

Mandy - A Journey to Self-sufficiency

Meet Mandy

Mandy is a single parent of two teenage daughters. Her two-bedroom house is overcrowded. Both Mandy and her daughters are hoarders and she has been unable to cope with keeping her property organised.

Mandy came to the Ancora project because she needed a food parcel while waiting for Universal Credit payment. It became clear that Mandy was spending more than she got in due to commitments made when her income was better as well as bills and living expenses.

Mandy appeared anxious and seemed to have difficulty understanding the reasons for her predicament. Unexplained pain was affecting both her social life and her financial situation.

Our support

Finances -We supported her to contact the benefits department. Eventually, they agreed to reduce the amount of repayments deducted from her benefit each month.

We supported her to apply for a Council Tax reduction to which she was entitled.

We continued to supply food and fuel vouchers to support her and her family throughout.

Physical Health - Ancora supported Mandy to ring the Department for Work and Pensions and instigate a Personal Independence Payment (PIP) application. She made regular visits to her doctor in order to get the correct referrals and a clear diagnosis.

Planning -By supporting Mandy to formulate a plan of action, she was better able to understand her predicament and the action that she needed to take to improve her circumstances.

Housing -Mandy was supported to upgrade her position on the local social housing provision website by inputting details of her daughter`s health conditions and needs as well as her own.

Now

Mandy has maximised her income by applying for benefits and reductions she is entitled to. Her Council Tax account is in credit and the Housing department have accepted Mandy`s priority need.

Mandy was diagnosed with Fibromyalgia and is learning how to manage her pain.

She volunteers at her local community centre and regularly updates us on her progress She is really proud of the fact that she rarely needs to ask for help as she now has the knowledge and skills to help herself. She even refers attendees at the community centre to Ancora and is also able to offer well informed advice to friends and family.

Mandy tells us "My life has changed for the better since I contacted Ancora. They didn`t just help me with my problems, but they taught me how to deal with things myself. I feel happy and confident and the best thing is, I can help other people."