

Read: RE: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Mon, 30 Jan 2023 13:59:28 +0000

Your message

RE: [B184500001] RE: 900700 Deon Benjamin Client care

From: Andre Cummings <AndreC@Duncanlewis.com> To: 'Lorraine Cordell'

<lorraine32@blueyonder.co.uk> Date: Mon, 30 Jan 2023 12:49:14 +0100 Dear Lorraine

If they have discharge Deon they need to issue a discharge letter they cannot state this over the phone.

I will send the council a letter today

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 27 January 2023 19:09

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: RE: [B184500001] RE: 900700 Deon Benjamin Client care

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Dear Andre

Please see attached document.

Also Deon called the out of hours at Enfield Council today and was told that they have been told they can not given her housing even through she is street homeless, as they have been told not to give her anything as she was discharged.

The person deon spoke to would not give a name who had told them not to give her anything.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>>

Sent: 27 January 2023 17:39

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Cc: 'deon benjamin' <deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>>

Subject: RE: [B184500001] RE: 900700 Deon Benjamin Client care

Dear Deon

Please find attached client care letter and terms of engagement

Could you please sign the last page of terms of engagement and return to me

I will send a letter first thing to the council via email Monday morning apologise for the delay.

In the mean time please contact the numbers provided as the council would still take few days to consider whether they will grant accommodation pending review or not .

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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[trk=gf&trklInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHcJMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=& %3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trklInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHcJMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=& %3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 27 January 2023 13:24

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Subject: [B184500001] RE: [B184500001]RE: [DL Admin] RE: 900700 Deon

Benjamin information you asked for 23-01-2023

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Dear Andre

Please see attached new doctors letter

From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Sent: 26 January 2023 15:37

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Cc: 'deon benjamin' <deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: [B184500001]RE: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023

Dear Lorraine & Deon

If you need immediate assistance with homelessness whilst we are in the process of asking the council for accommodation.

In the meantime call these numbers you can call street link 03005000914 or shelter on 0808 800 4444 for emergency accommodation and see if they can help

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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[trk=gf&trklInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHcJMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=& %3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trklInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHcJMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=& %3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 26 January 2023 14:49

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Subject: RE: [B184500001]RE: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023

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the email or open attachments unless you are expecting this email.

Dear Andre

Deon Is street homeless. Enfield Council has not given her anywhere to stay since the 16/01/2023, that is why the letter sent to us yesterday confused us so much.

Please see attached form

Regards

Lorraine

From: Andre Cummings <<mailto:AndreC@Duncanlewis.com>

AndreC@Duncanlewis.com>

Sent: 26 January 2023 14:09

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Subject: RE: [B184500001]RE: [DL Admin] RE: 900700 Deon Benjamin information
you asked for 23-01-2023

Dear Lorraine

Please confirm is Deon currently street homeless or have the council provided somewhere for her to stay in the interim? This is very important if she is currently homeless with no place or if the council has her somewhere in the interim.

Where is she currently staying

When Deon sees the police she should ask the police to provide a letter to state that they feel she is vulnerable and at risk if she is homeless

Please see attached client authority form for Deon to sign to give me permission to contact council.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Sent: 26 January 2023 12:48

To: Andre Cummings <<mailto:AndreC@Duncanlewis.com> AndreC@Duncanlewis.com>

Subject: Re: [B184500001]RE: [DL Admin] RE: 900700 Deon Benjamin information

you asked for 23-01-2023

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Dear Andre

As said I don't have the date of the relife date we were never given that.

Deon has also got to attend the police station next week to do statements regarding the attack on the 25/11/2022, it seems from what enfield council has told the police everything is fine with deon's housing so it's like the police believe she is being housed not on the streets which is the case, it's like enfield council has lied to the police.

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From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>>

lorraine32@blueyonder.co.uk>

Sent: 26 January 2023 12:11

To: Andre Cummings <<mailto:AndreC@Duncanlewis.com>> AndreC@Duncanlewis.com>

Subject: Re: [B184500001]RE: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023

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Dear Andre

Thank you for the update, I would be grateful if the s202 can be done by you.

Also we are making arrangement to obtain deon mental health records this is we're the issue would lay with the 21 days, the royal free has bought her appointment forward regarding seeing the doctor as they believe she has post-traumatic stress disorder due to the attack on the 25th of November 2022. The original date for that was the 28th of February 2023. That's now been brought forward to the 16th of February 2023.

She has also got an appointment with her GP, she has suffered with mental health since she was a child and has been under a number of doctors but all

the letters are going to need to be obtained and I'm not sure if 21 days we would be able to obtain all of those documents.

Is there a way to be able to extend the 21 days to submit the full review?

Also, tomorrow would be great to be able to have a telephone conversation with you. If we could do around 13.00 tomorrow Deon can come round to me as she does need a lot of help, explaining things, plus she's got dyslexia.

Regards

Lorraine

Sent from my iPhone

On 26 Jan 2023, at 11:21, Andre Cummings <AndreC@duncanlewis.com

<<mailto:AndreC@duncanlewis.com>> > wrote:

Dear Lorraine

Legal aid was approved this morning , you have 21 days to appeal the council decision. I can do the S202 review for you and I can write to the council informing them of the decision.

As you have 21 days to request for an review, during this time you and your daughter should gather any new medical evidence which you can gather to support the case. It would be best to get a doctors letter to state she is vulnerable.

Is it possible to arrange a phone call tomorrow so you can give me some background in regards to the situation in detail and then give instructions on what points you don't agree with set out by the council. I will email the council next informing them that you wish to review the decision so don't worry about emailing them.

In the meantime if you have the relief duty letter please forward it to me so I know how much days are left.
Please confirm if it is your wish to review the council decision

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trklInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHcJMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=& %3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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From: Lorraine Cordell <<<mailto:lorraine32@blueyonder.co.uk>>

lorraine32@blueyonder.co.uk>

Sent: 25 January 2023 17:32

To: Andre Cummings <<<mailto:AndreC@Duncanlewis.com>> AndreC@Duncanlewis.com>

Subject: RE: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023

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Dear Andre

We have just had this from Enfield Council I know legal aid has not been approved yet but I feel I should send this over.

Regards

Lorraine

From: Andre Cummings <<<mailto:AndreC@Duncanlewis.com>>

AndreC@Duncanlewis.com>

Sent: 25 January 2023 16:58

To: 'Lorraine Cordell' <<<mailto:lorraine32@blueyonder.co.uk>>

lorraine32@blueyonder.co.uk>

Subject: RE: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023

Dear Lorraine

Thank you for this, I have uploaded deon bank statement and legal aid form and waiting for approval Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Sent: 25 January 2023 16:00

To: Andre Cummings <<mailto:AndreC@Duncanlewis.com> AndreC@Duncanlewis.com>

Subject: RE: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023 Importance: High

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do not click on any links in the email or open attachments unless you are expecting this email. Dear Andre

I was thinking I sent an email with the information you needed from my iPhone but it seems it never sent. Deon is homeless since 16/01/2023 when Enfield Council discharged her.

Please see attached NatWest document which can now be attached to the files you need to send.

Regards

Lorraine

From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Sent: 25 January 2023 15:55

To: 'Andre Cummings' <<mailto:AndreC@Duncanlewis.com>

AndreC@Duncanlewis.com>

Subject: RE: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023 Importance: High

Dear Andre

Please see attached NatWest document I have sorted it so you can attach it.

Please let me know if I can help any more.

Regards

Lorraine

From: Andre Cummings <<mailto:AndreC@Duncanlewis.com>

AndreC@Duncanlewis.com>

Sent: 25 January 2023 13:01

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Subject: RE: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023 Dear Lorraine

Could you confirm your daughters address where she is staying now

Or does she have no fixed address

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHcJMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=& %3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>>

lorraine32@blueyonder.co.uk

Sent: 25 January 2023 11:44

To: Andre Cummings <<mailto:AndreC@Duncanlewis.com>> AndreC@Duncanlewis.com>

Subject: Re: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023

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Dear Andre

If I can get my computers back later tonight I try and do it and send over but not sure if I will be able to set them up tonight.

Regards

Lorraine

Andre Cummings

Caseworker

DDI: 02072752883

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On 25 Jan 2023, at 11:40, Andre Cummings <AndreC@duncanlewis.com

<<mailto:AndreC@duncanlewis.com>> > wrote:

Dear Lorraine

Okay what I will do I will show it to my supervisor and if its okay, when I'm in the office tomorrow I will print and re scan them in and apply for legal aid.

I will wait for her approval

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHcJMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=& %3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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<image004.jpg>

From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Sent: 25 January 2023 11:37

To: Andre Cummings <<mailto:AndreC@Duncanlewis.com> AndreC@Duncanlewis.com> Subject: Re: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023 **Alert:** This is an external email received from outside Duncan Lewis. Please

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Dear Andre

The only way I know is the print the document and then rescan it, that takes the protection of, that's the only way I know how to do it, I could do it but atm I have not got access to my computer with all the documents. my front room is being decorated and I just taken all my computers out and disconnected them.

Could you print the NatWest and re scan it please?

Regards

Lorraine

Sent from my iPhone

On 25 Jan 2023, at 11:22, Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> > wrote:

Dear Andre

So you just want the NatWest Barclays the ID and ESA in one file is that correct or do you need the forms in that as well

Regards

Lorraine

Sent from my iPhone

On 25 Jan 2023, at 11:17, Andre Cummings <AndreC@duncanlewis.com

<mailto:AndreC@duncanlewis.com> > wrote:

Dear Lorraine

The natwest document is secure so I can't combine so I can't save the document to upload it, keeps asking for password permission.

Are you able to send me a version that's not secured

So I can save it and upload , we can only upload one document on system so trying to combine it with the Barclays.

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHcJMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

<image003.jpg>

<image004.jpg>

From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>
lorraine32@blueyonder.co.uk>

Sent: 24 January 2023 17:22

To: Andre Cummings <<mailto:AndreC@Duncanlewis.com> AndreC@Duncanlewis.com>

Subject: RE: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre Cummings

Please see attached NatWest from oct 2022 to Jan 2023 with balance its all in once statement.

Regards

Lorraine

From: Andre Cummings <<mailto:AndreC@Duncanlewis.com>
AndreC@Duncanlewis.com>

Sent: 24 January 2023 16:36

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Subject: RE: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023

Importance: High

Dear Lorraine

Having review the nat west bank statement , I realised the bank statement shows the transactions in and out but does not show the balance that is in

the account each month.(see attached for reference) it needs to be like

the Barclays statements showing transaction in and out and balance

This would be needed for legal aid to ensure there is no more than 8000 and so that we can put on the form how much capital your daughter has to show she qualifies for legal aid.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHcJMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=& %3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

<image003.jpg>

<image004.jpg>

From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>
lorraine32@blueyonder.co.uk>

Sent: 24 January 2023 14:54

To: Andre Cummings <<mailto:AndreC@Duncanlewis.com>

AndreC@Duncanlewis.com>; 'deon benjamin' <<mailto:deonbenjamin@yahoo.com>

deonbenjamin@yahoo.com>

Subject: RE: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023

Importance: High

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Dear Andre Cummings

Thank you for the below email it was good as a letter came today from ESA dated the 17/01/2023, so we don't need to wait until the one requested comes.

She went and got a print out from her Barclays account today, but they did not go back far enough so I think you have to use some of others already sent over to you.

Hope this is everything you need for the legal aid let me know.

Regards

Lorraine

From: Andre Cummings <<mailto:AndreC@Duncanlewis.com>

AndreC@Duncanlewis.com>

Sent: 23 January 2023 15:53

To: 'deon benjamin' <<mailto:deonbenjamin@yahoo.com>

deonbenjamin@yahoo.com>; 'Lorraine32@blueyonder.co.uk' <<mailto:Lorraine32@blueyonder.co.uk>

Lorraine32@blueyonder.co.uk> Subject: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023

Importance: High

Dear Deon

We do not represent you yet as we have not open a case for you.

You would need to still provide the following as the document received are not up to date:

1. Updated bank statement for your Barclays bank account it runs until 20th January (You can get this by going to the bank and ask them to print it out for legal aid purposes)
2. A updated ESA letter stating how much money you receive per month from ESA within the last 1 month, the ones provided our out of date.

In order for legal aid to accept we will need these documents as having it on the bank account isn't enough evidence and the legal aid company will reject.

Could you please get these items to me no later than Thursday 3pm or we would have to ask for updated bank statements.

We cannot act on your behalf until we receive these documents

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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VnqpmHcJMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=& %3A
%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater- london>

<image003.jpg>

<image004.jpg>

From: deon benjamin <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com> Sent: 23
January 2023 15:23

To: Andre Cummings <<mailto:AndreC@Duncanlewis.com>

AndreC@Duncanlewis.com>; <mailto:pinar.elmaz@enfield.gov.uk> pinar.elmaz@enfield.gov.uk;

<mailto:lilian.moki@enfield.gov.uk> lilian.moki@enfield.gov.uk; <mailto:Samuel.leach@enfield.gov.uk>

Samuel.leach@enfield.gov.uk; <mailto:Nsharif@IQgroup.org.uk> Nsharif@IQgroup.org.uk;

<mailto:Chris.Farrell@enfield.gov.uk> Chris.Farrell@enfield.gov.uk;

<mailto:edmontoncasework@gmail.com> edmontoncasework@gmail.com;

<mailto:kate.osamor.mp@parliament.uk> kate.osamor.mp@parliament.uk;

<mailto:housing.assessment.team@enfield.gov.uk> housing.assessment.team@enfield.gov.uk;

<mailto:housingmedical@enfield.gov.uk> housingmedical@enfield.gov.uk;

<mailto:hsgallocations@enfield.gov.uk> hsgallocations@enfield.gov.uk;

<mailto:Emily.Berry@enfield.gov.uk> Emily.Berry@enfield.gov.uk

Subject: RE: 900700 Deon Benjamin information you asked for 23-01-2023

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the email or open attachments unless you are expecting this email.

REF: 900700

Miss Deon Benjamin

DOB: 26/08/1989

Dear Lilian Moki and anyone else

Thank you very much for contacting me by telephone and explaining the
current situation, however due to my medical conditions I find it difficult to remember everything and also
fully understand what has been said to me so I would appreciate if you can put everything, we discussed
on the phone in an email so I can have a record of our conversation and also so I can read over it and
fully understand what has been advised to me.

Additionally from the phone conversation, I understand that you are now investigating the situation that
took place at the Travelodge Enfield that lead to me receiving an eviction notice and subsequently Enfield
Council discharging their duty to provide temporary accommodation, however I am a bit confused how
the investigation is only taking place now, surely this should have been investigated prior to Enfield
Council making the decision to discharge their duty to provide temporary accommodation, as this
decision has left me, a vulnerable person homeless since 16/01/23 due to no fault of my own.

It seems to have got a reply from anyone at Enfield Council I had to complete my own email dated the
19/01/2023 to get an investigation started. Yet it took me to do this Enfield Council never asked me to put
anything into writing as to what happened they just discharged me without asking me anything. Enfield
Council was willing to leave me homeless on the streets
getting myself into debt to try and live.

As I stated on the phone, I do now have a solicitor their name is Andre Cummings, from Duncan Lewis, I
have already supplied them with all the information I have. And I believe they will be in contract with you
soon. I therefore agree to allow Duncan Lewis any information they need to help me deal with this case. I
will also be coping them into this email <mailto:AndreC@Duncanlewis.com> AndreC@Duncanlewis.com
You have also asked me on the phone call to supply more information regarding my hand injury, I am
under the royal free hospital which you should already know as I have given you letters from them, they

are the hospital who done the operation to my injured hand on the 27/11/2023 to try and fix it. But there was so much damage I was already told I would need at least a minimum of 8 months Physiotherapy Hand Therapy to try and get some use of my hand back the Physiotherapy team is not happy with how my hand is progressing and I am therefore booked in for the 06/03/2023 for more surgery, It has also been stated I have PTSD due to the attack on me, I don't feel like my hand is mine, and I am due to see the Psychologist who works within the Plastic Surgery team on the 28/02/2023. As well as still seeing the Physiotherapy Hand Therapy team. I will attach the letters I do have. My mental health has also suffered badly and is through the floor I feel like

killing myself and Enfield Council has only made that worse by what they have done.

I look forward to your response outlining what we discussed on the phone a short while ago today 23/01/2023, and additionally if you could provide some clarity on Enfield Councils process in discharging peoples duty to be provided temporary accommodation as in my case it seems like there was no investigation and the Travelodge managers statement on the situation that occurred at the Travelodge Enfield was taken as fact resulting in Enfield Council's duty to provide temporary accommodation being discharged.

Kind Regards,

Deon Benjamin 23/01/2023

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RE: RE Deon Benjamin SAR request Rio: 1048195

From: "RECORDS (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)" <beh-tr.records@nhs.net>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>,

"RECORDS (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)" <beh-tr.records@nhs.net>,

"ENFIELD, Lets-Talk- (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)" <lets-talk-enfield@nhs.net>,

"ENFIELDMHDRECORDSREQUESTMAILBOX (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)"

beh-tr.enfieldmhdrecordsrequest@nhs.net

Date: Mon, 30 Jan 2023 17:39:10 +0100

Attachments:

Deon Benjamin_Authority_Letter-Mental-Health-26-01-2023.pdf,

Deon Benjamin-SAR-Mental- Health-Records-26-01-2023.pdf,

Deon_Driving.pdf, Deon_Passport.pdf, ESA-17-01-2023.pdf

Dear Lorraine

Thanks for your email request which I have attached for ease of reference.

I have included our Enfield IAPT and Enfield Records Service in to my reply as they will process your request and contact you upon completion to arrange secure delivery of the requested records.

Kind regards

Christine Devaney

Medical Records Manager

Barnet, Enfield & Haringey Mental Health NHS Trust

Mobile: 020 8702 4371

Email: <mailto:cdevaney@nhs.net> cdevaney@nhs.net

<mailto:beh-tr.records@nhs.net> beh-tr.records@nhs.net - PLEASE USE THIS EMAIL ADDRESS FOR ALL SUBJECT ACCESS REQUESTS/QUERIES ETC.

Urgent Queries / Advice : <mailto:beh-tr.information.governance@nhs.net>

beh-tr.information.governance@nhs.net

Web: www.beh-mht.nhs.uk <http://www.beh-mht.nhs.uk>

Line Manager: Lynn Blinkhorn

Transformation Business Lead

Mobile: 07392 193186 / 0208 702 6345

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 27 January 2023 13:59

To: records@beh-mht.nhs.uk; INFORMATIONGOVERNANCE (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST) <beh-tr.information.governance@nhs.net>; RECORDS (BARNET,

ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST) <beh-tr.records@nhs.net>;

info@mind.org.uk; ENFIELD, Lets-Talk- (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST) <lets-talk-enfield@nhs.net> Subject: RE Deon Benjamin SAR request Rio: 1048195

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<mailto:lorraine32@blueyonder.co.uk> .

<https://aka.ms/LearnAboutSenderIdentification> Learn why this is important

This message originated from outside of NHSmail. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

To whom it may concern

Please see attached documents regarding me requesting all my Medical Records.

If I have not sent this SAR request to the correct email that deals with

SAR requests could it please be passed to the correct team.

Regards

Lorraine

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NHSmal - NHSmal Support

Deon Enfield Let® .pdf

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: Lorraine Mob <lorraine32@blueyonder.co.uk>

Date: Fri, 30 Aug 2024 13:48:00 +0100

Attachments:

Enfield LetR?.pdf, Untitled attachment 00004.txt

(No body content)

FW: [B184500001] Deon Benjamin 26/08/1989

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Mon, 30 Jan 2023 18:42:12 +0100

Attachments:

Deon-GP-Letter-26-01-2023-27012023132654.pdf,

ADM004 -Client Authority Form To Third Party-26012023135838-signed-30012023142651.pdf,

HDR011-Letter to Local Authority-30012023171408.pdf

Dear Deon

Please see letter sent to council today via email

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHcJMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=& %3A %2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Andre Cummings

Sent: 30 January 2023 17:41

To: 'lilian.moki@enfield.gov.uk' <lilian.moki@enfield.gov.uk>

Cc: housing reviews <housingreviews@enfield.gov.uk>

Subject: [B184500001]Deon Benjamin 26/08/1989

Importance: High

Dear Sirs,

We write in regards to above client , see authority and letter attached our client wishes to do a S202 review on the council s184 letter stating she is not in priority need, Could the Counil please provided the housing file for the client per requested.

