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| **Case Study 1**    **Qtr 3 client background:**  Referral came from a Social Worker.  Cl is a single parent with 2 teenage sons who both have complex learning difficulties (severe autism and global development delay)  Cl is a carer for her sons (both go to Portfield)  Eldest son receives PIP  Youngest son receives child DLA  Cl had recently seen a drop in her benefits since the eldest son turned 17.  Cl has social anxiety and rarely leaves the house.  Cl was not confident speaking on the telephone.  **What we did and how it made a difference:**  We arranged to speak to the cl when the social worker was present so the cl felt supported. We explained why the benefit had been reduced and why we thought it was wrong. The cl had her tax credits reduced because they thought her son had left FTE.  We provided the number for the tax credits helpline. We explained that if the tax credit was reinstated the child benefit for the edlest son would also be reinstated.  Discussed PIP with the cl as she had her own health issues.  **Outcomes:**  Tax credits were backdated and cl awarded £1461.12  Tax credits were reinstated and cl will receive £182.64 per week.  Child benefit wsa backdated £111.30  Child benefit was reinstated £15.90 per week.  Home visit was arranged where we assisted cl to complete her PIP form.  **Client feedback:**  Cl and social worker were very happy with the outcome and thanked us for our assistance. |

**Case Study 2**

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| **Qtr 4 client background:**  Referral came from a Community Connector  Cl is a single parent with 3 teenage children who are all in full time education. Her eldest son is 15 and has autism and gets Child DLA. Cl was getting carers allowance but has increased her hours at work therefore is no longer eligible.  Cl's washing machine had broken and she could not afford to replace it. She had repaired it twice. Part of her son's condition is that he is hyper-sensitive to smells and changes his clothes at least 3 times a day, often much more.  **What we did and how it made a difference:**  After completing a benefit check we established that she was on the correct amounts but her income/expenditure form shows that she has a very limited budget.  We applied for an IAP (through the Welsh Discretionary Assistance    Fund) for a new washing machine. We also assisted by giving her a food voucher for Aldi's as she had been spending money that she could not afford at the laundrette.    **Outcomes:**  Cl was awarded a new washing machine which was delivered less than 2 weeks after we applied for it. Cl spent the £50 Aldi voucher which meant her budget balanced again.  **Client feedback:**    Cl was very grateful and has since contacted us for help with her son’s transition from DLA to PIP. She is aware of what we can offer and this has made her feel less overwhelmed when she has to deal with form |