CASE STUDY

Mr. P, a homeowner in financial distress, was referred to the welfare team at Reventus due to his struggles with making council tax payments to Reventus. Facing the risk of losing his home, as he was also struggling to pay his mortgage. Mr. P was in the process of selling his house to alleviate his financial burden. This had been the case for over 6 months the property had been up for sale. Recognising the complexity and severity of his situation, Reventus sought external expertise and outsourced Mr. P's case to Welfare Together, an organisation specialising in financial welfare and support for customers.

Assessment and Intervention

Upon taking over the case, Welfare Together initiated a comprehensive assessment of Mr P's financial situation. The key steps in their intervention included:

1. Initial Consultation

Welfare Together's team conducted a detailed discussion with Mr P to understand his financial circumstances, challenges, and goals. This empathetic and thorough approach was crucial in building trust and ensuring a solution tailored to Mr P's needs.

2. Benefits Calculator

Utilising a benefits calculator, the team worked to maximize Mr P's income. This tool allowed them to identify entitlements that Mr P was previously unaware of.

3. Mortgage Assistance Discovery

The assessment revealed that Mr P was entitled to receive £348 per month towards his mortgage. This discovery was a significant turning point in Mr P's financial recovery journey.

4. Assistance with Claim Forms

Understanding the complexity and the critical nature of claim forms, Welfare Together assisted Mr. P in accurately completing and submitting these forms. This ensured that he could promptly receive the financial assistance he was entitled to.

Outcome

The intervention led to a positive and impactful outcome for Mr. P:

Financial Relief

The additional funds of £348 per month significantly eased Mr P's financial strain, allowing him to manage his debt more effectively.

Successful Sale of Property

Empowered by the newfound financial stability, Mr P was able to proceed with the sale of his house under less pressure.

Full Payment of Bills

Following the sale of his property, Mr P contacted Welfare Together to settle his outstanding bills in full, a testament to his recovered financial status.

Conclusion

Mr P's case is a compelling example of how targeted financial welfare support can transform an individual's financial crisis into a story of recovery and stability. Welfare Together's intervention not only provided immediate financial relief but also empowered Mr P with the knowledge and resources to navigate his financial challenges effectively. This case underscores the importance of personalised financial welfare services and the positive impact they can have on individuals facing financial hardships.

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