



Male, Mid 50s. Physical and Mental health Issues.

Told by JC+ to attend adult Education course or face sanction. Wanted to know if this was true



Feb 2014

Client contacted CAB Dorset Adviceline service. Was provided information over the telephone but the client exhibited anxiety at taking steps and the matter was referred to Poole CAB for a face to face meeting.



Feb 2013

Client attended appointment. Advisors went through sanctions process in detail and considered the nature and extent of clients health issues.

Full benefits check carried out showed possible claim for additional disability benefits.

Phone calls to  
JC+



GP



March 2014

Client Attended following receipt of supporting evidence from GP.

Advisors helped with letter to JC+

Began telephone claim for PIP

Client to return when has received PIP form for assistance with completion.



April 2014

Client Attended with PIP form

Form completed based on clients statement of need and supporting letter from GP.

Copied and sent.

Outcome = Unknown—still awaiting decision on PIP

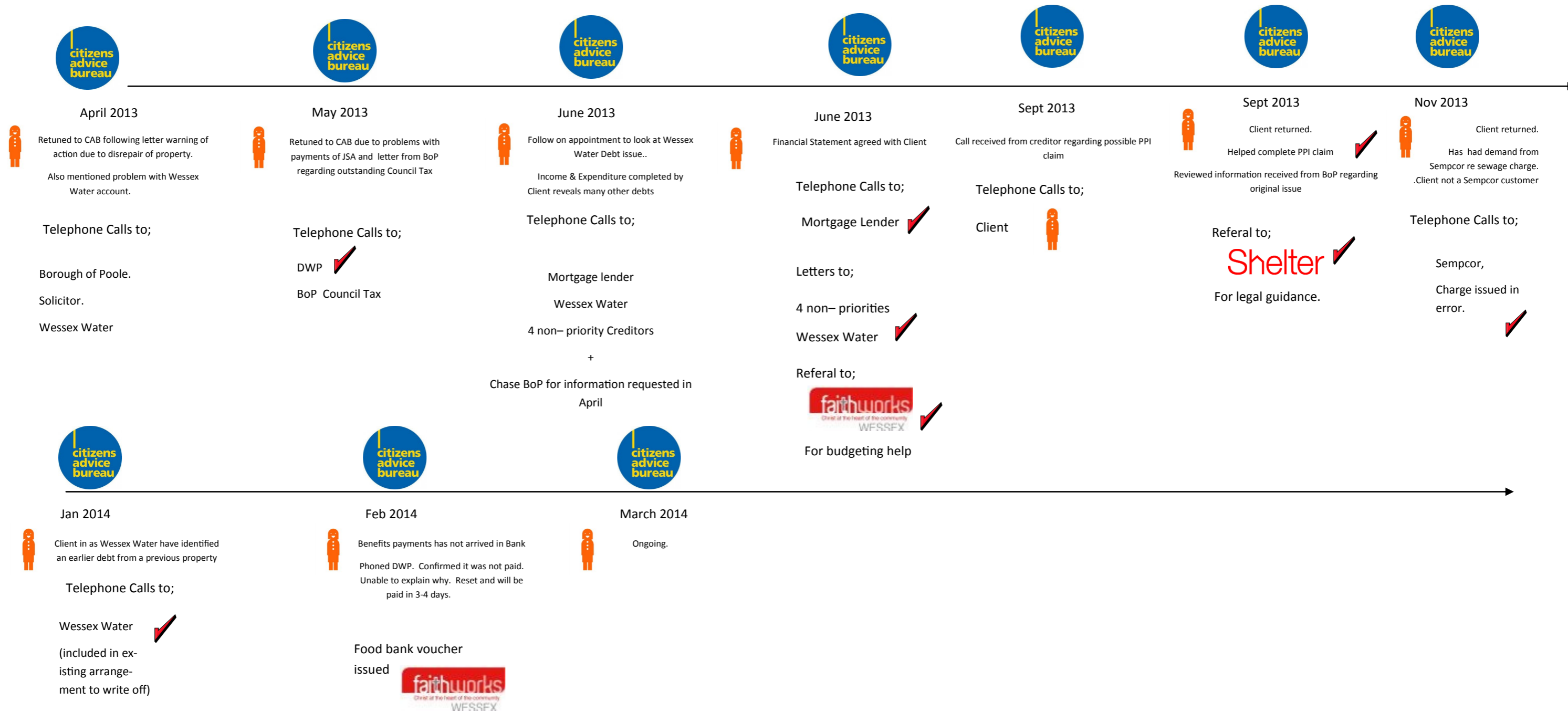
**Client A advice journey process.**



Female, early 50's

Approached CAB in 2012 due to concerns over redundancy at workplace. Had searched for information on-line and found information on CAB site www.adviceguide.org.uk. But needed clarification so called into Poole CAB. She was fully advised on process, rights and consequences.

Outcome =



**Client B advice journey process.**



Male, early 40's

Following release from prison the client had found it increasingly difficult to cope living alone. He had become depressed, stopped paying rent and lost his accommodation. He had spent the summer months sleeping in the Dolphin Centre car park, before the cold weather and increasing depression took him to a GP for an emergency visitors appointment.

Outcome =



GP

Client attended CAB drop in service. Emergency steps taken and appointment made a few days later for full advice.



Nov 2013



Homelessness



Healthwatch report made by CAB due to the difficulty the homeless client experienced seeing a GP

Shelter



GP



Nov 2013

Client attended appointment. Stated he was getting no help, would not be housed, by BoP and had no money.

- Telephoned;
- BoP Homelessness (client intentionally homeless)
