Case Study 1

Client was recently bereaved & thus so left without any money due to her late husband being in receipt of all the benefits they had coming in. They live in a council property.

The client approached the one stop shop with her daughter for advice on what benefits she could now claim in her own right & how to go about it & also what to do about rent etc.

I first of all carried out a benefit check & as the clients late husband was suffering from cancer he received maximum DLA entitlement & therefore the client received carers allowance for looking after him.

The client was not aware but I informed her that her carers allowance along with a new claim to Income support & housing/council tax support would continue for a further 8 weeks from the date of her husbands death therefore giving her a little breathing space until she can sort out her personal affairs & her future means of income. I advised her to make a new claim for both income support & Housing benefits right away & to ring the DWP's bereavement service to inform them of his passing, this would then be fed down to all depts. within the DWP notifying to suspend all his claims etc.

I advised her to make a claim for bereavement allowances as she would qualify for the maximum amount of £115 pw & the £2k lump sum payment due to her age.

I also advised to claim for the social funds funeral grant due to them not having any substantial savings or a pre-planned funeral arrangement.

I contacted on her behalf Berneslai homes & council tax dept. to advise them of the situation & that new claims would be submitted immediately & to ask them to suspend any arrears letters until things had fell into place.
I completed online a new claim for housing/council tax benefits with the client during the interview & gave no's. for income support, carers allowance & the bereavement service.

I calculated the clients new income after the 8 week carers run on had expired including the bereavement allowance with housing & council tax benefits & provided her with a copy of this.