

Debbie's story

When Debbie* needed help with her benefits, she found personalised face to face support from our Benefits and Income Maximisation team.

*Customer name has been changed to protect her identity

Debbie initially attended a customer drop-in session run by Kirstie, one of our Benefits and Income Maximisation Officers. Debbie needed help updating her housing costs on Universal Credit, as there was incorrect information about her household, and she also wanted support applying for Personal Independence Payment (PIP).

Kirstie provided Debbie with step-by-step guidance through the PIP application process. This expert support paid off when Debbie was awarded both enhanced rates of daily living and mobility components, increasing her weekly income by over £180.

Months later, Debbie attended another drop-in session with concerning news—her PIP payments had stopped. Kirstie immediately took action, contacting the Department for Work and Pensions (DWP) on Debbie's behalf. They discovered Debbie needed to provide information regarding her status.

Kirstie supported Debbie with providing the additional information which was a lengthy process. Kirstie continued to support Debbie chasing DWP for an update on her behalf and eventually her PIP was fully reinstated, and she received a substantial backdated payment of over £8,000.

Kirstie Danton
Benefits and
Maximisation Officer



Working with Debbie highlights exactly why our drop-in sessions are so valuable. Navigating the benefits system can be complex and overwhelming for many people. Being able to provide face-to-face support throughout Debbie's journey - from the initial application to resolving the payment stoppage - allowed us to build trust and achieve a positive outcome. This is what our Benefits and Income Maximisation service is all about: providing personal support to help our customers access the benefits they're entitled to.

Debbie's
£180
a week
better off

If you, or someone you know, needs help, please get in touch with our Benefits and Income Maximisation team. You can call them on **0300 323 0011** or send an email to **customer@moat.co.uk**.