- GP (to arrange appointments for client)
- Social Service's (at request of GP surgery)
- DWP (benefits in place and paid correctly)

Food bank voucher



Dec 2013

CAB contacted by H&C as client had attended their office requesting help. They had seen clients name on the Healthwatch database and wanted to confirm support was in place as client stated he was not getting help



Dec 2013

Client called in again claiming he was not being helped and had no support. Advisor spoke to Routes to Roots who confirmed he was attending regularly and that they were assisting with location suitable accommodation.



Female, Mid 30s. Single, Learning Disability.  
Attends Poole Forum



Bureau contacted by Poole Forum,  
As client keeps running out of money and  
has received letters from creditors about  
non-payment of credit agreements

Clients Support needs discussed  
with Poole Forum who will look  
into it further.



Oct 2013

Client Attended CAB, but had few details.  
Stated her support worker had left and she  
was struggling to cope.  
Advisor called Landlord, CT, Water and  
Utilities supplies to gather information.  
Time spent trying to track down support  
worker. Unable to locate.



Oct 2013

Client Attended with Support worker from  
**Dorset Advocacy**  
Financial statement created and negotia-  
tions with creditors.  
Client concerned over ability to budget



For budgeting help



Dec 2013

Client Attended alone  
More debts that she had forgotten  
about



Feb 2014

Client arranged appointment.  
CANCELLED AS UNWELL  
2nd Appointment DID NOT ATTEND  
3rd Appointment. Attended. Cli now  
has Social Worker, but cant remember  
name.  
Advisors traced BOP Social Worker,  
who was appointed as Cli not paying  
any bills



Feb 2014

Joint meeting with Social Worker / Client/  
CAB Advisor.  
Social Worker feels Client requires  
Appointee to handle financial affairs.  
Suggested.

### Money Cares Foundation

Clint agreed to explore this



March 2014

Client Attended alone and without appointment  
in hope of seeing advisors  
Very confused about what has been arranged.  
Frightened to speak to Social Worker.  
Advisor agreed to arrange another joint meeting



April 2014

joint meeting of CAB advisor  
Social Worker  
Telephone conference with Money Carers  
Foundation.