The council stated in the S184 decision that our client still holds a relief duty to the client could you cofirm when this duty ends and what is being done to relif the client form homelessness.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHcJMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=& %3A %2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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Read: RE: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Mon, 30 Jan 2023 13:59:28 +0000

Your message

Re: RE Deon Benjamin SAR request Rio: 1048195

From: "ENFIELD, Lets-Talk- (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)" <lets-talk-enfield@nhs.net>

To:

"RECORDS (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)"

<beh-tr.records@nhs.net>,

Lorraine Cordell <lorraine32@blueyonder.co.uk>, "ENFIELDMHDRECORDSREQUESTMAILBOX (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)"

beh-tr.enfieldmhdrecordsrequest@nhs.net

Date: Tue, 31 Jan 2023 09:40:35 +0100

Dear Christine

Thank you for your email and approving for the records to be realised. I have forwarded on to the therapist who will send out accordingly.

Best Wishes,

Enfield IAPT

LET'S TALK IAPT

Improving Access to Psychological Therapies (IAPT) in Barnet Enfield and Haringey

Barnet Enfield and Haringey Mental Health Trust

T: 0208 702 4900

E: lets-talk-enfield@nhs.net

W: www.lets-talk-iapt.nhs.uk <<http://www.lets-talk-iapt.nhs.uk>>

Self referral link via website:

<<https://gateway.mayden.co.uk/referral-v2/0c4311f5-7dd3-4bf7-904b-9264f4c33d2c>>

<https://gateway.mayden.co.uk/referral-v2/0c4311f5-7dd3-4bf7-904b-9264f4c33d2c> The Chase Building | Chase Farm Hospital | The Ridgeway | Enfield | EN2 8JL

Please note: Let's Talk IAPT is not an emergency service. If you are hearing voices, or at risk of harming yourself or others, please call your GP or the 24-hour Crisis Telephone Service on 0800 151 0023. You can also call 999 or

visit your local Accident & Emergency (A&E).

Email security

Please also note that, whilst NHS email, which we will use to communicate with you and your GP is secure, we cannot guarantee that your own personal email server will be so. Please only give us your email if you are happy for confidential information to be sent to your email address.

From: RECORDS (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST) <beh-tr.records@nhs.net>

Sent: 30 January 2023 16:39

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>; RECORDS (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST) <beh-tr.records@nhs.net>; ENFIELD, Lets-Talk- (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST) <lets-talk-enfield@nhs.net>; ENFIELDMHDRECORDSREQUESTMAILBOX (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST) <beh-tr.enfieldmhdrecordsrequest@nhs.net>

Subject: RE: RE Deon Benjamin SAR request Rio: 1048195 Dear Lorraine

Thanks for your email request which I have attached for ease of reference.

I have included our Enfield IAPT and Enfield Records Service in to my reply as they will process your request and contact you upon completion to arrange secure delivery of the requested records.

Kind regards

Christine Devaney

Medical Records Manager

Barnet, Enfield & Haringey Mental Health NHS Trust

Mobile: 020 8702 4371

Email: <<mailto:cdevaney@nhs.net>> cdevaney@nhs.net

<<mailto:beh-tr.records@nhs.net>> beh-tr.records@nhs.net - PLEASE USE THIS EMAIL ADDRESS FOR ALL SUBJECT ACCESS REQUESTS/QUERIES ETC.

Urgent Queries / Advice : <mailto:beh-tr.information.governance@nhs.net>

beh-tr.information.governance@nhs.net

Web:

<<https://gbr01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.beh-mht.nhs.uk%2F&data=05%7C01%7Clets-talk-enfield%40nhs.net%7C70dedcb7d7e9458f334808db02e083a3%7C37c354b285b047f5b22207b48d774ee3%7C0%7C7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjEhaWwiLCJXVCi6Mn0%7C3000%7C%7C&sdata=GKbef2HJr4PJaROhzgV22IZO4yQ7epls8R4m71LIMiA%3D&reserved=0>>

www.beh-mht.nhs.uk

Line Manager: Lynn Blinkhorn

Transformation Business Lead

Mobile: 07392 193186 / 0208 702 6345

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 27 January 2023 13:59

To: records@beh-mht.nhs.uk; INFORMATIONGOVERNANCE (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST) <beh-tr.information.governance@nhs.net>; RECORDS (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST) <beh-tr.records@nhs.net>;

info@mind.org.uk; ENFIELD, Lets-Talk- (BARNET,

ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST) <lets-talk-enfield@nhs.net>

Subject: RE Deon Benjamin SAR request Rio: 1048195

You don't often get email from lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> .

<<https://aka.ms/LearnAboutSenderIdentification>> Learn why this is important

This message originated from outside of NHSmail. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

To whom it may concern

Please see attached documents regarding me requesting all my Medical Records.

If I have not sent this SAR request to the correct email that deals with SAR requests could it please be passed to the correct team.

Regards

Lorraine

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**DR D ABIDOYE NIGHTINGALE HOUSE SURGERY DR Y CHONG 13
NIGHTINGALE ROAD**

**EDMONTON
LONDON N9 8AJ**

Tel: 0208 805 9997

www.nightingalehousesurgery.nhs.uk

2 February 2023

YC/KM

PRIVATE & CONFIDENTIAL

TO WHOM IT MAY CONCERN

Dear Sir/Madam

**Re: Miss Lorraine Cordell dob 03-Oct-1963 NHS No: 482 047 6580 23 Byron
Terrace, Hertford Road, Edmonton, London, N9 7DG**

I confirm the above 59 year old lady is a patient registered with our practice.

She has a history of several medical issues. She suffers from chronic obstructive airways disease and also chronic kidney disease with inflammation of the kidneys.

She informs us that she is due to have open heart surgery at St. Bartholomew's Hospital on 8th February 2023.

She also suffers from polymyalgia rheumatica.

She is currently applying to see her son in prison. It is difficult to predict how the heart surgery will progress.

We would therefore be grateful if special permission is given for her to see her son before her heart operation as the outcome of the operation is unpredictable.



Nightingale House Surgery 9 Subject Access Request Policy |
Appendix A: Form - Subject Access Request Form

Nightingale House Surgery respects the rights of individuals to have copies of their information wherever possible.

Personal information collected from you by this form, is required to enable your request to be processed, this personal information will only be used in connection with the processing of this Subject Access Request.

Charges Payable: In accordance with legislation no fee will be charged for your request, unless the request is manifestly unfounded or excessive, particularly if it is repetitive. Before any further action is taken, we will contact you with details of our "reasonable administrative charges" in order to comply with your request.

Surname	Date of Birth
Forename(s)	Current Address
Any former names (If Applicable)	
	Full Postcode
Telephone Number	Previous Address (If Applicable)
NHS Number (If known/relevant)	
	Full Postcode
If further details are available please include in a separate covering note.	

In order to locate the records you require please provide as much information as possible. Please list the department that you require records from: i.e. PALs, complaints, continuing healthcare or Human parate sheet if required). Records dated from	Department or services accessed
// to //	
// to //	
// to 1/	

Full Name			
Company (if Applicable)			
Relationship with individual who's records have been requested			
Address to which a reply should be sent		Postcode: Tel:	

Nightingale House Surgery 10
Subject Access Request Policy

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tjiS^&^Bal

- Jw/V iWCIIMIJ
J r^<^^^P^:¥^ /Cr<M:^^^@fOTw'^^W^#^ ^

1 (Print name) ----- hereby authorise Nightingale House Surges to release any personal data they may hold relating to me to the above applicant and to whom 1 authorise to act on my behalf.

Signature of patient/client/staff member: _____

Date:

//

I declare that information given by me is correct to the best of my knowledge and that 1 am entitled to apply for access to the health record(s) referred to above, under the terms of the Access to Health Records Act (1990)/Data Protection Act.

Please select one box below:

I am the patient/client/staff member (data subject).

I have been asked to act on behalf of the data subject and they have completed section 4 -authorisation above.

I am acting on behalf of the data subject who is unable to complete the authorisation section above (Covering letter with further details supplied).

I am the parent/guardian of a data subject under 16 years old who has completed the authorisation section above. (Please include proof such as birth certificate)

1 am the parent/guardian of a data subject under 16 years old who is unable to understand the request and who has consented to my making the request on their behalf.

I have been appointed the Guardian for the patient/client, who is over age 16 under a Guardianship order (attached). "

I am the deceased patient/client's personal representative and attach confirmation of my appointment.

I have a claim arising from the patient/client's death and wish to access information relevant to my claim (Covering letter with further details to be supplied).

Please Note:

If you are making an application on the behalf of somebody else we require evidence of your authority to do so i.e. personal authority, court order etc.

It may be necessary to provide evidence of identity (i.e. Driving Licence).

If there is any doubt about the applicant's identity or entitlement, information will not be released until further evidence is provided. You will be informed if this is the case.

Under the terms of the Data Protection Act, Subject Access Requests will be responded to within 30 days after receiving all necessary information and/or fee required to process the request.

If you are making a request under the Access to Health Records Act 1990, requests will be responded to within 40 days where no entries have been made to the patient/client's record 40 days immediately preceding the date of this request, otherwise requests will be responded to within 21 days after receiving all necessary information and/or fee required to process the request.

Under the terms of Section 7 of the Data Protection Act, Information disclosed under a Subject Access Request may have information removed; this is to ensure that the confidentiality is maintained for third parties referred to who have not consented to their information being disclosed.

Print Name

Signed

(Applicant)

Date

//

Please complete and send this document to: Nightingale House Surgery, Edmonton, N9 8AJ

RE Deon Benjamin SAR request [230127-000305]

From: Mind <info@mind.org.uk>

To: lorraine32@blueyonder.co.uk

Date: Thu, 02 Feb 2023 12:40:13 +0000

02/02/2023 12.40 PM

Hi Lorraine

Thank you for contacting us on the Mind infoline. Here we offer general advice and information regarding mental health problems and signpost people to the best place to get support.

We don't have access to any Medical documents here, would it be your Local Mind?

To find the Local Mind nearest to you follow the link <https://www.mind.org.uk/information-support/local-minds/> Here and you can enter your postcode. Local Minds can offer varied support depending on each location, generally we offer counselling, support groups and much more and in some of the local minds they offer art therapy.

<https://sidebyside.mind.org.uk/> Side by Side is a safe place to share experiences and listen to others.

The community is available to all, 24/7 and it is moderated daily from 8.30am to midnight.

We hope you find this email helpful. Do come back to us if you need to by replying or giving us a call on 0300 123 3393. We are here Monday to Friday 9am -6pm (except bank holidays).

Take care

Sarah

Mind Infoline

27/01/2023 01.58 PM

To whom it may concern

Please see attached documents regarding me requesting all my Medical Records.

If I have not sent this SAR request to the correct email that deals with SAR requests could it please be passed to the correct team.

Regards

Lorraine

Mind relies on the generosity of individual supports. Donations to support the work of Mind can be made at www.mind.org.uk <<http://www.mind.org.uk>> or by calling 020 8215 2243.

<<https://mind.custhelp.com/euf/assets/images/MindInfo.jpg>>

<<https://mind.custhelp.com/rd/AvO86Qo0Dv8S~f3hGqQe~yL3Xu0qbC75Mv8C~zj~PP~L.gif>>

[---002:001123:48587---

RE: RE Deon Benjamin SAR request Rio: 1048195

From: "ENFIELDMHDRECORDSREQUESTMAILBOX (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)" <beh-tr.enfieldmhdrecordsrequest@nhs.net>
To: "ENFIELD, Lets-Talk- (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)" <lets-talk-enfield@nhs.net>, "RECORDS (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)" <beh-tr.records@nhs.net>, Lorraine Cordell <lorraine32@blueyonder.co.uk>, "ENFIELDMHDRECORDSREQUESTMAILBOX (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)" <beh-tr.enfieldmhdrecordsrequest@nhs.net> **Date:** Thu, 02 Feb 2023 16:07:17 +0100

Hi Christine,

As IAPT is handling this, it is not for Enfield.

Many thanks

Sharon Quidley

Senior Administration Manager Enfield

Barnet, Enfield and Haringey Mental Health NHS Trust

The Chase Building | Chase Farm Hospital site | The Ridgeway | Enfield | EN2 8JL

Tel: 020 8702 6084 | Mobile: 07392191759

Email: <mailto:s.quidley@nhs.net> s.quidley@nhs.net | Web :

<<http://www.beh-mht.uk/>> www.beh-mht.uk

Twitter: @BEHMHTNHS | Facebook : <<http://www.fbcom/behmht>> www.fbcom/behmht

Line manager : Leigh Saunders 0208 702 5561,

<mailto:leigh.saunders@nhs.net> leigh.saunders@nhs.net

From: ENFIELD, Lets-Talk- (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST) <lets-talk-enfield@nhs.net>

Sent: 31 January 2023 08:41

To: RECORDS (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST) <beh-tr.records@nhs.net>; Lorraine Cordell <lorraine32@blueyonder.co.uk>; ENFIELDMHDRECORDSREQUESTMAILBOX (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST) <beh-tr.enfieldmhdrecordsrequest@nhs.net>

Subject: Re: RE Deon Benjamin SAR request Rio: 1048195

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Best Wishes,

Enfield IAPT

LET'S TALK IAPT

Improving Access to Psychological Therapies (IAPT) in Barnet Enfield and Haringey

Barnet Enfield and Haringey Mental Health Trust

T: 0208 702 4900

E: lets-talk-enfield@nhs.net <mailto:lets-talk-enfield@nhs.net>

W: www.lets-talk-iapt.nhs.uk

<<https://gbr01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.lets-talk-iapt.nhs.uk%2F&data=05%7C01%7Cbeh-tr.enfieldmhdrecordsrequest%40nhs.net%7C7a7452c43c9b4ec32af808db0366d29f%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638107512369523164%7CUnknow%7CT>

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%2B5kq7tBLWD0KpEu6IOE%3D&reserved=0>

Self referral link via website:

<[https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fgateway.mayden.co.uk %2Freferral-v2%2F0c4311f5-7dd3-4bf7-904b-9264f4c33d2c](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fgateway.mayden.co.uk %2Freferral-v2%2F0c4311f5-7dd3-4bf7-904b-9264f4c33d2c&data=05%7C01%7Cbeh-tr.enfieldmhdrecordsrequest%40nhs.net%7C7a7452c43c9b4ec32af808db0366d29f%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638107512369523164%7CUnknow %7CTWFpbGZsb3d8eyJWljoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Ik1haWwiLCJXVCi6Mn0 %7C3000%7C%7C%7C&sdata=rjdghwDua5Nd21m%2BxDOxQzzFNiUyGwsiSGOVa %2BTdYW4%3D&reserved=0)
<https://gateway.mayden.co.uk/referral-v2/0c4311f5-7dd3-4bf7-904b-9264f4c33d2c>

The Chase Building | Chase Farm Hospital | The Ridgeway | Enfield | EN2 8JL

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confidential information to be sent to your email address.

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<beh-tr.records@nhs.net <mailto:beh-tr.records@nhs.net> >

Sent: 30 January 2023 16:39

To: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >; RECORDS (BARNET, ENFIELD AND

HARINGEY MENTAL HEALTH NHS TRUST) <beh-tr.records@nhs.net

<mailto:beh-tr.records@nhs.net> >; ENFIELD, Lets-Talk- (BARNET, ENFIELD AND

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<mailto:lets-talk-enfield@nhs.net> >; ENFIELDMHDRECORDSREQUESTMAILBOX

(BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)

<beh-tr.enfieldmhdrecordsrequest@nhs.net

<mailto:beh-tr.enfieldmhdrecordsrequest@nhs.net> >

Subject: RE: RE Deon Benjamin SAR request Rio: 1048195

Dear Lorraine

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I have included our Enfield IAPT and Enfield Records Service in to my reply as they will process your request and contact you upon completion to arrange secure delivery of the requested records. Kind regards

Christine Devaney

Medical Records Manager

Barnet, Enfield & Haringey Mental Health NHS Trust

Mobile: 020 8702 4371

Email: <mailto:cdevaney@nhs.net> cdevaney@nhs.net

<mailto:beh-tr.records@nhs.net> beh-tr.records@nhs.net - PLEASE USE THIS

EMAIL ADDRESS FOR ALL SUBJECT ACCESS REQUESTS/QUERIES ETC.

Urgent Queries / Advice : <mailto:beh-tr.information.governance@nhs.net>

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%2BgVKSIBEUtbYXU%3D&reserved=0>
www.beh-mht.nhs.uk
Line Manager: Lynn Blinkhorn
Transformation Business Lead
Mobile: 07392 193186 / 0208 702 6345

From: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >
Sent: 27 January 2023 13:59
To: records@beh-mht.nhs.uk <mailto:records@beh-mht.nhs.uk> ;
INFORMATIONGOVERNANCE (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)
<beh-tr.information.governance@nhs.net
<mailto:beh-tr.information.governance@nhs.net> >; RECORDS (BARNET, ENFIELD
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HARINGEY MENTAL HEALTH NHS TRUST) <lets-talk-enfield@nhs.net
<mailto:lets-talk-enfield@nhs.net> >
Subject: RE Deon Benjamin SAR request Rio: 1048195
You don't often get email from lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> .
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To whom it may concern
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Records.
If I have not sent this SAR request to the correct email that deals with SAR requests could it please be
passed to the correct team.
Regards
Lorraine

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NHSmail – NHSmail Support

FW: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989 [SEC=OFFICIAL]

From: Andre Cummings <AndreC@Duncanlewis.com> To: 'Lorraine Cordell'

<lorraine32@blueyonder.co.uk> Date: Thu, 02 Feb 2023 16:59:28 +0100 Dear Deon and Lorraine
Please see below the council response in regards to the review, as soon as I received the housing files I will forward to you.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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<[https://www.linkedin.com/authwall?](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHcJMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)

[trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHcJMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHcJMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: Valerie Opara <Valerie.Opara@Enfield.gov.uk> On Behalf Of housing reviews

Sent: 31 January 2023 09:03

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Classification: OFFICIAL

Dear Andre Cummings,

Re: Deon Benjamin - Request for a Review

I acknowledge receipt of your request for review dated 25 January 2023, of the decision on your homeless application. The contents of which have been duly noted.

I can confirm that your request for a review has been logged and will be dealt with within the 56 day stipulated time scale unless an alternative period of time is mutually agreed. You or a representative may make written submissions in support of the appeal. Please ensure any further representations are presented to the Review team mailbox <<mailto:housingreviews@enfield.gov.uk>>

housingreviews@enfield.gov.uk, in good time, preferably within the next three weeks.

Client's housing file would be with you within the next 10 working days.

Yours Sincerely

Valerie Opara

Service Development Officer

Housing Advisory Service

Housing and Regeneration

Place Department

The London Borough of Enfield

Contact No: 0208 132-2833

Email: Valerie.opara@enfield.gov.uk <<mailto:Valerie.opara@enfield.gov.uk>>

Website: <<http://www.enfield.gov.uk/>> www.enfield.gov.uk

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Wednesday non-working day

From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Sent: 30 January 2023 17:41

To: Lilian Moki <Lilian.Moki@enfield.gov.uk <<mailto:Lilian.Moki@enfield.gov.uk>> >

Cc: housing reviews <housingreviews@enfield.gov.uk <<mailto:housingreviews@enfield.gov.uk>> >

Subject: [B184500001]Deon Benjamin 26/08/1989 Importance: High Dear Sirs,

We write in regards to above client , see authority and letter attached our client wishes to do a S202 review on the council s184 letter stating she is not in priority need, Could the Council please provided the housing file for the client per requested.

The council stated in the S184 decision that our client still holds a relief duty to the client could you confirm when this duty ends and what is being done to relief the client form homelessness.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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FW: [B184500001] RE: [B184500001] Deon Benjamin 26/08/1989 [SEC=OFFICIAL]

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Thu, 02 Feb 2023 17:01:23 +0100

Attachments:

Deon-GP-Letter-26-01-2023-27012023132654.pdf

Dear Deon and Lorraine

Hope you are well.

