contacted Mr B by email and phone to discuss the issue of rent and UC, and arranged to visit Mr B at his home. The Income Officer also emphasised that the purpose of the visit would be to support MR B access his UC and look at the sanction he was worried about.
- During the home visit, the Income Officer once again reassured MR B that NWH would not be starting eviction proceedings, rather look to help him with several issues.
- The Income Officer was able to contact UC, and advocate on behalf of MR B, explaining that Mr B was having difficulties navigating the UC online journal, and would need more support from DWP in future
- DWP confirmed that a decision regarding the sanction was to be made that day, adding that it would not be imposed as a result of the phone conversation.

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- Mr B also received energy advice and access to the local foodbank.

“I need to acknowledge the outstanding and inspirational help I received from [NWH Income Officer] this morning.

He visited me in response to an enquiry regarding rent and some benefit issues.

...he went on to tackle the thorny Universal Credit 'sanction' problem and was able to see for himself that I was finding it impossible to access my online Universal Credit journal and therefore could not find out for myself any information regarding the threat of a sanction that the DWP mentioned by word of mouth only in the Jobcentre last Friday.

The NWH Housing Officer kindly took the initiative to phone the Universal Credit helpline on my behalf and somehow managed to find out that the DWP are intending to reverse the sanction which will be confirmed to me in a letter that the DWP will be sending me in the next few days, hopefully.

This was wonderful news to me and an almighty relief. In addition to all this, he took me in his car to the local foodbank which he had pre-arranged and was able to receive a generous delivery of food.

He solved so many seemingly insurmountable and overwhelming problems I've been really struggling with (and which had been adversely affecting my mental health) in the space of an hour of being with me and doing so with such understanding and compassion.

I cannot commend him enough for what he did for me today.” Mr B, NWH tenant.