

## Customer helped to settle in new home in unfamiliar area

After a twenty-something, mum-of-three's landlord sold her home, she found herself in temporary accommodation, but in an unfamiliar part of Croydon borough. Due to suffering from depression, she found it difficult to fully engage with life in her new area. She desperately missed the support of her family and friends, despite the help of a health visitor and an early help worker. An additional blow was that the Benefits Cap adversely affected her.

She got in touch with a Family Centre (in Fieldway, New Addington) advisor, and it proved to be a turning point in her life. After a few meetings, the team greatly eased her mind concerning most of her problems, including her financial worries. Her life has improved hugely, now, with the help of charities and through sharing money-saving ideas and ways to get back into employment.

*"In November the benefit cap came in and it affected me... I needed help, So I made contact with them, and came to the Family Centre."*

Since then, she has participated in the Small Steps to Employment initiative. She joined the Jobclub and has worked on a CV and applied for jobs. Depression can make it difficult for people to participate in life as fully as they would wish, but, with the help of the Family Centre team, the customer now feels much less isolated. She is still in the same home, but after having taken the initiative to contact the team, she feels much happier, more settled and much more hopeful about the future. *Knowing she has a team there who care and to whom she can turn has vastly improved her life.*

*"In the six weeks of coming, it made such a great big difference because for the past two years, it's just been so difficult, like my whole life had totally changed...whatever they could help with, they would."*