Please see below email pressing the council for a response in regards to accommodation.

Could you provide me with a update on your homelessness , have you found somewhere to stay

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater- london>

From: Andre Cummings

Sent: 02 February 2023 15:58

To: 'housing reviews' <housingreviews@enfield.gov.uk>

Subject: RE: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989 [SEC=OFFICIAL]

Dear Sirs

Could the council provide an update where it will grant accommodation pending review for above client.

Our client is vulnerable as she is a mental health patient and homeless, please see re attached letter from doctor.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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london>

From: Valerie Opara <Valerie.Opara@Enfield.gov.uk>

<mailto:Valerie.Opara@Enfield.gov.uk> > On Behalf Of housing reviews

Sent: 31 January 2023 09:03

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

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Classification: OFFICIAL

Dear Andre Cummings,

Re: Deon Benjamin - Request for a Review

I acknowledge receipt of your request for review dated 25 January 2023, of the decision on your homeless application. The contents of which have been duly noted.

I can confirm that your request for a review has been logged and will be dealt with within the 56 day stipulated time scale unless an alternative period of time is mutually agreed. You or a representative may make written submissions in support of the appeal. Please ensure any further representations are presented to the Review team mailbox

<mailto:housingreviews@enfield.gov.uk> housingreviews@enfield.gov.uk, in good time, preferably within the next three weeks.

Client's housing file would be with you within the next 10 working days.

Yours Sincerely

Valerie Opara

Service Development Officer

Housing Advisory Service

Housing and Regeneration

Place Department

The London Borough of Enfield

Contact No: 0208 132-2833

Email: <mailto:Valerie.opara@enfield.gov.uk> Valerie.opara@enfield.gov.uk

Website: <http://www.enfield.gov.uk/> www.enfield.gov.uk

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From: Andre Cummings <<mailto:AndreC@Duncanlewis.com> AndreC@Duncanlewis.com>

Sent: 30 January 2023 17:41

To: Lilian Moki <<mailto:Lilian.Moki@enfield.gov.uk>

Lilian.Moki@enfield.gov.uk>

Cc: housing reviews <<mailto:housingreviews@enfield.gov.uk> housingreviews@enfield.gov.uk>

Subject: [B184500001]Deon Benjamin 26/08/1989

Importance: High

Dear Sirs,

We write in regards to above client , see authority and letter attached. our client wishes to do a S202 review on the council s184 letter stating she is not in priority need, Could the Council please provided the housing file for the client per requested.

The council stated in the S184 decision that our client still holds a releif duty to the client could you cofirm when this duty ends and what is being done to relif the client form homelessness.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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Read: RE: [B184500001]Deon Benjamin 26/08/1989 [SEC=OFFICIAL]

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Wed, 08 Feb 2023 11:53:28 +0000

Your message

Fwd: [B184500001] RE: [B184500001] Deon Benjamin 26/08/1989 [SEC=OFFICIAL]

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: Lorraine Cordell 001 <lorraine32@blueyonder.co.uk>

Date: Wed, 08 Feb 2023 12:46:06 +0100

Forward

Sent from my iPhone

Begin forwarded message:

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: 6 February 2023 at 11:24:07 GMT

To: Andre Cummings <AndreC@duncanlewis.com>

Subject: Fwd: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

Dear Andre

Have you heard anything regarding if they will house deon yet?

Regards

Lorraine

Sent from my iPhone

Begin forwarded message:

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: 2 February 2023 at 16:09:24 GMT

To: Andre Cummings <AndreC@duncanlewis.com>

Subject: Re: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

Dear Andre

Thank you for the below email and update, as yet Deon has not found anywhere to stay she has called the numbers you give but has had not luck, and when calling the out off hours team for Enfield Council they state she has been discharged and won't help her. So she does not know what to do.

Regards

Lorraine

Sent from my iPhone

On 2 Feb 2023, at 16:01, Andre Cummings <AndreC@duncanlewis.com> wrote:

Dear Deon and Lorraine

Hope you are well.

Please see below email pressing the council for a response in regards to accommodation.

Could you provide me with a update on your homelessness , have you found somewhere to stay ?

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings

Sent: 02 February 2023 15:58

To: 'housing reviews' <housingreviews@enfield.gov.uk>

Subject: RE: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989 [SEC=OFFICIAL]

Dear Sirs

Could the council provide an update where it will grant accommodation pending review for above client. Our client is vulnerable as she is a mental health patient and homeless, please see re attached letter from doctor.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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<image003.jpg>

<image004.jpg>

From: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> > On Behalf Of housing reviews

Sent: 31 January 2023 09:03

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989 [SEC=OFFICIAL]

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Dear Andre Cummings,

Re: Deon Benjamin - Request for a Review

I acknowledge receipt of your request for review dated 25 January 2023, of the decision on your homeless application. The contents of which have been duly noted.

I can confirm that your request for a review has been logged and will be dealt with within the 56 day stipulated time scale unless an alternative period of time is mutually agreed. You or a representative may make written submissions in support of the appeal. Please ensure any further representations are presented to the Review team mailbox <mailto:housingreviews@enfield.gov.uk> housingreviews@enfield.gov.uk, in good time, preferably within the next three weeks.

Client's housing file would be with you within the next 10 working days.

Yours Sincerely

Valerie Opara

Service Development Officer

Housing Advisory Service

Housing and Regeneration

Place Department

The London Borough of Enfield
Contact No: 0208 132-2833
Email: <mailto:Valerie.opara@enfield.gov.uk> Valerie.opara@enfield.gov.uk
Website: <http://www.enfield.gov.uk/> www.enfield.gov.uk
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From: Andre Cummings <<mailto:AndreC@Duncanlewis.com>
AndreC@Duncanlewis.com>
Sent: 30 January 2023 17:41
To: Lilian Moki <<mailto:Lilian.Moki@enfield.gov.uk>
Lilian.Moki@enfield.gov.uk>
Cc: housing reviews <<mailto:housingreviews@enfield.gov.uk>
housingreviews@enfield.gov.uk>
Subject: [B184500001]Deon Benjamin 26/08/1989
Importance: High

Dear Sirs,

We write in regards to above client , see authority and letter attached.
our client wishes to do a S202 review on the council s184 letter stating she
is not in priority need, Could the Council please provided the housing file for the client per requested.
The council stated in the S184 decision that our client still holds a releif
duty to the client could you cofirm when this duty ends and what is being done to relif the client form
homelessness.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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RE: [B184500001]Deon Benjamin 26/08/1989 [SEC=OFFICIAL]

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com> Date: Wed, 08 Feb 2023 12:52:25 +0100

Dear Andre

1. Not sure if you got my below 2 emails as I have not had a reply from you,
2. Deon still is street homeless and I was wondering if there were any updates?
3. Also I go into hospital today for my heart operation, so any emails sent could you also send me and Deon email

deonbenjamin@yahoo.com

<mailto:deonbenjamin@yahoo.com> and lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk>

Many thanks for your help in this matter.

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Date: 6 February 2023 at 11:24:07 GMT

To: Andre Cummings <AndreC@duncanlewis.com <<mailto:AndreC@duncanlewis.com>> >

Subject: Fwd: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989 [SEC=OFFICIAL]

Dear Andre

1. Have you heard anything regarding if they will house deon yet?

Regards

Lorraine

Sent from my iPhone

Begin forwarded message:

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Date: 2 February 2023 at 16:09:24 GMT

To: Andre Cummings <AndreC@duncanlewis.com <<mailto:AndreC@duncanlewis.com>> >

Subject: Re: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989 [SEC=OFFICIAL]

Dear Andre

2. Thank you for the below email and update, as yet Deon has not found anywhere to stay she has called the numbers you give but has had not luck, and when calling the out off hours team for Enfield Council they state she has been discharged and won't help her. So she does not know what to do.

Regards

Lorraine

Sent from my iPhone

On 2 Feb 2023, at 16:01, Andre Cummings <AndreC@duncanlewis.com> wrote:

Dear Deon and Lorraine

Hope you are well.

3. Please see below email pressing the council for a response in regards to accommodation.
4. Could you provide me with a update on your homelessness , have you found somewhere to stay ?

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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From: Andre Cummings

Sent: 02 February 2023 15:58

To: 'housing reviews' <housingreviews@enfield.gov.uk>

<<mailto:housingreviews@enfield.gov.uk>> >

Subject: RE: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

Dear Sirs

1. Could the council provide an update where it will grant accommodation
2. pending review for above client.
3. Our client is vulnerable as she is a mental health patient and homeless, please see re attached letter from doctor.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>
<image003.jpg>
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From: Valerie Opara <Valerie.Opara@Enfield.gov.uk
<mailto:Valerie.Opara@Enfield.gov.uk> > On Behalf Of housing reviews
Sent: 31 January 2023 09:03
To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >
Subject: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989
[SEC=OFFICIAL]

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Classification: OFFICIAL

Dear Andre Cummings,

Re: Deon Benjamin - Request for a Review

1. I acknowledge receipt of your request for review dated 25 January 2023, of the decision on your homeless application. The contents of which have been duly noted.
2. I can confirm that your request for a review has been logged and will be dealt with within the 56 day stipulated time scale unless an alternative period of time is mutually agreed. You or a representative may make written submissions in support of the appeal. Please ensure any further representations are presented to the Review team mailbox
3. <mailto:housingreviews@enfield.gov.uk> housingreviews@enfield.gov.uk, in good time, preferably within the next three weeks.
4. Client's housing file would be with you within the next 10 working days.

Yours Sincerely

Valerie Opara
Service Development Officer
Housing Advisory Service
Housing and Regeneration
Place Department
The London Borough of Enfield
Contact No: 0208 132-2833
Email: <mailto:Valerie.opara@enfield.gov.uk> Valerie.opara@enfield.gov.uk
Website: <http://www.enfield.gov.uk/> www.enfield.gov.uk

Working days Monday, Tuesday, Thursday and Friday
Wednesday non-working day

From: Andre Cummings <<mailto:AndreC@Duncanlewis.com>

AndreC@Duncanlewis.com>

Sent: 30 January 2023 17:41

To: Lilian Moki <<mailto:Lilian.Moki@enfield.gov.uk>

Lilian.Moki@enfield.gov.uk>

Cc: housing reviews <<mailto:housingreviews@enfield.gov.uk>

housingreviews@enfield.gov.uk>

Subject: [B184500001]Deon Benjamin 26/08/1989

Importance: High

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Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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<Deon-GP-Letter-26-01-2023-27012023132654.pdf>

FW: [B184500001]Deon Benjamin 26/08/1989 [SEC=OFFICIAL]

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Wed, 08 Feb 2023 12:54:03 +0100

last

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 08 February 2023 11:52

To: 'Andre Cummings' <AndreC@duncanlewis.com>; 'deon benjamin' <deonbenjamin@yahoo.com>

Subject: RE: [B184500001]Deon Benjamin 26/08/1989 [SEC=OFFICIAL]

Dear Andre

5. Not sure if you got my below 2 emails as I have not had a reply from you,
6. Deon still is street homeless and I was wondering if there were any updates?
7. Also I go into hospital today for my heart operation, so any emails sent could you also send me and Deon email
8. deonbenjamin@yahoo.com
9. <mailto: deonbenjamin@yahoo.com and lorraine32@blueyonder.co.uk
10. <mailto: lorraine32@blueyonder.co.uk
11. Many thanks for your help in this matter.

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Date: 6 February 2023 at 11:24:07 GMT

To: Andre Cummings <AndreC@duncanlewis.com <mailto:AndreC@duncanlewis.com> >

Subject: Fwd: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989 [SEC=OFFICIAL]

Dear Andre

12. Have you heard anything regarding if they will house deon yet?

Regards

Lorraine

Sent from my iPhone

Begin forwarded message:

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Date: 2 February 2023 at 16:09:24 GMT

To: Andre Cummings <AndreC@duncanlewis.com <mailto:AndreC@duncanlewis.com> >

Subject: Re: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989 [SEC=OFFICIAL]

Dear Andre

13. Thank you for the below email and update, as yet Deon has not found anywhere to stay she has called the numbers you give but has had not luck, and when calling the out off hours team for Enfield Council they state she has been discharged and won't help her. So she does not know what to do.

Regards

Lorraine

Sent from my iPhone

On 2 Feb 2023, at 16:01, Andre Cummings <AndreC@duncanlewis.com
<mailto:AndreC@duncanlewis.com> > wrote:

Dear Deon and Lorraine

14. Hope you are well.

15. Please see below email pressing the council for a response in regards to accommodation.

16. Could you provide me with a update on your homelessness , have you found somewhere to stay

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings

Sent: 02 February 2023 15:58

To: 'housing reviews' <housingreviews@enfield.gov.uk

<mailto:housingreviews@enfield.gov.uk> >

Subject: RE: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

Dear Sirs

17. Could the council provide an update where it will grant accommodation pending review for above client.

18. Our client is vulnerable as she is a mental health patient and homeless,

19. please see re attached letter from doctor.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> > On Behalf Of housing reviews

Sent: 31 January 2023 09:03

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Classification: OFFICIAL

Dear Andre Cummings,

1. Re: Deon Benjamin - Request for a Review
2. I acknowledge receipt of your request for review dated 25 January 2023, of the decision on your homeless application. The contents of which have been duly noted.
3. I can confirm that your request for a review has been logged and will be dealt with within the 56 day stipulated time scale unless an alternative period of time is mutually agreed. You or a representative may make written submissions in support of the appeal. Please ensure any further representations are presented to the Review team mailbox <mailto:housingreviews@enfield.gov.uk> housingreviews@enfield.gov.uk, in good time, preferably within the next three weeks.
4. Client's housing file would be with you within the next 10 working days.

Yours Sincerely

Valerie Opara

Service Development Officer

Housing Advisory Service

Housing and Regeneration

Place Department

The London Borough of Enfield

Contact No: 0208 132-2833

Email: <mailto:Valerie.opara@enfield.gov.uk> Valerie.opara@enfield.gov.uk

Website: <http://www.enfield.gov.uk/> www.enfield.gov.uk

Working days Monday, Tuesday, Thursday and Friday

Wednesday non-working day

From: Andre Cummings <<mailto:AndreC@Duncanlewis.com>

AndreC@Duncanlewis.com>

Sent: 30 January 2023 17:41

To: Lilian Moki <<mailto:Lilian.Moki@enfield.gov.uk>

Lilian.Moki@enfield.gov.uk>

Cc: housing reviews <<mailto:housingreviews@enfield.gov.uk>

housingreviews@enfield.gov.uk>

Subject: [B184500001]Deon Benjamin 26/08/1989

Importance: High

Dear Sirs,

1. We write in regards to above client , see authority and letter attached. our client wishes to do a S202 review on the council s184 letter stating she is not in priority need, Could the Council please provided the housing file for the client per requested.
2. The council stated in the S184 decision that our client still holds a releif duty to the client could you cofirm when this duty ends and what is being done to relif the client form homelessness.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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RE: [B184500001]Deon Benjamin 26/08/1989 [SEC=OFFICIAL]

From: Andre Cummings <AndreC@DuncanLewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Wed, 08 Feb 2023 12:55:10 +0100

Dear Lorraine

3. I am yet to hear back from the council, all they have done is acknowledge the review.
4. I will email them again to ask for a decision on housing whilst the review is taking place

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 08 February 2023 11:52

To: Andre Cummings <AndreC@DuncanLewis.com>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: RE: [B184500001]Deon Benjamin 26/08/1989 [SEC=OFFICIAL]

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Dear Andre

5. Not sure if you got my below 2 emails as I have not had a reply from you,
6. Deon still is street homeless and I was wondering if there were any updates?
7. Also I go into hospital today for my heart operation, so any emails sent could you also send me and Deon email deonbenjamin@yahoo.com
8. <<mailto:deonbenjamin@yahoo.com>> and <<mailto:lorraine32@blueyonder.co.uk>>
lorraine32@blueyonder.co.uk

Many thanks for your help in this matter.

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Date: 6 February 2023 at 11:24:07 GMT

To: Andre Cummings <AndreC@duncanlewis.com <<mailto:AndreC@duncanlewis.com>> >

Subject: Fwd: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989 [SEC=OFFICIAL]

Dear Andre

9. Have you heard anything regarding if they will house deon yet?

Regards

15. Our client is vulnerable as she is a mental health patient and homeless, please see re attached letter from doctor.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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<image003.jpg>

<image004.jpg>

From: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<<mailto:Valerie.Opara@Enfield.gov.uk>> > On Behalf Of housing reviews

Sent: 31 January 2023 09:03

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Subject: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

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Dear Andre Cummings,

Re: Deon Benjamin - Request for a Review

16. I acknowledge receipt of your request for review dated 25 January 2023, of the decision on your homeless application. The contents of which have been duly noted.

17. I can confirm that your request for a review has been logged and will be dealt with within the 56 day stipulated time scale unless an alternative period of time is mutually agreed. You or a representative may make written submissions in support of the appeal. Please ensure any further representations are presented to the Review team mailbox <<mailto:housingreviews@enfield.gov.uk>> <housingreviews@enfield.gov.uk>, in good time, preferably within the next three weeks.

18. Client's housing file would be with you within the next 10 working days.

Yours Sincerely

Valerie Opara

Service Development Officer

Housing Advisory Service

Housing and Regeneration

Place Department

The London Borough of Enfield

Contact No: 0208 132-2833

Email: <<mailto:Valerie.opara@enfield.gov.uk>> Valerie.opara@enfield.gov.uk

Website: <<http://www.enfield.gov.uk/>> www.enfield.gov.uk
Working days Monday, Tuesday, Thursday and Friday
Wednesday non-working day

From: Andre Cummings <AndreC@Duncanlewis.com>
AndreC@Duncanlewis.com>
Sent: 30 January 2023 17:41
To: Lilian Moki <Lilian.Moki@enfield.gov.uk>
Lilian.Moki@enfield.gov.uk>
Cc: housing reviews <housingreviews@enfield.gov.uk>
housingreviews@enfield.gov.uk>
Subject: [B184500001]Deon Benjamin 26/08/1989
Importance: High
Dear Sirs,

We write in regards to above client , see authority and letter attached.
our client wishes to do a S202 review on the council s184 letter stating she
is not in priority need, Could the Counil please provided the housing file for the client per requested.
The council stated in the S184 decision that our client still holds a releif duty to the client could you cofirm when
this duty ends and what is being done to relif the client form homelessness.
Kind regards

Andre Cummings
Caseworker
DDI: 02072752883

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<Deon-GP-Letter-26-01-2023-27012023132654.pdf>

FW: [B184500001] RE: [B184500001] Deon Benjamin 26/08/1989 [SEC=OFFICIAL]

From: Andre Cummings <AndreC@DuncanLewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Fri, 10 Feb 2023 12:41:13 +0100

Dear Deon

19. Please see below email sent to the council asking for a update .

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Andre Cummings

Sent: 10 February 2023 11:40

To: 'housing reviews' <housingreviews@enfield.gov.uk>

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk>

Subject: RE: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

Importance: High

Dear review team

20. We will provided further representation after 14 days of receiving our clients housing file , we are still waiting to receive the file.

21. In regards to our client we made an application for accommodation pending review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance.

22. Can the council please provide a response in regards to accommodation pending review.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Valerie Opara <Valerie.Opara@Enfield.gov.uk>

<mailto:Valerie.Opara@Enfield.gov.uk> > On Behalf Of housing reviews

Sent: 31 January 2023 09:03

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

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Dear Andre Cummings,

Re: Deon Benjamin - Request for a Review

23. I acknowledge receipt of your request for review dated 25 January 2023, of the decision on your homeless application. The contents of which have been duly noted.
24. I can confirm that your request for a review has been logged and will be dealt with within the 56 day stipulated time scale unless an alternative period of time is mutually agreed. You or a representative may make written submissions in support of the appeal. Please ensure any further representations are presented to the Review team mailbox <mailto:housingreviews@enfield.gov.uk> housingreviews@enfield.gov.uk, in
25. good time, preferably within the next three weeks.
26. Client's housing file would be with you within the next 10 working days.

