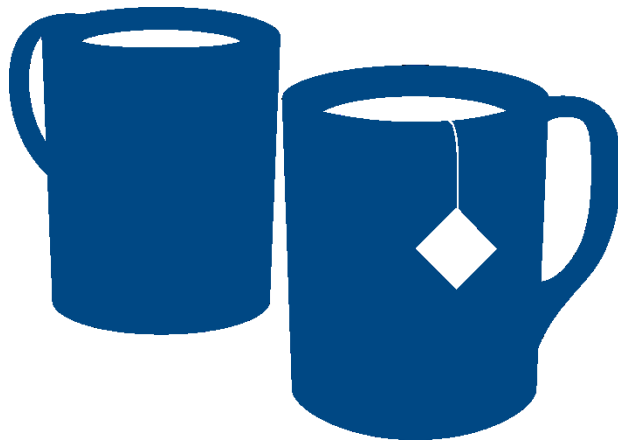


Citizens Advice Cornwall case study



Making savings and using a Debt Relief Order to balance the budget

'Eva' * was in her forties, and her partner had been recently jailed for a long period. There were two teenage children and they all lived in housing association accommodation.

Her own health was not good and the partner had been the main earner. When 'Eva' came in for her interview her income consisted of Child benefit, Child Tax Credit and Employment and Support Allowance, along with Housing Benefit and Council Tax Support.

'Eva' was finding it difficult to make ends meet and had stopped paying her water bill. We identified £100 per month of savings that could be made from her expenditure. The debts consisted of rent arrears, Council Tax arrears, a Housing Benefit overpayment and a couple of other small debts, bringing the total to around £1000.

We identified that a Debt Relief Order (DRO) as the best strategy. Although there was a possibility that a fraudulent debt could be collected after the moratorium, the DRO would deal with the majority of the debts and would give relief for 12 months.

We approached a local charity for help with the £90 fee and they also generously provided £100 of Tesco vouchers.

The DRO application was made, and by this time 'Eva' was keeping to a balanced budget. It was approved on the following day. The whole process had taken just three months.

* Name has been changed to protect client confidentiality

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