

Cost of Living Support

Appendix 1: Anonymised Lincoln and North Kesteven case examples, 2023/24

- A gentleman struggling with day to day rising cost of living. A neighbour had been helping him to buy food. He was keeping on top of utility bills but had nothing at the end to live off and was relying on foodbanks. A £60 shopping voucher was issued and £25 in vouchers to help with gas & electric. The customer was grateful for the help but more grateful that he was listened to, and the support made him feel cared about.*
- Self-referral – Mum and child were struggling with rising cost of living on her income of Universal Credit. A £200 direct award was made to support with food and gas & electric. It was also noticed that this person had arrears on her council tax. She had not previously been engaging with us, but we contacted her by telephone and completed a council tax reduction form with her. She is now in receipt of full council tax reduction for this year.*
- A lady who has been diagnosed with breast cancer and is undergoing treatment so cannot work. She has claimed an income of Employment and Support Allowance, but due to still having a mortgage she is having to use her small amount of savings to make monthly repayments to that. On top of the worry of her illness she is also aware that she will eventually run out of savings. A Household Support Fund award was made as a direct payment to help with gas, electric & utility bills. We were also able to award her shopping vouchers to help with her food costs.*
- 1 adult & 3 children in the household. Universal Credit is their only income. They are in debt & payment plans have been set up but this leaves them short on money for food. After checking our records, we noticed that their Council Tax account was £175 in credit which we arranged to be credited to them. A supermarket voucher was also issued. The customer was so grateful as she didn't realise that she had a credit on her Council Tax account, so that was a bonus.*
- Referral from a nurse, City Hospital Nottingham, for an 18-year-old dependent child having ongoing treatment. (City of Lincoln Council) The family have 4 children and are struggling with the rising cost of living & keeping the house warm for their daughter who was receiving treatment for cancer. They have one wage to live off but were also paying out extra each week on petrol having to travel to Nottingham with their daughter. A £200 voucher award was made. In a follow up call to the family the father said it was great as he was able to use the voucher to pay towards petrol, food, & gas/electric tops up. We also referred them through to Development Plus for a warm pack. They were really pleased with their pack and said the radiator heat reflectors were making a real difference.*
- Gentleman has a disabled child but as he doesn't live with him full-time, he doesn't receive any income in Child Benefit or Universal Credit for him. When he comes to stay for weekends, he has a feeding machine that needs to be kept on overnight & the heating constantly on to keep him warm. It was a struggle with the cost of this from a single low income. An award of £100 in vouchers was made for help with food and a gas & electric top up.*
- A lady in need with extreme anxiety and suicidal thoughts. A referral had already been made for a food parcel, but we contacted the Lincoln Community Larder & arranged for the parcel to be delivered to the customer so that she did not need to leave the house. Also, a cash award of £100 HSF was made to help with gas/electric costs working in partnership with The Community Larder to ensure the parcel and award were made as soon as possible.*
- Self-referral from a resident who was on maternity pay but had just found out that she would have no job to return to as her place of work was closing due to rising costs. Due to reduction in her maternity pay she was struggling with household bills. Support was given with a £200 award of food shopping vouchers for her & her 3 children.*
- Customer living alone and only income is Employment and Support Allowance and Personal Independence Payment. This customer has arthritis and her only transport is her mobility*

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scooter. She travels to the shops and then ends up so cold from the journey but does not like to put the heating on when she gets back as it is too expensive, but this impacts on her health. A referral was made to our partnership organisation at The New Life church Sleaford and they were able to make a payment towards the customers gas/electric bill.

- A family whose only source of income is Universal Credit. The family were struggling with bills, a broken oven, needed fuel for their car and have numerous health conditions. The customer was already a member of a community grocery but had no fuel to get there. A referral was made to our partnership organisation at the New Life Church, who made a cash award of £100. A referral was also completed for support with white goods and their details also passed to our Welfare Team to provide debt advice to the customer who was grateful and very emotional.*
- A gentleman who lives alone and cannot work due to various health conditions. He receives the basic amount of Universal Credit for a single person. He has two children who come to stay for weekends, but he is struggling to pay for his household bills and provide food for them when they stay. He was also worried he would not be able to provide for them at Christmas. A direct award was made to the customer of £100 in HSF4 wave 1 and £100 in wave 2 to support with food and transport costs to hospital as he didn't qualify for a Taxi to get there. We were also to arrange the delivery of a Christmas food hamper and gifts for his children which was delivered with our partnership organisation at the New Life Church, Sleaford.*