Yours Sincerely

Valerie Opara

Service Development Officer

Housing Advisory Service

Housing and Regeneration

Place Department

The London Borough of Enfield

Contact No: 0208 132-2833

Email: Valerie.opara@enfield.gov.uk <mailto:Valerie.opara@enfield.gov.uk>

Website: <http://www.enfield.gov.uk/> www.enfield.gov.uk

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From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 30 January 2023 17:41

To: Lilian Moki <Lilian.Moki@enfield.gov.uk

<mailto:Lilian.Moki@enfield.gov.uk> >

Cc: housing reviews <housingreviews@enfield.gov.uk

<mailto:housingreviews@enfield.gov.uk> >

Subject: [B184500001]Deon Benjamin 26/08/1989

Importance: High

Dear Sirs,

27. We write in regards to above client , see authority and letter attached our client wishes to do a S202 review on the council s184 letter stating she is not in priority need, Could the Council please provided the housing file for the client per requested.
28. The council stated in the S184 decision that our client still holds a relief duty to the client could you cofirm when this duty ends and what is being done to relif the client form homelessness.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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RE: [B184500001] Fw: Housing Register application Closed

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Mon, 13 Feb 2023 14:12:52 +0000

Attachments:

29. Client Housing file.pdf

Dear Deon

30. Please see your housing file which I have just received for your records. Please take time to go through it and let me know if there anything that is incorrect

31. Due to the size of the documents it will take me a few days I am to have read it by Friday Could you please re confirm when you have your appointment with the royal free hospital . Could you please provide me with any details of the support you received In regards to your medial conditions along with contact number and emails.

32. We can see if they will provide supporting letters to state you are homeless

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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33. here

From: deon benjamin <deonbenjamin@yahoo.com>

Sent: 09 February 2023 13:01

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: [B184500001] Fw: Housing Register application Closed

Alert:

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Hi Andre

34. i've just received this letter from Enfield Council but I'm homeless. I still have nowhere to go. I'm not sure if this means they're going to put me in a temporary accommodation but I haven't got nowhere to live so I don't know why they close my case you get back to me please

35. Sent from Yahoo Mail for iPhone

36. Begin forwarded message:

37. On Thursday, February 9, 2023, 12:57 pm, data@home-connections.co.uk wrote: Dear Ms Benjamin

38. I write to you regarding your Housing register application. Ref 600700.

39. The Assessments Team have been made aware that you are no longer at 7 Tennyson Close, and were placed into temporary accommodation, after a homeless approach was made.

40. As your application related to your previous accommodation, we will now be closing it.

41. You will be made aware of the following steps by the homeless officer assigned to your homeless application.

Yours sincerely

Simone Westcarr

Assessments Officer

Assessments and Allocations Team

Housing and Regeneration

London Borough of Enfield

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Re: [B184500001] Fw: Housing Register application Closed

From: deon benjamin <deonbenjamin@yahoo.com>

To: Andre Cummings <AndreC@Duncanlewis.com>, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk> Date: Mon, 13 Feb 2023 17:27:48 +0100

Hi Andre ,

- 42. Thank you for your email. I was just wondering is there no way you can send me the documents on paper as I cannot see and read them on my phone
- 43. My appointment for the psychologist at the Royal free Hospital is on the 16th of February at 10.30
- 44. And as for the medical staff, I will try and get everything together for you but it's just a bit hard because my mum is in hospital and I do not have the
- 45. computer.
- 46. Could you get back to me as soon as possible about the documents, and if you can put it on paper I can send you my address or something
- 47. And is there any news about getting me somewhere to stay as I am still have nowhere to go and I've been sleeping on friends sofas and is not good for my mental health right now as I'm not in a stable environment

Many thanks, deon Benjamin

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

On Monday, February 13, 2023, 2:13 pm, Andre Cummings

<AndreC@Duncanlewis.com> wrote:

Dear Deon

- 48. Please see your housing file which I have just received for your records.
- 49. Please take time to go through it and let me know if there anything that is incorrect
- 50. Due to the size of the documents it will take me a few days I am to have read it by Friday
- 51. Could you please re confirm when you have your appointment with the royal free hospital .
- 52. Could you please provide me with any details of the support you received In regards to your medial conditions along with contact number and emails.
- 53. We can see if they will provide supporting letters to state you are homeless

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: deon benjamin <deonbenjamin@yahoo.com>

Sent: 09 February 2023 13:01

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: [B184500001] Fw: Housing Register application Closed

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Hi Andre

54. i've just received this letter from Enfield Council but I'm
55. homeless. I still have nowhere to go. I'm not sure if this means they're
56. going to put me in a temporary accommodation but I haven't got nowhere to live so I don't know why they
close my case you get back to me please
57. Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>
58. Begin forwarded message: On Thursday, February 9, 2023, 12:57 pm, <<mailto:data@home-connections.co.uk>> data@home-connections.co.uk wrote:

Dear Ms Benjamin

59. I write to you regarding your Housing register application. Ref 600700.
60. The Assessments Team have been made aware that you are no longer at 7 Tennyson Close, and were
placed into temporary accommodation, after a homeless approach was made.
61. As your application related to your previous accommodation, we will now be
62. closing it.
63. You will be made aware of the following steps by the homeless officer
64. assigned to your homeless application.

Yours sincerely

Simone Westcarr

Assessments Officer

Assessments and Allocations Team

Housing and Regeneration

London Borough of Enfield

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FW: [B184500001] RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk> Date: Mon, 13 Feb 2023 17:46:03 +0100

Attachments: Deon-GP-Letter-26-01-2023-27012023132654.pdf

Dear Deon

65. Please see below email forwarded from the council

66. As far as I know the council was not sent the letter before the decision was made. The doctor letter is dated on 26 and decision was give o 25th please confirm.

67. The latter is attached to the email

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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tps%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-gr eater-london>

From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk> On Behalf Of housing reviews

Sent: 13 February 2023 15:16

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: [B184500001] RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

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Dear Andre Cummings

68. We acknowledge receipt of your email below with thanks, regarding the above subject matter.

Unfortunately, the medical information you have provided has been considered in the section 184 not in priority need decision dated 25-01-2023

69. If you have any new information, you want me to look at in order to consider provision of interim accommodation pending review, kindly provide it.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <<mailto:Jeta.Ibi@enfield.gov.uk>>

London Borough of Enfield

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From: Andre Cummings <AndreC@Duncanlewis.com>

<mailto:AndreC@Duncanlewis.com> >

Sent: 13 February 2023 14:02

To: housing reviews <housingreviews@enfield.gov.uk

<mailto:housingreviews@enfield.gov.uk> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Dear Sirs

70. We have received the housing files and will provide further representation within the next 14 days.

71. In regards to our client we made an application for accommodation pending review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance.

72. Can the council please provide a response in regards to accommodation pending review has a decision been made ?

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings
Sent: 10 February 2023 11:40
To: 'housing reviews' <housingreviews@enfield.gov.uk
<mailto:housingreviews@enfield.gov.uk> >
Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk
<mailto:Valerie.Opara@Enfield.gov.uk> >
Subject: RE: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989
[SEC=OFFICIAL]
Importance: High
Dear review team

73. We will provided further representation after 14 days of receiving our
74. clients housing file , we are still waiting to receive the file.
75. In regards to our client we made an application for accommodation pending review and submitted a GP
letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance.
76. Can the council please provide a response in regards to accommodation pending review.
Kind regards

Andre Cummings
Caseworker
DDI: 02072752883

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From: Valerie Opara <Valerie.Opara@Enfield.gov.uk
<mailto:Valerie.Opara@Enfield.gov.uk> > On Behalf Of housing reviews
Sent: 31 January 2023 09:03
To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >
Subject: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989
[SEC=OFFICIAL]
Alert: This is an external email received from outside Duncan Lewis.
Please do not click on any links in the email or open attachments unless you are expecting this email.
Classification: OFFICIAL
Dear Andre Cummings,

Re: Deon Benjamin - Request for a Review
I acknowledge receipt of your request for review dated 25 January 2023, of the decision on your homeless application. The contents of which have been duly noted.
I can confirm that your request for a review has been logged and will be dealt with within the 56 day stipulated time scale unless an alternative period of time is mutually agreed. You or a representative may make written submissions in support of the appeal. Please ensure any further representations are presented to the Review team mailbox <mailto:housingreviews@enfield.gov.uk> housingreviews@enfield.gov.uk, in good time, preferably within the next three weeks.

Client's housing file would be with you within the next 10 working days.

Yours Sincerely
Valerie Opara
Service Development Officer
Housing Advisory Service
Housing and Regeneration

Place Department
The London Borough of Enfield
Contact No: 0208 132-2833
Email: Valerie.opara@enfield.gov.uk <mailto:Valerie.opara@enfield.gov.uk>
Website:
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%7C&sdata=ym8eVm6DwlhQkHtAQqk9W5qj3GpcsuuHtj1qN5
rpAs4%3D&reserved=0> www.enfield.gov.uk

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Wednesday non-working day

From: Andre Cummings <AndreC@Duncanlewis.com
<mailto:AndreC@Duncanlewis.com> >
Sent: 30 January 2023 17:41
To: Lilian Moki <Lilian.Moki@enfield.gov.uk
<mailto:Lilian.Moki@enfield.gov.uk> >
Cc: housing reviews <housingreviews@enfield.gov.uk
<mailto:housingreviews@enfield.gov.uk> >
Subject: [B184500001]Deon Benjamin 26/08/1989
Importance: High

Dear Sirs,
We write in regards to above client , see authority and letter attached.
our client wishes to do a S202 review on the council s184 letter stating
she is not in priority need, Could the Counil please provided the housing

file for the client per requested.
The council stated in the S184 decision that our client still holds a releif duty to the client could you cofirm when
this duty ends and what is being done to relif the client form homelessness.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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%7C&sdata=qTmaMz9o0Qew4mKvMznGPnRTnezgDeYoUcm%2BaZh
4o5Q%3D&reserved=0> www.enfield.gov.uk

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%3D&reserved=0> Click Here.
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[B184500003] Homelessness application

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Wed, 13 Dec 2023 18:23:31 +0000

Attachments: Ms Benjamin homelessness application.pdf, Application docs deon.pdf

Dear Deon Lorraine

77. Please find homelessness application draft and documents, please let me know if your happy with it or want to include further documents or comments.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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RE: [B184500001] Re: [B184500001] Fw: Housing Register application Closed

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Wed, 15 Feb 2023 12:57:36 +0000

Dear Deon

- 78. As we are a paperless company , posting 416 pages would not be justifiable as we would only print documents if there was no other way.
- 79. As I have sent the documents via email on PDF if it is too small for you to read, we would suggest you go to the library or a computer source so that you can look at the files once go through the files I will be making notes on what I think is important and share them with you.
- 80. I regards to your housing I will forward you my response to the council after this email
- 81. In regards to the documents you have please get them to me as soo as you ca via email or via post
- 82. I will ask for a extension stating we time is needed to gather documets

Andre Cummings

Caseworker

DDI: 02072752883

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From: deon benjamin <deonbenjamin@yahoo.com>

Sent: 13 February 2023 16:28

To: Andre Cummings <AndreC@Duncanlewis.com>; 'Lorraine Cordell'

<lorraine32@blueyonder.co.uk>

Subject: [B184500001] Re: [B184500001] Fw: Housing Register application Closed

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Hi Andre ,

- 83. Thank you for your email. I was just wondering is there no way you can send me the documents on paper as I cannot see and read them on my phone
- 84. My appointment for the psychologist at the Royal free Hospital is on the 16th of February at 10.30
- 85. And as for the medical staff, I will try and get everything together for you but it's just a bit hard because my mum is in hospital and I do not have the computer.
- 86. Could you get back to me as soon as possible about the documents, and if you can put it on paper I can send you my address or something
- 87. And is there any news about getting me somewhere to stay as I am still have nowhere to go and I've been sleeping on friends sofas and is not good for my mental health right now as I'm not in a stable environment

Many thanks, deon Benjamin

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

On Monday, February 13, 2023, 2:13 pm, Andre Cummings

<AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> > wrote:

Dear Deon

- 88. Please see your housing file which I have just received for your records.
- 89. Please take time to go through it and let me know if there anything that is incorrect
- 90. Due to the size of the documents it will take me a few days I am to have
- 91. read it by Friday
- 92. Could you please re confirm when you have your appointment with the royal
- 93. free hospital.
- 94. Could you please provide me with any details of the support you received In
- 95. regards to your medial conditions along with contact number and emails.
- 96. We can see if they will provide supporting letters to state you are homeless

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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[trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: deon benjamin <deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Sent: 09 February 2023 13:01

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Subject: [B184500001] Fw: Housing Register application Closed

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- 97. Hi Andre i've just received this letter from Enfield Council but I'm homeless. I still have nowhere to go. I'm not sure if this means they're going to put me in a temporary accommodation but I haven't got nowhere to live so I don't know why they close my case you get back to me please

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

Begin forwarded message:

On Thursday, February 9, 2023, 12:57 pm,

<<mailto:data@home-connections.co.uk>> data@home-connections.co.uk wrote:

Dear Ms Benjamin

- 98. I write to you regarding your Housing register application. Ref 600700.
- 99. The Assessments Team have been made aware that you are no longer at 7 Tennyson Close, and were placed into temporary accommodation, after a homeless approach was made.

100. As your application related to your previous accommodation, we will now be closing it.
101. You will be made aware of the following steps by the homeless officer assigned to your homeless application.

Yours sincerely

Simone Westcarr

Assessments Officer

Assessments and Allocations Team

Housing and Regeneration

London Borough of Enfield

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Date: Thu, 16 Feb 2023 17:43:47 +0100

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FW: [B184500001] Council NP decision

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@duncanlewis.com>

Date: Thu, 20 Apr 2023 08:08:50 +0100

Attachments: Benjamin - G869644 - Priority Needs Panel Approval .pdf

Dear Andre

- 111. As stated in the below Email Deon would like to challenge Enfield Council last letter, It seems Enfield Council have come up with a lot of assumptions that are not true. Could you let us know the next steps please and what will need to be done.
- 112. Deon also got a letter from L&Q please see attached, it is funny how L&Q Priority Needs Panel can see Deon has Priority Needs but Enfield Council can not or do not want to find she does. Deon does not know how long it will take when she spoke to L&Q they stated they had no where and it could take a few years that's why L&Q went to Enfield Council.
- 113. Deon has also had contract with the mental health crisis team, they are not happy she has just been left and are looking at placing her in a mental
- 114. health medical unit, they have called her GP and it seems that now her GP wants to help, which they should have been doing for over a year now, nothing has been confirm as yet but when it does I keep you updated.
- 115. I am still waiting to get Deon's Files from the SAR I am going to write to the ICO as it been way too long.
- 116. If you could give me an update I would be grateful

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Date: 17 April 2023 at 11:59:15 BST

To: Andre Cummings <AndreC@duncanlewis.com <mailto:AndreC@duncanlewis.com> >

Subject: Re: [B184500001]Council NP decision

Dear Andre

- 117. Thank you for the updated letter, Deon would like to challenge this, I have came up with a lot of assumptions that are not true. Could you let us know the next steps please.

Regards

Lorraine

Sent from my iPhone

On 17 Apr 2023, at 11:02, Andre Cummings <AndreC@duncanlewis.com <mailto:AndreC@duncanlewis.com> > wrote:

Dear Deon and Lorraine

- 118. The council have made a decision and have held deon to not be in priority need.
- 119. Please find attached letter , please read and let me know if you wish to see if you can challenge it.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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.
<Deon Benjamin s203 NP Final.pdf>

RE: [B184500001]RE: Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Mon, 20 Feb 2023 12:49:13 +0000

Dear Deon

120. Thank you for this information

121. I will contact the review team of Enfield and ask for an extension

122. Do you know whether the GP/ Metal health team will be provided a supported letter or is the letter just your medical records ? or both which would be great.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: deon benjamin <deonbenjamin@yahoo.com>

Sent: 17 February 2023 20:16

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: Re: [B184500001]RE: Deon Benjamin

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Hiya, sorry

123. I was visiting my mum in hospital. She said if we could get the extension for three to four weeks because I need to actually get the letter from the crisis team that would be great

124. I'm not sure when my mum will be home right now, but hopefully this week and I spoke to my mum about the dyslexia medical evidence and she said it is on her computer but I can't get to that until she gets home

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

On Friday, February 17, 2023, 12:22 pm, Andre Cummings

<AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> > wrote:

Dear Deon

125. I will ask for an extension , do you know how long your mum will be in

126. hospital for or how long of an extension you want me to ask for

127. Further do you have any medical evidence in regards to your dyslexia

Kind regards

Andre Cummings

Caseworker

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From: deon benjamin <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

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128. Sorry I haven't been able to get back to you I went to the psychology assessment yesterday

130. I wanted to know if there's anyway we could extend the council time as my mum is still in the hospital and it is very hard for me as I am dyslexic. I don't get some of the questions you asking and I am getting confused

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Re: [B184500001] RE: Deon Benjamin

From: deon benjamin <deonbenjamin@yahoo.com>

To: Andre Cummings <AndreC@Duncanlewis.com>

Date: Mon, 20 Feb 2023 14:23:24 +0100

Hi Andre

- 131. I do think that the health team will be doing a full revaluation on me and will be give me my records from before
- 132. And I was just gonna ask you, did you hear anything back from Enfield council about getting me somewhere to stay?

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

On Monday, February 20, 2023, 12:49 pm, Andre Cummings

<AndreC@Duncanlewis.com> wrote:

Dear Deon

- 133. Thank you for this information
- 134. I will contact the review team of Enfield and ask for an extension
- 135. Do you know whether the GP/ Metal health team will be provided a supported letter or is the letter just your medical records ? or both which would be great.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: deon benjamin <deonbenjamin@yahoo.com>

Sent: 17 February 2023 20:16

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: Re: [B184500001]RE: Deon Benjamin

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Hiya, sorry

- 136. I was visiting my mum in hospital. She said if we could get the extension for three to four weeks because I need to actually get the letter from the crisis team that would be great
- 137. I'm not sure when my mum will be home right now, but hopefully this week
- 138. And I spoke to my mum about the dyslexia medical evidence and she said it is
- 139. on her computer but I can't get to that until she gets home

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

On Friday, February 17, 2023, 12:22 pm, Andre Cummings

Dear Deon

DDI: 02072752883

Subject: Deon Benjamin

4 weeks I have attached a letter in this email I don't know if this email is

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RE: [B184500001] RE: [B184500001] RE: Deon Benjamin 26/08/1989 URGENT

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Wed, 22 Feb 2023 11:56:41 +0100

Dear Deon and lorraine

- 140. I believe I have forward the response from the council which state they
- 141. would not be giving accommodation pending review. (I can re forward this)
- 142. If you wish to challenge this decision please let me know asap so that I can get my supervisor to contact the barrister and then they can look at evidence and access whether there is a case to take them to court because they didn't accommodate.
- 143. My advise would be if you feel that deon should be accommodated and the
- 144. council did not consider the facts correctly then seek the advise of the barriers and he will decided if there merit or not .
- 145. If he says yes the case goes to JR if he says no then it doesn't, the review will still take place.
- 146. Let me know by EOD today if possible

Andre Cummings

Caseworker

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 22 February 2023 09:10

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: Re: [B184500001] RE: [B184500001]RE: Deon Benjamin 26/08/1989

URGENT

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Dear Andre

147. Thank you for the below reply

148. So, at yet a decision has not been reached? decision has not been reached

Regards

Deon

Regards

Orion, Lorraine

Sent from my iPhone

On 19 Feb 2023, at 04:52, Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> > wrote:

Sent from my iPhone

On 15 Feb 2023, at 14:33, Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> > wrote:

dear Andre

149. Yes I can confirm the letter was per wrote .

150. Can i ask does this give us a better judicial review for the housing what accommodation pending review?

151. I doing think it's fair deon is left with no housing from Enfield Council landing review

152. Housing accommodation.

153. Could you give your opinion on this matter, as I think it is very important that Deon is not left right now in no accommodation Enfield council is dong.?

Regards

Lorraine

Sent from my iPhone

On 13 Feb 2023, at 16:46, Andre Cummings <AndreC@duncanlewis.com
<mailto:AndreC@duncanlewis.com> > wrote:

Sorry for late reply. I just seen the latter for the reply to the council dated 15. I/O-/202413x I can clearly see that the reply to the decision letter was sent. After the date they stated it was.

