



Title:	Money Management Procurement
Date of Meeting:	29/01/19

Appendix 1: Case Studies from Money Advice Plus

Short-term service Case Story

Ms D was a lady in her 30s who suffers from diabetes & epilepsy. As a result of her health problems, she had collapsed & fallen down a flight of stairs, causing serious injuries which hopefully in the longer term she will recover from. In the meantime, she was using a wheelchair and was unable to leave her home. On her discharge from hospital, she was referred to Money Advice Plus.

We visited Ms D in her home and helped to make claims for benefits to ensure that her income increased to take account of her new circumstances.

Ms D had run up debts, through being unable to manage on a very low income, and we were able to help with charitable payments to clear some utility debt and with her increased income, a repayment plan to clear the rest at a rate which she could manage.

In the short term, we provided a cash delivery service and help with paying bills, but we have supported Ms D to gradually move to more independence. We continue to receive her benefits, but now money is transferred into Ms D's own bank account, and she now leaves her home to withdraw cash, and also has taken back payment of some bills. Our support plan is that Ms D will become financially independent in her own time and as her recovery allows.



Long-term service Case Story

Mrs A is 83 years old; she lives in one of Brighton's senior accommodations. Mrs A has been suffering from severe mental health issues including confusion, and disorientation; lately she has become less aware of the environment around her. In addition, Mrs A's sight has worsened to the point that she is now visually impaired.

Mrs A remembers – It was in 2009 that my Worker from Social Services got in touch with Money Advice Plus. I wasn't able to manage my own money because I had some memory problems. A Money Support Worker visited me and together we agreed a plan. I agreed that Money Advice Plus would manage my benefits and pay my bills.

Thanks to support from Money Advice Plus I am able to receive cash every week which I use for my shopping, with help from one of the support workers here where I live. Also Money Advice Plus pays my care charges and bills and makes sure I don't need to worry about anything.

I am housebound, I never go out and I feel quite isolated. However with support from Money Advice Plus I know that things are taken care of and while my memory gets worse every day I do feel reassured that there is Money Advice Plus looking after me.

Due to mental health problems, visual impairment, diabetes and increasing frailty, Mrs A will soon be moved out from the senior accommodation and independent living into a more supported arrangement.

Mrs A says - Whatever the future brings, I am optimistic because you take care of my everyday needs; I am not sure where I would have been without Money Advice Plus. I have no one in my life apart from you.