

Case Study 1

“Mr H” at the time of enrolment had just finished a contract with British Gas and quickly took the opportunity to be self-employed working for Uber Taxi.

Due to the covid impact and lockdown restrictions, the taxi industry has not been very demanding and because of this, “Mr H” was experiencing in-work poverty, he has been struggling to meet the daily needs of his family.

“Mr H” was living with his family initially, unfortunately he was tested positive for covid-19 and he did not feel safe staying with his family as his wife’s sister has children.

“Mr H” decided to move out from the household and asked if I can help him to look out for accommodation. During our discussion, I booked an emergency appointment with Housing Options to get in touch with “Mr H” to assist with looking for suitable accommodation.

“Mr H” has managed to find a house through Housing options and needed help to pay in advance for the house.

During another conversation with “Mr H”, I made an application for Universal Credit and applied for an advance payment of £848, which “Mr H” has accepted and used towards the advanced payment to secure the accommodation.

“Mr H” moved in to the accommodation and secured part time employment in one of his family members off licence shop.

As “Mr H” has tested positive for covid, I applied for a COVID grant and he was offered £500. He is more stable as of now as he sorted the housing issue that he was more worried about and he is happy that he is in receipt of Universal Credit to top-up with his wages.

“Mr H” expressed that he needed to find sustainable employment that could better his future.

We had a lengthy discussion regarding “Mr H’s” career direction, which included salary, working hours, responsibilities & personal circumstances. “Mr H” decided that he would like to progress on to do a SIA Door Supervisor licence.

“Mr H” has attended and completed a Level 2 Health and Safety course with Adult Learning, “Mr H” is currently going through the process of being booked on to complete the SIA Door Supervisor licence.