



Delivering Advice, Information and
Legal Representation Services

Case Study from the Centre for Armenian Information & Advice (CAIA)

Mrs SB, a single mother, for many years lived a transitory life. Her asylum application refused, she and her adult son lived hand to mouth, not having a fixed address, feeling isolated as outcasts from society. When she approached the Centre for Armenian Information & Advice (CAIA), she had developed a considerable amount of arrears, which had compounded her medical problems. Mrs SB had expressed to CAIA's adviser many times her suicidal thoughts as a way out of her predicament.

The CAIA helped Mrs SB and her son over a period of four years. First, by enabling them to obtain Indefinite Leave to Remain, and later, to obtain the Certificates of ESOL and Life in the UK. Both of them gained British Nationality and British Passports, which the CAIA's advisor helped complete, and also provided personal references for - something over and above his normal duties and job description.

More recently, the Centre for Armenian Information & Advice helped Mrs SB to claim and obtained all her benefits entitlements. Her son was also encouraged to take part in various employability training courses, organised and held at the CAIA, which have enabled him to find a job as a bus driver.

Mrs SB has now cleared all her arrears and has an accommodation where she feels at home for the first time in UK. This now gives her the chance to look after her new granddaughter while her son and daughter-in-law work. She has regained the self-esteem and confidence as a person, a mother and grandmother. Her depression has lifted; she feels much better, and is extremely grateful to the CAIA. Both Mrs SB and her son are now members of the CAIA. In addition, her son is a capable handy man who occasionally volunteers for the CAIA by carrying out decorations and fixing odd problems at their premises. In this way, he feels that he is also contributing something back to the CAIA, which in turns makes him feel proud and involved with his community and wider society.