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| **Nicola’s Story** |
| **Background:**  Nicola was referred to our service by Solace. She came to us in crisis and was fleeing domestic violence with her two young children. |
| **What did you do with the client / what goals were set?**   * Our goals were to find temporary accommodation. * Sign up for housing benefit and Universal Credit. |
| **What was the outcome?**   * Nicola had accidentally refused the first temporary accommodation offer, due to a misunderstanding. I followed this up with the council and got her another offer and Nicola moved in shortly after. We signed up for housing benefit and Universal Credit. * Bus tickets given. |
| **How did Pecan make a difference?**  We provided a safe and non-judgemental space for Nicola to come for weekly support. She appreciated meeting face-to-face as she had previously found her situation overwhelming and isolating. |
| **Feedback / memorable quote from client:**  “Thank you so much for supporting me, helping me. I don’t know how I would do it otherwise” |