Dear Andrew

Can this be clarified? Please as clearly the date is incorrect to when I was sent the let regarding the date of the letter. Hello hello how are you?

Dear Deon

Please see below email forwarded from the council

As far as I know the council was not sent the letter before the decision was made. The doctor letter is dated on 26 and decision was give o 25th please confirm.

The latter is attached to the email

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk> >

On Behalf Of housing reviews

Sent: 13 February 2023 15:16

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: [B184500001] RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

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Dear Andre Cummings

We acknowledge receipt of your email below with thanks, regarding the above subject matter. Unfortunately, the medical information you have provided has been considered in the section 184 not in priority need decision dated 25-01-2023

If you have any new information, you want me to look at in order to consider provision of interim accommodation pending review, kindly provide it.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk>

London Borough of Enfield

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<image005.png>

<image006.png>

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From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 13 February 2023 14:02

To: housing reviews <housingreviews@enfield.gov.uk

<mailto:housingreviews@enfield.gov.uk> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Dear Sirs

We have received the housing files and will provide further representation within the next 14 days.

In regards to our client we made an application for accommodation pending review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance.

Can the council please provide a response in regards to accommodation
pending review has a decision been made

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings

Sent: 10 February 2023 11:40
To: 'housing reviews' <housingreviews@enfield.gov.uk
<mailto:housingreviews@enfield.gov.uk> >
Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk
<mailto:Valerie.Opara@Enfield.gov.uk> >
Subject: RE: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989
[SEC=OFFICIAL]
Importance: High
Dear review team
We will provided further representation after 14 days of receiving our
clients housing file , we are still waiting to receive the file.

In regards to our client we made an application for accommodation pending
review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the street
and needs assistance.
Can the council please provide a response in regards to accommodation pending review.
Kind regards
Andre Cummings
Caseworker
DDI: 02072752883

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From: Valerie Opara <Valerie.Opara@Enfield.gov.uk
<mailto:Valerie.Opara@Enfield.gov.uk> > On Behalf Of housing reviews

Sent: 31 January 2023 09:03

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

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Classification: OFFICIAL

Dear Andre Cummings,

Re: Deon Benjamin - Request for a Review

I acknowledge receipt of your request for review dated 25 January 2023, of the decision on your homeless application. The contents of which have been duly noted.

I can confirm that your request for a review has been logged and will be dealt with within the 56 day stipulated time scale unless an alternative period of time is mutually agreed. You or a representative may make written submissions in support of the appeal. Please ensure any further representations are presented to the Review team mailbox <mailto:housingreviews@enfield.gov.uk> housingreviews@enfield.gov.uk, in good time, preferably within the next three weeks.

Client's housing file would be with you within the next 10 working days.

Yours Sincerely
Valerie Opara
Service Development Officer
Housing Advisory Service
Housing and Regeneration
Place Department

The London Borough of Enfield

Contact No: 0208 132-2833

Email: Valerie.opara@enfield.gov.uk <mailto:Valerie.opara@enfield.gov.uk>

Website:

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Working days Monday, Tuesday, Thursday and Friday

Wednesday non-working day

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 30 January 2023 17:41

To: Lilian Moki <Lilian.Moki@enfield.gov.uk

<mailto:Lilian.Moki@enfield.gov.uk> >

Cc: housing reviews <housingreviews@enfield.gov.uk

<mailto:housingreviews@enfield.gov.uk> >

Subject: [B184500001]Deon Benjamin 26/08/1989

Importance: High

Dear Sirs,

We write in regards to above client , see authority and letter attached.
our client wishes to do a S202 review on the council s184 letter stating she
is not in priority need, Could the Counil please provided the housing file
for the client per requested.

The council stated in the S184 decision that our client still holds a releif
duty to the client could you cofirm when this duty ends and what is being done to relif the client form
homelessness.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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<Deon-GP-Letter-26-01-2023-27012023132654.pdf>

RE: Housing Disrepair Matter

From: Daniel Green <daniel.green@veritassolicitors.co.uk>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Fri, 22 Dec 2023 12:37:22 +0100

Hi Lorraine

154. I need to stress that it is very important that you now leave your file handler to contact the housing directly and deal with this for you. Deon and you do not need to provide anything to the housing or have any dealings with them until instructed to do so.

Kind Regards

Dan Green

Legal Executive

Veritas Solicitors LLP

T: +44 (0)161 974 3320 (EXT 201)

F: +44 (0)844 478 1998

Central Manchester | 7th Floor | Cardinal House | 20 St Mary's Parsonage |

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: Friday, December 22, 2023 10:00 AM

To: Daniel Green <daniel.green@veritassolicitors.co.uk>; 'deon benjamin' <deonbenjamin@yahoo.com>

Subject: RE: Housing Disrepair Matter

Dear Dan

155. Deon made a call to L&Q yesterday and has now been told until we can prove she has a solicitor acting for us she will get no help. We are to forward

156. proof to Jackey who was meant to be calling Deon yesterday and did not.

157. Yesterday Also the roof in the flat above Deon Fell in due to water damage.
158. Deon was woke up as work was being done she went and spoke to the people doing the work they showed her pictures of the damage to the roof but could not give Deon the Pictures.

Regards

Lorraine

From: Daniel Green <<mailto:daniel.green@veritassolicitors.co.uk>

daniel.green@veritassolicitors.co.uk>

Sent: 18 December 2023 11:59

To: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Subject: RE: Housing Disrepair Matter

Hi Lorraine

159. Yes the document is automatically returned to me once signed thank you for attaching the signed version Aswell.

160. Did you manage to send the additional images of the issues in the kitchen bathroom and bedroom?

Kind Regards

Dan Green

Legal Executive

Veritas Solicitors LLP

T: +44 (0)161 974 3320 (EXT 201)

F: +44 (0)844 478 1998

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From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>
lorraine32@blueyonder.co.uk>
Sent: Monday, December 18, 2023 11:56 AM
To: Daniel Green <<mailto:daniel.green@veritassolicitors.co.uk>
daniel.green@veritassolicitors.co.uk>
Subject: RE: Housing Disrepair Matter

Dear Dan

161. I am not sure if the document auto sends to you so I will attach the document to this email

Regards

Lorraine

From: Daniel Green <<mailto:daniel.green@veritassolicitors.co.uk>
daniel.green@veritassolicitors.co.uk>
Sent: 18 December 2023 11:46
To: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>
lorraine32@blueyonder.co.uk>
Subject: RE: Housing Disrepair Matter

Hi Lorraine

162. My Apologies I have updated the document with the correct information now for Deon to sign thank you

Kind Regards

Dan Green

Legal Executive

Veritas Solicitors LLP

T: +44 (0)161 974 3320 (EXT 201)

F: +44 (0)844 478 1998

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From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>
lorraine32@blueyonder.co.uk>
Sent: Friday, December 15, 2023 6:31 PM
To: Daniel Green <<mailto:daniel.green@veritassolicitors.co.uk>
daniel.green@veritassolicitors.co.uk>
Subject: RE: Housing Disrepair Matter

Dear Daniel Green

163. I have not signed the document yet as the address that has been put for Deon is wrong it's not 37 please see below correct address.

Miss Deon Benjamin
7 Tennyson Close
Scotland Green Road
Enfield
Middlesex
EN3 4SN
Regards
Lorraine

From: DocuSign EU System <<mailto:dse@eumail.docusign.net>
dse@eumail.docusign.net>
Sent: 15 December 2023 14:01
To: Deon Benjamin <<mailto:Lorraine32@blueyonder.co.uk>
Lorraine32@blueyonder.co.uk>
Subject: Housing Disrepair Matter
<<https://eu.docusign.net/Member/Image.aspx?i=logo&l=28bda105-59fe-4639-acb4-b8ac5fa6db33>>
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Daniel Green sent you a document to review and sign.
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Daniel Green
<mailto:daniel.green@veritassolicitors.co.uk>

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Re: [B184500001] RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

From: deon benjamin <deonbenjamin@yahoo.com>

To: Andre Cummings <AndreC@Duncanlewis.com>, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk> Date: Wed, 22 Feb 2023 19:06:15 +0100

Hi Andre

164. I spoke to my family and I think it is a good idea

165. If I challenge this decision and see what the barrister says

166. Would you let me know what's going on once the barrister has been in touch thanks very much deon

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On Wednesday, February 22, 2023, 10:56 am, Andre Cummings

<AndreC@Duncanlewis.com> wrote:

Dear Deon and lorraine

167. I believe I have forward the response from the council which state they would not be giving accommodation pending review. (I can re forward this)

168. If you wish to challenge this decision please let me know asap so that I can get my supervisor to contact the barrister and then they can look at evidence and access whether there is a case to take them to court because they didn't accommodate.

169. My advise would be if you feel that deon should be accommodated and the council did not consider the facts correctly then seek the advise of the barriers and he will decided f there merit or not.

170. If he says yes the case goes to JR if he says no then it doesn't, the review will still take place.

171. Let me know by EOD today if possible

Andre Cummings

Caseworker

DDI: 02072752883

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%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 22 February 2023 09:10

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: Re: [B184500001] RE: [B184500001]RE: Deon Benjamin 26/08/1989

URGENT

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre

Thank you for the below reply
So at yet a decision has not been reached?decision has not been reached
Regards
Deon

Regards
Orion, Lorraine

Sent from my iPhone

On 19 Feb 2023, at 04:52, Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> > wrote:
Sent from my iPhone

On 15 Feb 2023, at 14:33, Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> > wrote:
dear Andre

- 172. Yes I can confirm the letter was per wrote .
- 173. Can i ask does this give us a better judicial review for the housing what accommodation pending review?
- 174. I doing think it's fair deon is left with no housing from Enfield Council landing review Housing accommodation.
- 175. Could you give your opinion on this matter, as I think it is very important that Deon is not left right now in no laccommodation Enfiel council is dong.?

Regards
Lorraine
Sent from my iPhone

On 13 Feb 2023, at 16:46, Andre Cummings <AndreC@duncanlewis.com
<mailto:AndreC@duncanlewis.com> > wrote:
Sorry for late reply. I just seen the latter for the reply to the council
dated 15. I/0-/202413x I can clearly see that the reply to the decision letter was sent. After the date they stated it was.

Dear Andrew
Can this be clarified? Please as clearly the date is incorrect to when I was
sent the let regarding the date of the letter. Hello hello how are you?
Dear Deon

Please see below email forwarded from the council
As far as I know the council was not sent the letter before the decision was made. The doctor letter is dated on
26 and decision was give o 25th please confirm.
The latter is attached to the email
Kind regards

Andre Cummings
Caseworker
DDI: 02072752883

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<<https://twitter.com/DuncanLewis>> <image002.jpg>

<[https://www.linkedin.com/authwall?](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnl0glORO3toIqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)

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From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk> <<mailto:Jeta.Ibi@enfield.gov.uk>> >

On Behalf Of housing reviews

Sent: 13 February 2023 15:16

To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >

Subject: [B184500001] RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre Cummings

We acknowledge receipt of your email below with thanks, regarding the above subject matter. Unfortunately, the medical information you have provided has been considered in the section 184 not in priority need decision dated

25-01-2023

If you have any new information, you want me to look at in order to consider provision of interim accommodation pending review, kindly provide it.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <<mailto:Jeta.Ibi@enfield.gov.uk>>

London Borough of Enfield

Website: <<http://www.enfield.gov.uk>> www.enfield.gov.uk

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<image005.png>

<image006.png>

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From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >
Sent: 13 February 2023 14:02
To: housing reviews <housingreviews@enfield.gov.uk
<mailto:housingreviews@enfield.gov.uk> >
Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk
<mailto:Valerie.Opara@Enfield.gov.uk> >
Subject: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Dear Sirs

We have received the housing files and will provide further representation within the next 14 days.
In regards to our client we made an application for accommodation pending review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance.
Can the council please provide a response in regards to accommodation
pending review has a decision been made

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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here

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From: Andre Cummings
Sent: 10 February 2023 11:40
To: 'housing reviews' <housingreviews@enfield.gov.uk>
<mailto:housingreviews@enfield.gov.uk> >
Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk>
<mailto:Valerie.Opara@Enfield.gov.uk> >
Subject: RE: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]
Importance: High
Dear review team

We will provided further representation after 14 days of receiving our clients housing file , we are still waiting to receive the file.
In regards to our client we made an application for accommodation pending review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance.

Can the council please provide a response in regards to accommodation pending review.
Kind regards
Andre Cummings
Caseworker
DDI: 02072752883

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From: Valerie Opara <Valerie.Opara@Enfield.gov.uk
<<mailto:Valerie.Opara@Enfield.gov.uk>> > On Behalf Of housing reviews
Sent: 31 January 2023 09:03
To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >
Subject: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989
[SEC=OFFICIAL]

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Classification: OFFICIAL

Dear Andre Cummings,

Re: Deon Benjamin - Request for a Review

I acknowledge receipt of your request for review dated 25 January 2023, of

the decision on your homeless application. The contents of which have been duly noted.

I can confirm that your request for a review has been logged and will be dealt with within the 56 day stipulated time scale unless an alternative period of time is mutually agreed. You or a representative may make written submissions in support of the appeal. Please ensure any further representations are presented to the Review team mailbox <mailto:housingreviews@enfield.gov.uk> housingreviews@enfield.gov.uk, in good time, preferably within the next three weeks.

Client's housing file would be with you within the next 10 working days.

Yours Sincerely

Valerie Opara
Service Development Officer
Housing Advisory Service
Housing and Regeneration
Place Department
The London Borough of Enfield
Contact No: 0208 132-2833

Email: Valerie.opara@enfield.gov.uk <mailto:Valerie.opara@enfield.gov.uk>

Website:

<https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprotect-eu.mimecast.com%2Fs%2FdYxTCY5pZfRW2ZTZMpLw%3Fdomain%3Denfield.gov.uk%2F&data=05%7C01%7Chousingreviews%40enfield.gov.uk%7C462dcc6eb218435b203e08db0dcadae9%7Ccc18b91d1bb24d9bac767a4447488d49%7C0%7CTWFpbgZsb3d8eyJWljoicjoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Ikk1haWwiLCJXVCi6Mn0%7C3000%7C%7C%7C&sdata=ym8eVm6DwlhQkHtAQqk9W5qj3GpcsuuHtj1qN5rpAs4%3D&reserved=0>
www.enfield.gov.uk

Working days Monday, Tuesday, Thursday and Friday

Wednesday non-working day

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 30 January 2023 17:41

To: Lilian Moki <Lilian.Moki@enfield.gov.uk

<mailto:Lilian.Moki@enfield.gov.uk> >

Cc: housing reviews <housingreviews@enfield.gov.uk

<mailto:housingreviews@enfield.gov.uk> >

Subject: [B184500001]Deon Benjamin 26/08/1989

Importance: High

Dear Sirs,

We write in regards to above client , see authority and letter attached.
our client wishes to do a S202 review on the council s184 letter stating she
is not in priority need, Could the Counil please provided the housing file for the client per requested.
The council stated in the S184 decision that our client still holds a releif
duty to the client could you cofirm when this duty ends and what is being
done to relif the client form homelessness.

Kind regards
Andre Cummings
Caseworker
DDI: 02072752883

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<Deon-GP-Letter-26-01-2023-27012023132654.pdf>

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>, deon benjamin<deonbenjamin@yahoo.com>

Date: Fri, 23 Feb 2024 12:57:18 +0000

Subject: FW: [B184500003]Pre Action letter Deon Benjamin

Dear Deon and Lorraine

176. Please find attached pre action letter sent to the council and supportive documents.

Kind regards

Andre Cummings

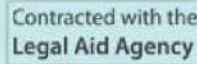
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Sent: 23 February 2024 12:31
To: 'kordu.jallow@enfield.gov.uk' <kordu.jallow@enfield.gov.uk>; 'Steven. Riding@Enfield.gov.uk' <Steven.Riding@Enfield.gov.uk>; 'innes.deuchars@enfield.gov.uk' <innes.deuchars@enfield.gov.uk>
Subject: [B184500003]Pre Action letter Deon Benjamin

Dear Sirs

Please find attached letter before action and supportive documents for your attention.

Kind regards

Andre Cummings
Apprentice Solicitor
DDI: 02072752883

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--- Attachment: Homelessness Application docs deon-13122023-180249 (002).pdf ---
--- Attachment: Email correspondence DB..pdf ---
--- Attachment: Ms Benjamin homelessness application-13122023-173259.pdf ---
--- Attachment: Letter before action failing to consider homelessness application DB.pdf
--- Attachment: ADM004 -Client Authority Form Deon-08122023173738.pdf ---

**Re: [B184500001] RE: [B184500001]RE: Deon Benjamin
26/08/1989 URGENT**

From: deon benjamin <deonbenjamin@yahoo.com>

To: Andre Cummings <AndreC@Duncanlewis.com>, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Wed, 22 Feb 2023 19:06:15 +0100

Hi Andre

I spoke to my family and I think it is a good idea

If I challenge this decision and see what the barrister says

Would you let me know what's going on once the barrister has been in touch

thanks very much deon

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

On Wednesday, February 22, 2023, 10:56 am, Andre Cummings
<AndreC@Duncanlewis.com> wrote:

Dear Deon and lorraine

I believe I have forward the response from the council which state they would not be giving accommodation pending review. (I can re forward this)

If you wish to challenge this decision please let me know asap so that I can get my supervisor to contact the barrister and then they can look at evidence and access whether there is a case to take them to court because they didn't accommodate.

My advise would be if you feel that deon should be accommodated and the council did not consider the facts correctly then seek the advise of the

barriers and he will decided f there merit or not .

If he says yes the case goes to JR if he says no then it doesn't, the review will still take place.

Let me know by EOD today if possible

Andre Cummings
Caseworker
DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 22 February 2023 09:10

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: Re: [B184500001] RE: [B184500001]RE: Deon Benjamin 26/08/1989

URGENT

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expecting this email.

Dear Andre

Thank you for the below reply

So at yet a decision has not been reached?decision has not been reached

Regards

Deon

Regards

Orion, Lorraine

Sent from my iPhone

On 19 Feb 2023, at 04:52, Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> > wrote:

Sent from my iPhone

On 15 Feb 2023, at 14:33, Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> > wrote:

dear Andre

Yes I can confirm the letter was per wrote .

Can i ask does this give us a better judicial review for the housing what accommodation pending
review?

I doing think it's fair deon is left with no housing from Enfield Council

landing review

Housing accommodation.

Could you give your opinion on this matter, as I think it is very important that Deon is not left right now in no accommodation Enfiel council is doing.?

Regards

Lorraine

Sent from my iPhone

On 13 Feb 2023, at 16:46, Andre Cummings <AndreC@duncanlewis.com

<mailto:AndreC@duncanlewis.com> > wrote:

Sorry for late reply. I just seen the latter for the reply to the council

dated 15. I/O-/202413x I can clearly see that the reply to the decision letter was sent. After the date they stated it was.

Dear Andrew

Can this be clarified? Please as clearly the date is incorrect to when I was sent the let regarding the date of the letter. Hello hello how are you?

Dear Deon

Please see below email forwarded from the council

As far as I know the council was not sent the letter before the decision was made. The doctor letter is dated on 26 and decision was give o 25th please confirm.

The latter is attached to the email

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <<mailto:Jeta.Ibi@enfield.gov.uk>> >

On Behalf Of housing reviews

Sent: 13 February 2023 15:16

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: [B184500001] RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

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Dear Andre Cummings

We acknowledge receipt of your email below with thanks, regarding the above subject matter.

Unfortunately, the medical information you have provided has

been considered in the section 184 not in priority need decision dated

25-01-2023

If you have any new information, you want me to look at in order to consider provision of interim accommodation pending review, kindly provide it.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk>

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From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 13 February 2023 14:02

To: housing reviews <housingreviews@enfield.gov.uk

<mailto:housingreviews@enfield.gov.uk> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Dear Sirs

We have received the housing files and will provide further representation within the next 14 days.

In regards to our client we made an application for accommodation pending review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance.

