

## Engaging People Project Case Study

Team: HALE

Date: 6/11/18

Title: Self Care Information Stall

Outcome: Better Information

i.e: better engagement, better information or better decision making

### Background (brief intro)

Whilst I was working to promote self care at a community centre event, I had the opportunity to speak with community members and other professionals attending the event.

One person I talked to shared that he was struggling with mental health issues, had attempted suicide in the past, and admitted to drinking heavily which has led to accumulating debt with utility bills.

### What we did, who was involved (project activity)

I had previously spoken to a member of the Yorkshire Water Field team about the services they provide and they gave me information to share with the people we meet and work with which meant I could offer support to this person.

We agreed to contact Yorkshire Water together to find out what payment plan/rate he was on and find out whether savings could be made.

Yorkshire Water informed us that they were just about to pass his details onto a debt recovery agency which came as a shock to him.

### Outcome (results, recommendations, learning, added value)

We were able to arrange for support to help reduce the debt through a better payment plan and request getting a water meter fitted that would estimate a saving of £160 a year.

He was really appreciative about the support offered from me and Yorkshire Water and if I hadn't provided the information to him, he would not have known about the debt and would have incurred further debt for the cost of the Debt Recovery Agency.

I truly believe if we had not made that phone call and the debt recovery agency had contacted him it would have pushed him over the edge, resulting in more self harming behaviour.

What next (future plans, spin offs)

I will be promoting to individuals and community groups about the service we received from Yorkshire Water and offering/encouraging them to check their own water bills and find out if they too could reduce their bills or get help dealing with water debt.