

Citizens Advice Case Study

2021



citizens
advice

Lindsey

The lady and her husband attended one of our offices in July 2019

They had both worked all of their life and now both had health issues which affected their daily living and things were starting to become a strain.

Her husband was already in receipt of Disability Living Allowance and they both received a good pension. Along with having a small amount of savings and owning their own property she thought they would not be able to get any more financial help.

After the initial appointment with the couple, it became clear that she would be eligible to make a claim for Attendance Allowance, due to her health issues. We sorted through her medical evidence for information to support the claim, which was successful.

Both her and her husband also cared for each other, so we helped them make a claim for Carers Allowance online. This made them eligible to claim Pension Credit and also Council Tax reduction which overall increased their weekly income by £135.

This has proved to be extremely helpful and they can now plan and do things together without the worry of the extra costs involved.

Shared by Marissa Ward (Specialist Adviser TED at Citizens Advice)



TED is funded by The National Lottery Community Fund and is managed by YMCA Lincolnshire

About East Lindsey



T.E.D.

Ageing Better
in East Lindsey

East Lindsey is a large, sparsely populated district within the county of Lincolnshire, which includes the popular coastal seaside towns of Skegness and Mablethorpe.

East Lindsey has a higher than average ageing population with 29% of people aged 65 and over. High numbers of older people move to East Lindsey in their retirement years and many have multiple chronic health conditions and few social and familial connections in the region. Public transport across East Lindsey is poor and therefore accessing services can be challenging, especially for older adults.

The overarching aims of the TED Programme are to:

- Reduce social isolation and loneliness
- Help older people to become better connected with volunteering, social, leisure and health improving activities
- Provide opportunities for older people to influence the design, delivery and evaluation of both the services and businesses available to them

We currently have over 1800 registered TED members, and over 100 businesses across East Lindsey hold an Age-friendly Business Award.

Further information...

To find out more about TED or to get involved visit our website www.tedineastlindsey.co.uk or start a conversation and share your views online: Twitter: [@ted_EastLindsey](https://twitter.com/ted_EastLindsey)



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