Can the council please provide a response in regards to accommodation pending review has a decision been made

Kind regards

Andre Cummings
Caseworker
DDI: 02072752883

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From: Andre Cummings
Sent: 10 February 2023 11:40
To: 'housing reviews' <housingreviews@enfield.gov.uk
<mailto:housingreviews@enfield.gov.uk> >
Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk
<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: RE: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

Importance: High

Dear review team

We will provided further representation after 14 days of receiving our clients housing file , we are still waiting to receive the file.

In regards to our client we made an application for accommodation pending review and submitted a GP letter supporting our client is vulnerable. Our

client is still homeless on the street and needs assistance.

Can the council please provide a response in regards to accommodation
pending review.

Kind regards

Andre Cummings
Caseworker
DDI: 02072752883

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From: Valerie Opara <Valerie.Opara@Enfield.gov.uk
<mailto:Valerie.Opara@Enfield.gov.uk> > On Behalf Of housing reviews
Sent: 31 January 2023 09:03
To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >
Subject: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

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Dear Andre Cummings,

Re: Deon Benjamin - Request for a Review

I acknowledge receipt of your request for review dated 25 January 2023, of

the decision on your homeless application. The contents of which have been
duly noted.

I can confirm that your request for a review has been logged and will be dealt with within the 56
day stipulated time scale unless an alternative period of time is mutually agreed. You or a
representative may make written submissions in support of the appeal. Please ensure any further
representations are presented to the Review team mailbox
<mailto:housingreviews@enfield.gov.uk> housingreviews@enfield.gov.uk, in good time, preferably
within the next three weeks.

Client's housing file would be with you within the next 10 working days.

Yours Sincerely

Valerie Opara

Service Development Officer

Housing Advisory Service

Housing and Regeneration

Place Department

The London Borough of Enfield

Contact No: 0208 132-2833

Email: Valerie.opara@enfield.gov.uk <mailto:Valerie.opara@enfield.gov.uk>

Website:

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Wednesday non-working day

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 30 January 2023 17:41

To: Lilian Moki <Lilian.Moki@enfield.gov.uk

<mailto:Lilian.Moki@enfield.gov.uk> >

Cc: housing reviews <housingreviews@enfield.gov.uk

<mailto:housingreviews@enfield.gov.uk> >

Subject: [B184500001]Deon Benjamin 26/08/1989

Importance: High

Dear Sirs,

We write in regards to above client , see authority and letter attached.

our client wishes to do a S202 review on the council s184 letter stating she is not in priority need, Could the Counil please provided the housing file for the client per requested.

The council stated in the S184 decision that our client still holds a releif duty to the client could you cofirm when this duty ends and what is being done to relif the client form homelessness.

Kind regards

Andre Cummings
Caseworker
DDI: 02072752883

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Department of Plastic & Reconstructive Surgery

Ext: 36988



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NHS Foundation Trust

Royal Free Hospital

Pond Street London
NW3 2QG www.royalfree.nhs.uk
Switchboard: 020 7794 0500
Fax: 020 7830 2195

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Suzanne
Hand Therapist
Royal Free Hospital
Pond Street
London
NW3 2QG

/J059*****/MRN50****

NHS No: 434 *****

Clinic Date: 16/02/2023

Date Typed: 24/02/2023

(1)

Dear Suzanne

Re: Miss DB DOB: *****

23 Byron Terrace, Hertford Road, London, N9 7DG

Thank you for referring DB to the plastic surgery psychology service. I met with her on 16th -February for a psychological assessment. She attended the clinic with her friend James who, waited outside, but helped her complete measures as DB is dyslexic.

DB reports that she was involved in an altercation during which she was stabbed in the palm of her hand in November 2022. She remembers the period before the stabbing but has no memory of what happened thereafter. DB reports experiencing constant intrusive thoughts in relation to the incident. She thinks these may be memories but is not sure. She has constant nightmares, during which she is stabbed or otherwise unsafe. She is therefore getting very little sleep and feeling exhausted during the day.

DB finds that her traumatic "memories" are easily triggered. Triggers include walking past the site of the incident. Thoughts of the incident immediately flooded back and felt like she couldn't breathe. DB needed to put a plastic bag over her hand to try and stem the blood flow (she needed a blood transfusion as part of hospital treatment). Recently when she needed to cover her hand with a bag in the bath, this triggered memories and severe anxiety.

DB scored a total of 67 today on the PCL-5 indicating symptoms consistent with PTSD. DB reports that she has been sectioned in the past and has previously experienced auditory hallucinations. I understand that she has a diagnosis of bipolar and has been under mental health services since childhood. It was unclear why. DB is feeling that her friends and family may be manipulating her, by this she meant they are encouraging her to go out and go to appointments. She is unable to articulate why but feels the intent may not be benign. She recognises this may represent paranoid thinking which can be considered in the context of her bipolar diagnosis.

DB reports that since the stabbing she is finding it difficult to go out. She is unable to go to her home as the perpetrators are known to her and there is a pending court case. They know where she lives and she is fearful of another attack. She is therefore moving around between friends' houses.

DB DOB: *****

DB finds that she does not want to care for her injured hand. She feels that it is not hers. She feels she does not want to use it or care for it and that it is bad. She reports that she tells hand therapy she is engaging in exercises, when actually she is finding it very difficult to find the motivation to do this. We discussed the concept of embodiment and how we might work with that within the service. DB (reports feeling low, anxious and exhausted. She is experiencing some suicidal ideation but has no ' current plans or intent. She rates herself 3/10 likely to act, with her mother and family being protective factors.

DB has a history of self-harm, involving horizontal cutting of her arms. The last occurrence of this was over a year ago. DB reports that she saw her GP two weeks ago who is aware of her history of self-harm and suicidal ideation. She was advised to self-refer to the crisis team but had not felt able to do this. We made this referral today together in clinic. The referral was taken by Jubeda Akthar, Assistant Practitioner. DB was advised that a clinician would contact her within four hours today. I have asked for an email to update in due course.

DB would need to be stable under community services before psychological therapy in relation to her hand would be indicated. Her scores today on the PHQ-9 were 17/24 and her scores on the GAD- 7 were 19/21 indicating both severe depression and severe anxiety. As psychological therapy in relation to the hand is not indicated at this point, I will now discharge DB from the plastic surgery psychology service back to the care of the crisis team and her GP. However, when she is stable, she is most welcome to return to the plastic surgery psychology service for support in relation to engaging with hand therapy, should that be deemed necessary.

Yours sincerely

Dictated and approved electronically to avoid delay.

Lisa Goodman
Clinical Psychologist .

—

cc

Private & Confidential

Dr J M Thomas

Nightingale House Surgery

177. Nightingale Road Edmonton

London N9 8AJ

Miss DB

178. Byron Terrace

Hertford Road

London

N9 7DG

DB DOB: *****

311241/1048195 Deon Benjamin

Patient Boarding Card

Details

DOB: 26/08/1989

Age: 33y

Gender: Female

NHS No.:

434 751 8617

Tel: 02082 457454 (n)

Mob: 07868 267755 (n)

Email: deonbenjamin@yahoo.com

Language: English

Registered GP: Dr Warren

Registered Practice: Nigh^ngale House Surgery, 1-3
Nigh^ngale Road, N9 8AJ

Personalised Care: *Please send written correspondence BOTH via POST and EMAIL.* Would prefer face...
Loading emergency contact...

Episode

Status: Completed (19/04/2022)

Date Received: 21/06/2021

Opt In Date: -

Referral Source: Self

Service: Enfield

Stage: [S3 DROPO] S3 Dropped Out Of Treatment

Allocated Therapist: Aduramigba Williams

Referral Team: Enfield IAPT

Labels

Online Referral Face to Face

Alerts

Severe Risk Q9 Severe GAD-7 Severe PHQ-9

F32 - Depressive episode

Completed clinical contact (IAPT) - 01/02/2022

This contact was created on **01/02/2022 at 18:49** by **Aduramigba Williams**The appointment was created on **28/01/2022 at 15:30** by **Aduramigba Williams**

Video Session

[Generate video session link](#)

Common fields

This clinical record is Clinical contact requires full
(Default)

Contact Date: 01/02/2022 Time: 14:30

Therapist: Aduramigba Williams

Integrated IAPT LTC Service Indicator: Core IAPT

MDS

Date	Previous records
01/02/2022 - 12:49	Edited by
01/02/2022 - 12:49	Pa^ent submi^ed ques^onnaire
01/02/2022 - 12:49	Pa^ent submi^ed ques^onnaire
01/02/2022 - 12:49	Pa^ent submi^ed ques^onnaire
01/02/2022 - 12:49	Pa^ent submi^ed ques^onnaire
03/02/2023 - 15:12	Aduramigba Williams

Details of Contact

Clinical Time: 50 mins**Administrative Time:** - mins**Supervision Time:** - mins**Appointment Location:** Cornwall Villa Annexe, Chase Farm Hospital, 127 The Ridgeway, Enfield, EN2 8JL**Appointment Purpose:** CBT Step 3 Initial Session**Secondary Intervention:** -**Primary Intervention:** CBT**Sign Post To:** -**Step Intensity:** High intensity - 1st step in current Improving Social phobia (Q1): 8

Access to Psychological Therapies care spell

Care Contact Patient Therapy Mode: One to One**Language Used for the Delivery of Treatment:** -**Interpreter Present?:** -**Is This Contact the Result of a Planned Appointment?:** -**Internet Enabled Therapy Programme:** -**Attendance:** Attended (On Time)**Short Notice Cancellation:** -**Consultation mechanism:** Face-to-face**Honos Cluster:** -**PHQ 9:** 18**Risk Q9:** 1**GAD 7:** 19**W & SAS:** 31**W&SAS Work:** 3**W&SAS Home:** 7**W&SAS Social:** 7**W&SAS Private:** 6**W&SAS Family:** 8**Social phobia (Q1):** 8**Agoraphobia (Q2):** 8**Specific phobia (Q3):** 1**Employment Status:** Benefits**The number of hours worked in a typical week by a****PERSON:** -**Self Employment Indicator:** -**Is the Patient Unable to Work Due to Sickness?:** -**Receiving SSP:** No**Benefit Receipt Indicator:** -**Jobseeker's Allowance (JSA)** - Yes should not be selected if ESA or UC is yes: -**Employment And Support Allowance (ESA)** - Yes should not be selected if JSA or UC is yes: -**Universal Credit (UC)** - Yes should not be selected if JSA or ESA is yes: -**Personal Independence Payment:** -**Other Benefits:** -**Use of Psychotropic Medication:** Prescribed and taking**Agoraphobia: mobility inventory(when accompanied):** -**Agoraphobia: mobility inventory(when alone):** -**Body Image Questionnaire:** -**Generalised anxiety disorder penn state worry:** -**Health anxiety inventory short week scale:** -**Obsessive compulsive disorder inventory:** -**Panic disorder severity scale:** -**Post traumatic stress disorder impact of events scale:** -**PTSD Checklist for DSM-5 (PCL-5):** -**Social phobia inventory:** -**Clinical Contact Summary:** Session 1

Step 3 CBT: Initial 1:1 face to face assessment session

condu

cted on 01/02/2022

Consent obtained for treatment.

Confidentiality discussed and patient consents to the relea

nt sharing of information with GP/other professionals.

Risk: Denied thoughts of suicide or self-harm. Denied making mother, family and dog. Reported history of self-harming (used but reported that she has not done this for a long time prompted by mother and difficulties leaving her home.

Risk from others: Reported difficulties with a neighbour who was and was stalking her during the COVID period. He would keep her to go away. Client's mother called the police and they were heard from him as much since then. Denied risk to others

Risk management plan:

Client reported that her mother has the crisis numbers and that she could call the police if she felt harassed by neighbo

g any plans or preparations to end life. Protective factors: wearing legs and arms) to feel better. Does not remember device. Mild neglect of self care: bathing every 2 days when

she reported threw pieces of paper through her letter box preventing coming to her door and asking for things despite her telling him away. At first he did not listen, but client has not

will support her to call if needed. Client was also reminded of

Any safeguarding children / adult issues (If yes, describe management plan): None reported

Medication: Sertraline

Drug/alcohol use: TBC

Employment: Benefits

Main problems and impact:

Client reported that her main difficulties are anxiety.

Client feels her anxiety is triggered whenever she has to leave her house or speak to someone new on the phone. She reported feeling physically sick and will withdraw from situations or avoid going out altogether. Client reported that everyone makes her feel uncomfortable and she gets scared that people are watching her too much 'what is wrong with me, why are they looking at me?'. Client reported that she feels that people are talking about her and they will say she is not well.

Client also reported low mood and difficulties sleeping. She will not sleep after 4am at night sometimes and will be laying there playing with her phone. Client is only getting 4 hours sleep at night.

Relationships: Client reported that she is very dependent on her mother for every day support with living. Client felt this dependency leads to arguments with her mother whenever she feels her mum pressures her to do things like tidying up the house or visiting family. Client also has two brothers- one is in prison but she does not speak with them often. Client speaks with her father at times. Mother and father are separated.

Developmental history:

Client reported struggling academically due to dyslexia. She left school without taking any exams and went to college. However, she also found college quite hard and felt the teachers did not understand what she would write.

GOALS:

To sort out anxiety

To do things on my own

To go out without worrying about people looking at me

Nature of CBT and the CBT process discussed (homework, agenda-setting, session feedback, collaboration and client agreement/thoughts): TBC

Contract given and DNA cancellation policy explained and understood

Plan : To continue assessment

Next expected contact within:

SMS Message

Message: **IAPT appointment reminder: 2:30pm on Tuesday 1st February at Cornwall Villa Annexe, Chase Farm Hospital, 127 The Ridgeway, Enfield, EN2 8JL. Please complete your questionnaires beforehand. Thank you**

Status: **Delivered to Handset**

Queued Date: **13:30 31/01/2022**

Scheduled delivery: **12:00 31/01/2022**

Webforms

Webform details for this session:

Webform: PHQ9/GAD7/Phobia/WSAS Method: Email to deonbenjamin@yahoo.com Date: 01-Feb-2022

Status: Ques^onnaire completed

311241/1048195 Deon Benjamin

Patient Boarding Card

Details

DOB: 26/08/1989

Age: 33y

Gender: Female

NHS No.:

434 751 8617

Tel: 02082 457454 (n)

Personalised Care: *Please send written correspondence BOTH via POST and EMAIL.* Would prefer face...

ICELorraine Cordell / Next of Kin0208 245 7454(Mum)

Mob: 07868 267755 (n)

Email: deonbenjamin@yahoo.com

Language: English

Registered GP: Dr Warren

Registered Practice: Nigh^ngale House Surgery, 1-3
Nigh^ngale Road, N9 8AJ

Episode

Status: Completed (19/04/2022)

Date Received: 21/06/2021

Opt In Date: -

Referral Source: Self

Service: Enfield

Stage: [S3 DROPO] S3 Dropped Out Of Treatment

Allocated Therapist: Aduramigba Williams

Referral Team: Enfield IAPT

Labels

Online Referral Face to Face

Alerts

Severe Risk Q9 Severe GAD-7 Severe PHQ-9 F32 - Depressive episode

Completed clinical contact (IAPT) - 15/02/2022

This contact was created on 15/02/2022 at 15:51 by Aduramigba Williams

The appointment was created on 04/02/2022 at 14:43 by Aduramigba Williams

Video Session

Generate video session link

Common fields

/ 1

This clinical record is Clinical contact requires full MDS
(Default)

Contact Date: 15/02/2022 Time: 14:30

Therapist: Aduramigba Williams

Stage - Enfield Step 3 CBT

Integrated IAPT LTC Service Indicator: Core IAPT

Previous records

Date	Edited by
15/02/2022 - 14:48	Patient submitted questionnaire
15/02/2022 - 14:48	Patient submitted questionnaire
15/02/2022 - 14:48	Patient submitted questionnaire
15/02/2022 - 14:48	Patient submitted questionnaire
16/02/2022 - 09:15	Aduramigba Williams

Details of Contact

Clinical Time: 45 mins
Administrative Time: - mins
Supervision Time: - mins
Appointment Location: Cornwall Villa Annexe, Chase Farm Hospital, 127 The Ridgeway, Enfield, EN2 8JL
Appointment Purpose: CBT Step 3 Treatment
Secondary Intervention: -
Primary Intervention: CBT
Sign Post To: -
Step Intensity: High intensity - 1st step in current Improving Access to Psychological Therapies care spell
Care Contact Patient Therapy Mode: One to One
Language Used for the Delivery of Treatment: -
Interpreter Present?: -
Is This Contact the Result of a Planned Appointment?: -
Internet Enabled Therapy Programme: -
Attendance: Attended (On Time)
Short Notice Cancellation: -
Consultation mechanism: Face-to-face
Honos Cluster: -

Agoraphobia: mobility inventory(when accompanied): -
Agoraphobia: mobility inventory(when alone): -
Body Image Questionnaire: -
Generalised anxiety disorder penn state worry: -
Health anxiety inventory short week scale: -
Obsessive compulsive disorder inventory: -
Panic disorder severity scale: -
Post traumatic stress disorder impact of events scale: -
PTSD Checklist for DSM-5 (PCL-5): -
Social phobia inventory: -

Clinical Contact Summary: Session 2
 CBT Session _2 of 12: Telephone treatment conducted on 1

Agenda agreed in collaboration with patient: Further assess

Mood review: Client reported that she has been feeling really falling apart in her flat and she can hear neighbours arguing residents and bins outside the flat and she has been charged

Risk review: Client denied having thoughts of self harm/suicide will use them if needed

Homework review: Client identified some more goals – she

Focus of session:
 Client reported that she used to do swimming with her mum she has not gone since then either. Client reported that she 1 affects sleep at night.
 Client feels that she argues more with people because she

fe

PHQ 9: 15
Risk Q9: 1
GAD 7: 16
W & SAS: 18
W&SAS Work: 3
W&SAS Home: 3
W&SAS Social: 6
W&SAS Private: 4
W&SAS Family: 2
Social phobia (Q1): 8
Agoraphobia (Q2): 8
Specific phobia (Q3): 8
Employment Status: Benefits
The number of hours worked in a typical week by a PERSON: -
Self Employment Indicator: -
Is the Patient Unable to Work Due to Sickness?: -
Receiving SSP: No
Benefit Receipt Indicator: -
Jobseeker's Allowance (JSA) - Yes should not be selected if ESA or UC is yes: -
Employment And Support Allowance (ESA) - Yes should not be selected if JSA or UC is yes: -
Universal Credit (UC) - Yes should not be selected if JSA or ESA is yes: -
Personal Independence Payment: -
Other Benefits: -
Use of Psychotropic Medication: Not Prescribed

6/02/2022

ment

y down and still afraid to go out. She also feels that everything g outside. She also reported that there have been issues with £400 for fly ^pping – but feels this is not her fault.

ality. Protective factors are in place. Took crisis numbers and

ill like to start swimming again and play golf

- however, since her mother has stopped for health reason copes with her low mood by sleeping during the day but this

els no one is listening to her.

Client describes her routine as waking up and showering- her mother combs her hair and makes her breakfast. Her mother will prompt her to clear the clothes away. She spends most of her time watching Tv or on social media.

Client reported that she was being bullied in school and used to get into trouble for not reading or writing.

Client is also worried that when she meets people, they say she is not nice and that she might be crazy and they think she is stupid. Client reported one experience where someone approached her in the street and was rude to her. Client feels these fears lead to avoidance of going out.

