



Financial  
health &  
wellbeing



Support for life

## Ben helped Paul's family manage their debts

Paul lives with his wife and their young daughter. Paul's wife had to give up work due to a knee operation from which she was suffering complications. The family had been receiving some benefits and Paul was working full time. However, he was on a low wage so the family were struggling to pay all of their outgoings. As a result, they had fallen into arrears with council tax and electricity.



The family were taken to court about their council tax arrears and there were additional costs associated with that. They were also under considerable pressure from their electricity supplier, which was causing them a great deal of stress. The family then approached Ben for help managing their finances.

Ben carried out a home visit and, as a result, submitted a number of benefit applications on behalf

of the family. During the visit, Paul spoke to the local council and the electricity provider to see if there was a way to repay a more manageable amount of money over a six month period. Ben also awarded the family with a grant to help them clear their utility arrears. The benefit claims were successful so the couple received the additional income they needed to manage their finances during this stressful time.

[www.ben.org.uk](http://www.ben.org.uk)

Free, confidential helpline 08081 311 333

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