**Case Study**

X was referred by the GP to the Legacy project in 2018 for low depression, isolation and PTSD from a previous assault where he was beaten and left for dead. Over several visits, project worker got to know more about X and built a trusting relationship unpicking the issues. X was supported to lessen his isolation by having the confidence to interact with people he knew in the community and invites a friend over for coffee every morning.

During this time, the project worker explored ways to increase X’s income through benefits he was entitled to. He was supported to apply for PIP (Personal Independent Payment) which was declined so X was supported through the appeals process and attending a tribunal, which X won and was awarded PIP. X was very grateful for the support he’d received and would get in touch for more support if he was particularly low and when at he had serious issues with an abusive neighbour. X contacted the service again in December 2023 as the PIP was due for review and was extremely anxious. The project worker reassured X he would be fine on the phone assessment. Several weeks later X contacted the project worker again and was distraught that he had received no points in the review and the money would stop. The project worker visited X the next day to discuss options and try to lift his mood. Project worker is in the process of reappealing the decision and dealing with X mental health as this is an extremely frustrating and worrying time. The support project workers can give in this situation is invaluable as although they could get help with form filling, they would not receive the emotional support through the process and beyond.