Goals:

To take the dog to the park
 To cook more
 To tidy up home
 To go to appointments alone

Treatment plan/ model used: CBT for depression and LSE

Homework: To keep a symptom monitoring diary

Summary and feedback: Client engaged during the session

Plan for next session: Psychoeducation on depression

Next expected contact within:

SMS Message

Message: **IAPT appointment reminder: 2:30pm on Tuesday 15th February at Cornwall Villa Annexe, Chase Farm Hospital, 127 The Ridgeway, Enfield, EN2 8JL. Please complete your questionnaires beforehand. Thank you**

Status: **Delivered to Handset**

Queued Date: **12:30 14/02/2022**

Scheduled delivery: **12:00 14/02/2022**

Webforms

J

Webform details for this session:

Webform: PHQ9/GAD7/Phobia/WSAS

Method: Email to deonbenjamin@yahoo.com

Date: 15-Feb-2022

Status: Questionnaire completed

311241/1048195 Deon Benjamin

Pa^ent Boarding Card

Details

DOB: 26/08/1989

Age: 33y

Gender: Female

NHS No.:
434 751 8617

Tel: 02082 457454 (n)

Personalised Care: *Please send wri^en correspondence BOTH via POST and EMAIL.* Would prefer face...
ICElorraine Cordell / Next of Kin0208 245 7454(Mum)

Mob: 07868 267755 (n)

Email: deonbenjamin@yahoo.com

Language: English

Registered GP: Dr Warren

Registered Prac^ce: Nigh^ngale House Surgery, 1-3
Nigh^ngale Road, N9 8AJ

Episode

Status: Completed (19/04/2022)

Date Received: 21/06/2021

Opt In Date: -

Referral Source: Self

Service: Enfield

Stage: [S3 DROPO] S3 Dropped Out Of Treatment

Allocated Therapist: Aduramigba Williams

Referral Team: Enfield IAPT

Labels

Online Referral Face to Face

Alerts

Severe Risk Q9 Severe GAD-7 Severe PHQ-9 F32 - Depressive episode

Completed clinical contact (IAPT) - 08/03/2022

This contact was created on 08/03/2022 at 15:17 by Aduramigba Williams

The appointment was created on 28/02/2022 at 07:27 by Aduramigba Williams

Video Session

Generate video session link

Common fields

This clinical record is Clinical contact requires full MDS
(Default)
Contact Date: 08/03/2022 Time: 14:30

Therapist: Aduramigba Williams

Stage - Enfield Step 3 CBT

Integrated IAPT LTC Service Indicator: Core IAPT

Previous records

Date

Edited by

07/03/2022 - 15:48

Pa^ent submi^ed ques^onnaire

07/03/2022 - 15:48

Pa^ent submi^ed ques^onnaire

07/03/2022 - 15:48

Pa^ent submi^ed ques^onnaire

07/03/2022 - 15:48

Pa^ent submi^ed ques^onnaire

Details of Contact

Clinical Time: 30 mins

PHQ 9: 24

about:blank

1/3

Administrative Time: - mins
Supervision Time: - mins
Appointment Location: Telephone Treatment
Appointment Purpose: CBT Step 3 Treatment
Secondary Intervention: -
Primary Intervention: CBT
Sign Post To: -
Step Intensity: High intensity - 1st step in current Improving Access to Psychological Therapies care
Care Contact Patient Therapy Mode: One to One
Language Used for the Delivery of Treatment: -
Interpreter Present?: -
Is This Contact the Result of a Planned Appointment?: -
Internet Enabled Therapy Programme: -
Attendance: Attended (On Time)
Short Notice Cancellation: -
Consultation mechanism: Telephone
Honos Cluster: -

Risk Q9: 3
GAD 7: 20
W & SAS: 34
W&SAS Work: 7
W&SAS Home: 7
W&SAS Social: 6
W&SAS Private: 7
W&SAS Family: 7
Social phobia (Q1): 8
Agoraphobia (Q2): 8
Specific phobia (Q3): 4
Employment Status: Benefits

The number of hours worked in a typical week by a PERSON: -
Self Employment Indicator: -
Is the Patient Unable to Work Due to Sickness?: -
Receiving SSP: No
Benefit Receipt Indicator: -
Jobseeker's Allowance (JSA) - Yes should not be selected if ESA or UC is yes: -
Employment And Support Allowance (ESA) - Yes should not be selected if JSA or UC is yes: -
Universal Credit (UC) - Yes should not be selected if JSA or ESA is yes: -
Personal Independence Payment: -
Other Benefits: -
Use of Psychotropic Medication: Prescribed and taking

Agoraphobia: mobility inventory(when accompanied): -
Agoraphobia: mobility inventory(when alone): -
Body Image Questionnaire: -
Generalised anxiety disorder penn state worry: -
Health anxiety inventory short week scale: -
Obsessive compulsive disorder inventory: -
Panic disorder severity scale: -
Post traumatic stress disorder impact of events scale: -
PTSD Checklist for DSM-5 (PCL-5): -
Social phobia inventory: -

Clinical Contact Summary: Session 3

CBT Session _3 of 12: Telephone treatment conducted on

08/03/2022

Agenda agreed in collaboration with patient: Further assessment

Mood review: Client reported that she had COVID and a chance of infection. She has had to stop smoking due to this and has bad cough because she has been unable to see anyone during covid.

Risk review: Client denied having thoughts of self harm/suicidal thoughts. She put 3 on PHQ-Q9 to emphasize how low in mood she feels. Protective factors are in place. Took crisis number and will use them if needed

Homework review: Client did not do the homework due to her ill health

Focus of session:

Psychoeducation on depression and inactivity.

Agreed to start activity with taking her dog out for walks - she reported fearing that people will say something negative to her

Agreed to set this up as a behavioural experiment to determine the validity of this worry
Also agreed to monitor mood after the task

Treatment plan/ model used: CBT for depression and LSE

Homework: To take dog out for a walk and record mood afterwards as well as whether she was approached and spoken to in a negative way

Summary and feedback: Client engaged during the session and found she liked speaking with me.

Plan for next session: Continue incorporating a range of tasks in daily routine

Next expected contact within:

SMS Message

Message: **IAPT telephone appointment reminder: 2:30pm on Tuesday 8th March. Please complete your questionnaires beforehand. Thank you**

Status: **Delivered to Handset**

Queued Date: **12:50 07/03/2022**

Scheduled delivery: **12:00 07/03/2022**

Webforms

Webform details for this session:

Webform: PHQ9/GAD7/Phobia/WSAS

Method: Email to deonbenjamin@yahoo.com

Date: 07-Mar-2022

Status: Questionnaire completed

311241/1048195 DB

Patient Boarding Card	
Details	
DOB: ***** Age: 33y Gender: Female NHS No.: 434 751 **** Registered Practice: Nightingale House Surgery, 1-3 Nightingale Road, N9 8AJ Tel: 02082 **** (n) Personalised Care: *Please send written correspondence BOTH via POST and EMAIL. * Would prefer face... ICE Lorraine Cordell / Next of Kin0208 245 ***(Mum)	
Episode	
Status: Completed (19/04/2022) Date Received: 21/06/2021 OPT In Date: - Referral Source: Self.	Service: Enfield Stage: [S3 DROPO] S3 Dropped Out Of Treatment Allocated Therapist: Aduramigba Williams Referral Team: Enfield IAPT
Labels	
Online Referral Face to Face	
Alerts	
Severe Risk Q9 Severe GAD-7 Severe PHQ-9 F32 - Depressive episode	
Completed clinical contact (IAPT) - 26/07/2021	

Clinical Time: 45 mins
Administrative Time: - mins
Supervision Time: - mins
Appointment Location: Phone Appointment
Appointment Purpose: Triage / Screening
Secondary Intervention: -
Primary Intervention: Pure self-Only
Sign Post To: -
Step Intensity: Low intensity - 1st step in current
Access to Psychological Therapies care spell
Care Contact Patient Therapy Mode: One to
Language Used for the Delivery of Treatment: -
Interpreter Present?
Is This Contact the Result of a Planned
Internet Enabled Therapy Programme: -
Attendance: Attended (On Time)
Short Notice Cancellation: -
Consultation mechanism: Telephone
Honos Cluster: -

Agoraphobia: mobility inventory (when
accompanied): - **Agoraphobia:** mobility
inventory(when alone): -
Body Image Questionnaire: -
Generalised anxiety disorder penn state
worry: -
Health anxiety inventory short week scale: -
Obsessive compulsive disorder inventory: -
Panic disorder severity scale: -
Post traumatic stress disorder impact of
events scale: - **PTSD Checklist for DSM-5**
(PCL-5): -
Social phobia inventory: -

Clinical Contact Summary: Triage Screening Notes

Triage Screening conducted on 26/07/2021.
 Introduction to service completed.
 Confidentiality discussed and patient consents
 to the relevant Patient is aware that clinical
 records will be shared with there you know, we
 store your information on our own confidential
 any information that can identify you and the
 Department of that helps us improve the delivery
 of care.
 Demographic details checked

PHO 9: 22
Risk Q9: 2
GAD 7: 18
W & SAS: 31
W&SAS Work: 4
W&SAS Home: 7
W&SAS Social: 8
W&SAS Private: 8
W&SAS Family: 4
Social phobia (Q1): 8
Agoraphobia (Q2): 8
Specific phobia (Q3): 2
Employment Status: Benefits
The number of hours worked in a typical week by
PERSON: -
Self-Employment Indicator: -
Is the Patient Unable to Work Due to Sickness? -
Receiving SSP: No
Benefit Receipt Indicator: -
Jobseeker's Allowance (JSA) - Yes should not be
selected if ESA or UC is yes: -
Employment And Support Allowance (ESA) - Yes
should not be selected if JSA or UC is yes: -
Universal Credit (UC) - Yes, should not be selected if JSA or
ESA is yes: -
Personal Independence Payment: -
Other Benefits: -
Use of Psychotropic Medication: Prescribed and
taking

the sharing of information with GP/other
 professionals.
 GP and other health care professionals if relevant.
 Just to let I record system, and we also collect data
 that does not have Health use this to create a large
 IAPT information database

-----MDS -----

PHQ: 22

GAD: 18

about: blank

LIFESTYLE QUESTIONS

Are you currently engaging in any other therapy/treatment? Patient stated that she is on a waiting list for an assessment with MIND at the moment and she is hoping that she can talk to someone about how she feels. Patient stated that she has not had an assessment yet and she has been informed that it could be a 7-week wait before an assessment takes place.

Patient is aware that if she starts therapy with Enfield IAPT or MIND-she will have to choose which service she would like to have therapy with as we do not recommend dual therapies.

Previous therapy? Patient reported that she has had a lot of support from MIND in the past, which she has found to be helpful.

IAPT HISTORY: March 2014 Did not engage with **CBT**: Discharged. June 2015 Triaged and offered further counselling assessment - DNA. June 2020 Opted for IESO but requested to change to **face-to-face**: Advised to re-refer due to time lapse Dec 2020 Offered Xyla but did not engage.

Patient reported that she has tried to get support with IAPT before, but she has not been able to see someone face to face and she finds video and type talk sessions difficult which is what she reports she was offered previously. Patient reported that having therapy sessions on the internet is confusing and she would prefer a face-to-face approach.

PHYSICAL HEALTH

Do you have any disabilities or any mobility issues? Dyslexia. Patient reported that she struggles to read however, her.

Mum is able to support her with reading letters and emails.

Do you have any long-term conditions? Asthma.

MEDICATIONS

Prescribed Medication - sertraline (100mg) and zopiclone (3.75mg). patient reported that she has taken antidepressants on and off her whole life.

Non-Prescribed Medication: patient denied.

SUBSTANCE USE

Recreational drugs – patient denied.

Alcohol – patient reported that she does not drink regularly, only on special occasions.

Cigarettes – 10 cigarettes per day.

Caffeine: - 1-2 fizzy drinks per day. several capri suns per day.

RISK

PHQ9 Q9 'Thoughts of being better off dead or hurting yourself in some way' Score -2

Suicidal Thoughts – Patient reported that she does not feel suicidal at the moment. however, she reports that sometimes she feels suicidal and thinks about killing herself but does not get these thoughts regularly. patient reported it is more thoughts of "what's the point", had these thoughts on and off since being a child.

Triggers: messy house, people talking down to her, feeling depressed and irritated, difficulties sleeping. The patient denied any current intent, plans, preparations to end own life in the present moment. patient reported that she wants to live.

Do you ever feel life is not worth living? patient denied.

Self-Harm Thoughts - patient denied.

Intent (0/10) – patient denied.

Plans – patient denied.

Preparations - patient denied.

Previous Suicide Attempts – patient reported that over a year ago she remembers waking up and wanting to kill herself by thinking about jumping off a bridge, patient reported it was just suicidal thoughts at the time and when she felt this way she phoned her mum to tell her about it, mum come over to her home and patient

felt better following this. Patient reported that thoughts of her mum and brothers stopped her from acting on these thoughts. patient stated that she thinks it would have been selfish if she did it.

Previous Self Harm -patient reported that she last self-harmed 2 months ago. she had cut her arms and legs with a razor in order to 'feel something.' Patient reported that She had been self-harming like this since her teenage years in secondary school up until 2 months ago. Patient reported that prior to two months ago, she had not self-harmed for a few years. No medical attention ever required for previous self-harm.

Protective Factors: boyfriend, mum, brothers.

Self-Neglect: mum is helping her to wash herself, brush her teeth and dress.

Harm To Others – patient denied.

Harm From others – patient reported that 2 years ago a group of individuals come to her house and tried to kick her door off and they tried to stab her through the letter box, they cut the side of her face through the letterbox as well as her arms and hands. Patient reported that it was reported to the police. Police informed her that they believe it was a mistaken identity and they got the wrong house. Patient reported that she gets worried that they will come back as she does not know why it ever happened and never got any answers about it.

[IF RISK EVIDENT] “Do you feel you can keep yourself safe in the current moment?” “yes.”

RISK MANAGEMENT PLAN:

Patient was offered the numbers for the Enfield Crisis resolution and home treatment team (0800 151 0023) and Samaritans (116 123)-patient stated that she already has crisis & Samaritans numbers. Patient was also advised that if risk levels change, in addition to the crisis team and Samaritans who can be contacted, patients can also contact their GP to arrange an emergency appointment, visit their local A&E department, or dial 999.

Patient stated that she feels able to reach out for support via one of these means should risk levels change. Patient also reported that if she was in a crisis, she would call her mum as this is what she has done previously, and this has been helpful.

MAIN PROBLEM:

179. Patient reported that she wants to sort her head out.
180. She reports that she feels paranoid about going out.
181. She feels like people are talking about her when she leaves the house.
182. She wants to go out and make friends, but she can't.
183. Won't go shop because she feels anxious being around other people.
184. When she is around a group of people, she feels sick and is paranoid, she thinks that people are staring at her **“are they talking about me or about someone else?”**
185. Patient reported that the Covid19 pandemic is making it worse because everyone is wearing masks too.
186. Patient reported that this problem has been going on since her teenage years.
187. She also struggles to go out with her mum who she is close with
188. Patient reported that She has been feeling more angry recently. She reports some things which trigger her anger E.g. **“the way people talk down to me, it makes me feel stupid.”**
189. Patient reported that she Can't be bothered to get up and do anything at the moment. She has stopped doing the housework and cooking – mum now does this for her. mum doesn't her to cook in case she burns the house down. Patient reported that her House being messy is contributing to her depression.
190. Patient reported that she has not felt happy for about a year now. not wanting to do anything. Not wanting to leave bed.
191. struggling to put on a smile on her face. Always feeling low and down.
192. She feels that family do not want to be around her, and she does not know what to do about this.
193. Spending most of her time in bed at the moment.
194. Mum is making sure that she eats every day and has a wash.
195. Patient stated that She worries about her mum a lot. **“If mum died, I would be worried about what**

would happen to me. I don't want to keep burdening my mum all the time ... I wish I could do things for myself."

196. Patient reported that her main concern is not being able to go out. She wishes that she didn't have to take her mum with her to appointments.
197. Patient reported that she has a Support system comprised of her brother, uncle, mum, dad, and partner.

5 AREAS

Thoughts: I don't want to go out. When I do go out, I feel like I am going to be sick. I do not want to see anyone. Everyone knows I'm miserable and stays away from me. It makes me down and it makes me feel upset because I am struggling to be happy. They do not get how I feel. I get paranoid thinking people are after me.

Feelings: on edge, anxious, worried, depressed. Irritable. Frustrated.

Behaviours (Coping strategies/ avoidance): not wanting to go out. Feels physically sick when going out. Only staying in most of the time. used to go for long walks outside but now no longer doing this. no cooking, no cleaning. Mum encourages her to perform self-care tasks.

Physical: nauseaus. Racing heart.

PTSD SCREEN

In your life, have you ever had any experience that was so frightening, horrible, and overwhelming that you believed at the time that your life or someone else's life was at risk or threatened? "the event where the guys attacked me, I get worried about anyone coming back for me, my neighbours had a party the other day and they were arguing and I locked all the doors, I didn't want to go to the toilet in case they heard me, I was scared at the time."

If yes, ask

198. Are you safe now?

"I worry about them coming back to hurt me."

199. Do you get flashbacks, images or nightmares about it? Are these about one event or several separate events? Patient denied.

200. How often do you get these images? Whilst these are happening do you ever forget that you are safe now and feel as if you are back there again?

201. How much do these images stop you from doing what you need to on a day to day basis?

202. How much do you avoid situations that remind you of it?

"I don't really like going out, even going to a family event I don't like going because I don't know how I will be." "I am funny around loud noises."

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03/02/2023, 14:52

IAPT us Print Page - Print_Patient_Contact_Details

03/02/2023, 14:52

IAPT us Print Page - Print_Patient_Contact_Details

203. Have you been constantly on guard, watchful or easily startled? "Yes at home and outside because I don't know who it was who attacked me."

204. Do you have to do things to help you feel safe? What do you do (in and out of the house) and how much of your day does this take up? "try to keep calm."

Goals: (what are you hoping to achieve with help from our service?)

"Understand why I don't want to go out all the time"

"Be more motivated to do the tidying round the house."

“be able to do things alone again such as going to appointments.”

COMB:

- 205. Do you have any specific needs that we need to be aware of/to help you access the service? I would prefer face-to-face appts.
- 206. What is your availability? (days, time, location)
- 207. Gender preference?

Outcome of triage appointment: Patient informed that their case will be discussed with a senior practitioner within the service to identify appropriate treatment options if suitable as well as signposting to other services if relevant. Patient informed that they will be contacted with an outcome for the assessment within the next 2 weeks. Two contact attempts will be made on different days and if client is not able to be reached, the outcome will be sent to their email address and they have 2 weeks to respond to the letter by email or calling the service, otherwise risk being discharged from the service.

SUMMARY AND OUTCOME OF TRIAGE SCREENING

MDS scores: PHQ: 22, GAD:18

Risk:

- 208. PHQ9 Q9 ‘Thoughts of being better off dead or hurting yourself in some way’ Score -2
- 209. Suicidal Thoughts – Patient reported that she does not feel suicidal at the moment. however, she reports that sometimes she feels suicidal and thinks about killing herself but does not get these thoughts regularly. patient reported it is more thoughts of “what’s the point”, had these thoughts on and off since being a child. triggers: messy house, people talking down to her, feeling depressed and irritated, difficulties sleeping. Patient denied any current intent, plans, preparations to end own life in the present moment. patient reported that she wants to live.
- 210. Self-Harm Thoughts - patient denied.
- 211. Previous Suicide Attempts – patient reported that over a year ago she remembers waking up and wanting to kill herself by thinking about jumping off a bridge, patient reported it was just suicidal thoughts at the time and when she felt this way she phoned her mum to tell her about it, mum come over to her home and patient felt better following this. Patient reported that thoughts of her mum and brothers stopped her from acting on these thoughts. patient stated that she thinks it would have been selfish if she acted on these thoughts.
- 212. Previous Self Harm -patient reported that she last self-harmed 2 months ago. she had cut her arms and legs with a razor in order to ‘feel something.’ Patient reported that She had been self-harming like this since her teenage years in secondary school up until 2 months ago. Patient reported that prior to two months ago, she had not been self-harmed for a few years. No medical attention ever required for previous self-harm.
- 213. Protective Factors: boyfriend, mum, brothers.
- 214. Self-Neglect: mum is helping her to wash herself, brush her teeth and dress.
- 215. Patient denied being a risk to others.
- 216. Harm From others – patient reported that 2 years ago a group of individuals come to her house and tried to kick her door off and they tried to stab her through the letter box, they cut the side of her face through the letterbox as well as her arms and hands. Patient reported that it was reported to the police. Police informed her that they believe it was a mistaken identity and they got the wrong house. Patient reported that she gets worried that they will come back as she doesn’t know why it ever happened and never got any answers about it.

[IF RISK EVIDENT] “Do you feel you can keep yourself safe in the current moment?” “yes.”

RISK MANAGEMENT PLAN: patient stated that she already had crisis and Samaritans numbers. Patient was also advised that if risk levels change, in addition to the crisis team and Samaritans who can be contacted, patient can also contact their gp to arrange an emergency appointment, visit their local A&E department or dial 999. Patient stated that she feels able to reach out for support via one of these means should risk levels change. Patient also reported that if she was in a crisis, she would call her mum as this is what she has done previously and this has been helpful.

Conceptualisation of main problem:**MAIN PROBLEM:**

217. Patient reported that she wants to sort her head out.
218. She reports that she feels paranoid about going out.
219. She feels like people are talking about her when she leaves the house.
220. She wants to go out and make friends, but she can't.
221. Won't go shopping because she feels anxious being around other people.
222. When she is around a group of people, she feels sick and is paranoid, she thinks that people are staring at her **"are they talking about me or about someone else?"**
223. Patient reported that the Covid19 pandemic is making it worse because everyone is wearing masks too.
224. Patient reported that this problem has been going on since her teenage years.
225. She also struggles to go out with her mum who she is close with
- 226.** Patient reported that She has been feeling more angry recently. She reports some things which trigger her anger E.g. **"the way people talk down to me, it makes me feel stupid."**
1. Patient reported that she Can't be bothered to get up and do anything at the moment. She has stopped doing the housework and cooking – mum now does this for her. mum doesn't her to cook in case she burns the house down. Patient reported that her House being messy is contributing to her depression.
 2. Patient reported that she has not felt happy for about a year now. not wanting to do anything. Not wanting to leave bed. struggling to put on a smile on her face. Always feeling low and down.
 3. She feels that family don't want to be around her and she doesn't know what to do about this.
 4. Spending most of her time in bed at the moment.
 5. Mum is making sure that she eats everyday and has a wash.
 6. Patient stated that She worries about her mum a lot. **"If mum died I would be worried about what would happen to me. I don't want to keep burdening my mum all the time ... I wish I could do things for myself."**
 7. Patient reported that her main concern is not being able to go out. She wishes that she did not have to take her mum with her to appointments Patient reported that she has a Support system comprised of her brother, uncle, mum, dad, and partner.

5 AREAS

Thoughts: I don't want to go out. When I do go out, I feel like I am going to be sick. I do not want to see anyone. Everyone knows I'm miserable and stays away from me. It makes me down and it makes me feel upset because I am struggling to be happy. They do not get how I feel. I get paranoid thinking people are after me.

Feelings: on edge, anxious, worried, depressed. Irritable. Frustrated.

Behaviours (Coping strategies/ avoidance): not wanting to go out. I feel physically sick when going out. Only staying in most of the time. used to go for long walks outside but now no longer doing this. no cooking, no cleaning. Mum encourages her to perform self-care tasks.

Physical: nauseaus. Racing heart.

Trauma symptoms:

PTSD SCREEN

In your life, have you ever had any experience that was so frightening, horrible and overwhelming that you believed at the time that your life or someone else's life was at risk or threatened? "the event where the guys attacked me, I get worried about anyone coming back for me, my neighbors had a party the other day and they were arguing and I locked all the doors, I didn't want to go to the toilet in case they heard me, I was scared at the time." If yes, ask

8. Are you safe now? **"I worry about them coming back to hurt me."**
9. Do you get flashbacks, images or nightmares about it? Are these about one event or several separate events? Patient denied.
10. How often do you get these images? Whilst these are happening do you ever forget that you are safe now and feel as if you are back there again?
11. How much do these images stop you from doing what you need to on a day to day basis?
12. How much do you avoid situations that remind you of it? **"I don't really like going out, even going to a family event I don't like going because I don't know how I will be."** **"I am funny around loud noises."**
13. Have you been constantly on guard, watchful or easily startled? **"Yes at home and outside because I don't know who it was who attacked me."**
14. Do you have to do things to help you feel safe? What do you do (in and out of the house) and how much of your day does this take up? "try to keep calm."

03/02/2023, 14:52.

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Are you currently engaging in any other therapy/treatment? Patient stated that she is on a waiting list for an assessment with MIND at the moment and she is hoping that she can talk to someone about how she feels. Patient stated that she has not had an assessment yet and she has been informed that it could be a 7 week wait before an assessment takes place. Patient is aware that if she starts therapy with Enfield IAPT or MIND- she will have to choose which service she would like to have therapy with as we do not recommend dual therapies. -

Previous therapy? Patient reported that she has had a lot of support from MIND in the past, which she has found to be helpful.

IAPT HISTORY: March 2014 Did not engage with CBT: Discharged. June 2015 Triaged and offered further counselling assessment - DNA. June 2020 Opted for IESO but requested to change to face-to-face: Advised to re-refer due to time lapse. Dec 2020 Offered Xyla but did not engage.

Patient reported that she has tried to get support with IAPT before, but she has not been able to see someone face to face and she finds video and type talk sessions difficult which is what she reports she was offered previously. Patient reported that having therapy sessions on the internet is confusing and she would prefer a face-to-face approach. -

Recreational drugs – patient denied.

Alcohol – patient reported that she does not drink regularly, only on special occasions. -

Do you have any disabilities or any mobility issues? Dyslexia. Patient reported that she struggles to read however, her Mum is able to support her with reading letters and emails. -

Goals: (what are you hoping to achieve with help from our service?) "Understand why I don't want to go out all the time" "Be more motivated to do the tidying round the house." "be able to do things alone again such as going to appointments."

Subjective: 31-year-old female unemployed client Living alone. Takes sertraline (100mg) and zopiclone (3.75mg). engaged well in triage. prefers f2f apts. What do you recommend?

Next expected contact within:

SMS Message

Message: IAPT telephone appointment reminder: 10:30am on Monday 26th July. Please complete your questionnaires beforehand. Thank you.

Status: Delivered to Handset

Queued Date: 12:17 25/07/2021

Scheduled delivery: 12:00. 25/07/2021.

Webforms

Web fo25/07/2021.21 for this session:

Webform: PHQ9/GAD7/Phobia/WSAS

Method: Email to DB@yahoo.com

Date: 25-Jul-2021
Status: Email sent

RE: [B184500001] Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Mon, 27 Feb 2023 14:36:29 +0100

Dear Deon

My supervisors stated there would be little merit as the judge would assume that the reviewing office considered the evidence that was put forward by the doctor. So we cannot go forward with the judicial review and have to accept the council decision.

Have you had any luck with street link assisting with housing

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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[trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: deon benjamin <deonbenjamin@yahoo.com>

Sent: 27 February 2023 12:10

To: Andre Cummings <AndreC@Duncanlewis.com>; 'Lorraine Cordell'

<lorraine32@blueyonder.co.uk>

Subject: Re: [B184500001]Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

1. Sorry I forgot to ask you is there any news from the barrister?

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

On Monday, February 27, 2023, 12:09 pm, deon benjamin <

<<mailto:deonbenjamin@yahoo.com>> deonbenjamin@yahoo.com> wrote:

Hi Andre

2. I should be getting evaluated on the 3 march i've got my letter today and I should have everything by then thank you for the extension.
3. I am going to try my best to get everything sorted out by this time I really do appreciate it as my mum is still in hospital and I really don't know when
4. she will be back

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

On Monday, February 27, 2023, 9:55 am, Andre Cummings <

<<mailto:AndreC@Duncanlewis.com>> AndreC@Duncanlewis.com> wrote:

Dear Deon

1. Please see below email , I have an extension until 10/03/2023 to provide
2. further representations
3. Is there an update as to when you might receive the medical documents

Kind regards
Kind regards
Andre Cummings
Caseworker

DDI: 02072752883

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From: Jeta Ibi <<mailto:Jeta.lbi@enfield.gov.uk>> Jeta.lbi@enfield.gov.uk>

Sent: 24 February 2023 16:31

To: Andre Cummings <<mailto:AndreC@Duncanlewis.com>> AndreC@Duncanlewis.com>

Subject: FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension

[SEC=OFFICIAL]

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre Cummings

We are agreeable to 2 weeks to provide submissions. Kindly ensure all representations in support of your clients' review reach us by close of business on Friday 10th March 2023.

We look forward to your response in relation to the above. Should you have any queries please do not hesitate to contact us

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

* <<mailto:Jeta.lbi@enfield.gov.uk>> Jeta.lbi@enfield.gov.uk

London Borough of Enfield

Website: <<http://www.enfield.gov.uk>> www.enfield.gov.uk

Visit: <<https://www.gov.uk/coronavirus>> <https://www.gov.uk/coronavirus>

Enfield Council is committed to serving the whole borough fairly, delivering excellent services and building strong communities.

From: Valerie Opara <Valerie.Opara@Enfield.gov.uk>

<<mailto:Valerie.Opara@Enfield.gov.uk>> > On Behalf Of housing reviews

Sent: 24 February 2023 11:39

To: Jeta Ibi <Jeta.Ibi@enfield.gov.uk> <<mailto:Jeta.Ibi@enfield.gov.uk>> >

Subject: FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

Classification: OFFICIAL

Hi Jeta

FYI

From: Andre Cummings <AndreC@Duncanlewis.com>

AndreC@Duncanlewis.com>

Sent: 24 February 2023 11:33

To: housing reviews <housingreviews@enfield.gov.uk>

housingreviews@enfield.gov.uk>

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk>

Valerie.Opara@Enfield.gov.uk>

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT extension

Dear Sirs

I believe you did not read my email correctly, I am asking for an extension to provide further representation for our clients S202 review for the s184 decision from the council. This email has nothing to do with the accommodation pending review.

Please see the request below

We write to you to ask for an extension to provide further representation by 27/02/2023

Our client has informed us that she has requested for her medical records from her GP and mental health records from hospital, and these records can take up to 6 weeks to be received.

We request an extension to 23/03/2023 so that we can obtain our clients medical records and put forward representations.

As our client's case is to prove she is in priority need these documents are important to her case.

The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.

Please respond to the request and confirm the extension to 23/03/2023 is agreeable, if I do not hear a response in regards to this then I will take it as agreeable

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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<https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprotect-eu.mimecast.com%2Fs%2Fv2KOC2W4XcpJIEkSn0DUZ%3Fdomain%3Deur03.safelinks.protection.outlook.com&data=05%7C01%7CJeta.Ibi%40enfield.gov.uk%7C4d2b8fd76d3842aa9c3108db165baff1%7Ccc18b91d1bb24d9bac767a4447488d49%7C0%7>

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From: Jeta Ibi <<mailto:Jeta.lbi@enfield.gov.uk> Jeta.lbi@enfield.gov.uk>
On Behalf Of housing reviews
Sent: 24 February 2023 09:11

To: Andre Cummings <<mailto:AndreC@Duncanlewis.com> AndreC@Duncanlewis.com>
Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT
Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in
the email or open attachments unless you are expecting this email.
Dear Andre Cummings
We acknowledge receipt of your email (below) with thanks, regarding the
above subject matter.

I can confirm a decision has been reached in relation to your request for
accommodation pending review and sent via email to AndreC@Duncanlewis.com
<mailto:AndreC@Duncanlewis.com> on 16.02.2023 Kindly refer to the decision letter issued to Deon
Benjamin via email dated 16.02.2023.
Kind Regards
Jeta Ibi | Review Officer
Housing and Regeneration | Place Department
*020 8078 5901
* <mailto:Jeta.lbi@enfield.gov.uk> Jeta.lbi@enfield.gov.uk
London Borough of Enfield

Website:
<https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprotect-
eu.mimecast.com%2Fs%2FGKvZC7X8MiAxpWmsRqDoV%3Fdomain%3Denfield.gov.uk
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https://www.gov.uk/coronavirus

Enfield Council is committed to serving the whole borough fairly, delivering excellent services and building strong communities.

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 23 February 2023 14:44

To: housing reviews <housingreviews@enfield.gov.uk
<mailto:housingreviews@enfield.gov.uk> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk
<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Dear Sirs

We write to you to ask for an extension to provide further representation by 27/02/2023
Our client has informed us that she has requested for her medical records
from her GP and mental health records from hospital , and these records can
take up to 6 weeks be received.

We request an extension to 23/03/2023 so that we can obtain our clients
medical records and put forward representations.

As our client's case is to prove she is in priority need these documents are important to her case.
The client's position would be prejudiced if the extension request is not
granted, as client has this only opportunity to put forward his case.
Please respond to the request and confirm the extension to 23/03/2023 is
agreeable

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings
Sent: 13 February 2023 14:02
To: 'housing reviews' <<mailto:housingreviews@enfield.gov.uk>housingreviews@enfield.gov.uk>
Cc: 'Valerie Opara' <<mailto:Valerie.Opara@Enfield.gov.uk>

Valerie.Opara@Enfield.gov.uk>

Subject: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Dear Sirs

We have received the housing files and will provide further representation within the next 14 days. In regards to our client we made an application for accommodation pending review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance.

Can the council please provide a response in regards to accommodation pending review has a decision been made

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings
Sent: 10 February 2023 11:40
To: 'housing reviews' <<mailto:housingreviews@enfield.gov.uk>
housingreviews@enfield.gov.uk>
Cc: Valerie Opara <<mailto:Valerie.Opara@Enfield.gov.uk>
Valerie.Opara@Enfield.gov.uk>
Subject: RE: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989
[SEC=OFFICIAL]
Importance: High
Dear review team
We will provided further representation after 14 days of receiving our
clients housing file , we are still waiting to receive the file.

In regards to our client we made an application for accommodation pending
review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the
street and needs assistance.

Can the council please provide a response in regards to accommodation pending review.

Kind regards
Andre Cummings
Caseworker

DDI: 02072752883

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From: Valerie Opara <<mailto:Valerie.Opara@Enfield.gov.uk>

Valerie.Opara@Enfield.gov.uk> On Behalf Of housing reviews

Sent: 31 January 2023 09:03

To: Andre Cummings <<mailto:AndreC@Duncanlewis.com> AndreC@Duncanlewis.com>

Subject: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Classification: OFFICIAL

Dear Andre Cummings,

Re: Deon Benjamin - Request for a Review

I acknowledge receipt of your request for review dated 25 January 2023, of the decision on your homeless application. The contents of which have been duly noted.

I can confirm that your request for a review has been logged and will be dealt with within the 56 day stipulated time scale unless an alternative period of time is mutually agreed. You or a representative may make written submissions in support of the appeal. Please ensure any further representations are presented to the Review team mailbox <mailto:housingreviews@enfield.gov.uk> housingreviews@enfield.gov.uk, in good time, preferably within the next three weeks.

Client's housing file would be with you within the next 10 working days.

Yours Sincerely

Valerie Opara

Service Development Officer

Housing Advisory Service

Housing and Regeneration

Place Department

The London Borough of Enfield

Contact No: 0208 132-2833

Email: <mailto:Valerie.opara@enfield.gov.uk> Valerie.opara@enfield.gov.uk

Website:

<https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprotect-eu.mimecast.com%2Fs%2FjxN9C9g6jukg3YmuZqf2r%3Fdomain

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%3D&reserved=0>

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Working days Monday, Tuesday, Thursday and Friday

Wednesday non-working day

From: Andre Cummings <<mailto:AndreC@Duncanlewis.com>
AndreC@Duncanlewis.com>
Sent: 30 January 2023 17:41
To: Lilian Moki <<mailto:Lilian.Moki@enfield.gov.uk>
Lilian.Moki@enfield.gov.uk>
Cc: housing reviews <<mailto:housingreviews@enfield.gov.uk>
housingreviews@enfield.gov.uk>
Subject: [B184500001]Deon Benjamin 26/08/1989
Importance: High

Dear Sirs,

We write in regards to above client , see authority and letter attached.
our client wishes to do a S202 review on the council s184 letter stating she
is not in priority need, Could the Council please provided the housing file

for the client per requested.

The council stated in the S184 decision that our client still holds a releif duty to the client could you cofirm
when this duty ends and what is being done to relif the client form homelessness.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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311241/1048195 DB

Patient Boarding Card	
Details	
DOB: ***** Age: 33y Gender: Female NHS No.: 434 751 **** Registered Practice: Nightingale House Surgery, 1-3 Nightingale Road, N9 8AJ Tel: 02082 **** (n) Personalised Care: *Please send written correspondence BOTH via POST and EMAIL. * Would prefer face... ICE Lorraine Cordell / Next of Kin0208 245 ***(Mum)	
Episode	
Status: Completed (19/04/2022) Date Received: 21/06/2021 OPT In Date: - Referral Source: Self.	Service: Enfield Stage: [S3 DROPO] S3 Dropped Out Of Treatment Allocated Therapist: Aduramigba Williams Referral Team: Enfield IAPT
Labels	
Online Referral Face to Face	
Alerts	
Severe Risk Q9 Severe GAD-7 Severe PHQ-9 F32 - Depressive episode	
Completed clinical contact (IAPT) - 26/07/2021	

Clinical Time: 45 mins
Administrative Time: - mins
Supervision Time: - mins
Appointment Location: Phone Appointment
Appointment Purpose: Triage / Screening
Secondary Intervention: -
Primary Intervention: Pure self-Only
Sign Post To: -
Step Intensity: Low intensity - 1st step in current
 Access to Psychological Therapies care spell **Care**
Contact Patient Therapy Mode: One to **Language**
Used for the Delivery of Treatment: - **Interpreter**
Present?
Is This Contact the Result of a Planned Internet
Enabled Therapy Programme: - **Attendance:**
 Attended (On Time) **Short Notice Cancellation:** -
Consultation mechanism: Telephone
Honos Cluster: -

PHQ 9: 22
Risk Q9: 2
GAD 7: 18
W & SAS: 31
W&SAS Work: 4
W&SAS Home: 7
W&SAS Social: 8
W&SAS Private: 8
W&SAS Family: 4
Social phobia (Q1): 8
Agoraphobia (Q2): 8
Specific phobia (Q3): 2
Employment Status: Benefits
The number of hours worked in a typical week by
PERSON: -
Self-Employment Indicator: -
Is the Patient Unable to Work Due to Sickness? -
Receiving SSP: No
Benefit Receipt Indicator: -
Jobseeker's Allowance (JSA) - Yes should not be
 selected if ESA or UC is yes: -
Employment And Support Allowance (ESA) - Yes
 should not be selected if JSA or UC is yes: -
Universal Credit (UC) - Yes, should not be selected if JSA or
 ESA is yes: -
Personal Independence Payment: -
Other Benefits: -
Use of Psychotropic Medication: Prescribed and
 taking

Agoraphobia: mobility inventory (when
 accompanied): - **Agoraphobia:** mobility
 inventory(when alone): -
Body Image Questionnaire: -
Generalised anxiety disorder penn state worry: -
Health anxiety inventory short week scale: -
Obsessive compulsive disorder inventory: -
Panic disorder severity scale: -
Post traumatic stress disorder impact of events
scale: - **PTSD Checklist for DSM-5 (PCL-5):** -
Social phobia inventory: -

Clinical Contact Summary: Triage Screening Notes
 Triage Screening conducted on 26/07/2021.
 Introduction to service completed.
 Confidentiality discussed and patient consents to the
 relevant Patient is aware that clinical records will be
 shared with there you know, we store your
 information on our own confidential any information
 that can identify you and the Department of that helps
 us improve the delivery of care.
 Demographic details checked

the sharing of information with GP/other
 professionals.
 GP and other health care professionals if relevant.
 Just to let I record system, and we also collect data
 that does not have Health use this to create a large
 IAPT information database

-----MDS

PHQ: 22

GAD: 18

about: blank

LIFESTYLE QUESTIONS

Are you currently engaging in any other therapy/treatment? Patient stated that she is on a waiting list for an assessment with MIND at the moment and she is hoping that she can talk to someone about how she feels. Patient stated that she has not had an assessment yet and she has been informed that it could be a 7-week wait before an assessment takes place.

Patient is aware that if she starts therapy with Enfield IAPT or MIND-she will have to choose which service she would like to have therapy with as we do not recommend dual therapies.

Previous therapy? Patient reported that she has had a lot of support from MIND in the past, which she has found to be helpful.

IAPT HISTORY: March 2014 Did not engage with **CBT**: Discharged. June 2015 Triaged and offered further counselling assessment - DNA. June 2020 Opted for IESO but requested to change to **face-to-face**: Advised to re-refer due to time lapse Dec 2020 Offered Xyla but did not engage.

Patient reported that she has tried to get support with IAPT before, but she has not been able to see someone face to face and she finds video and type talk sessions difficult which is what she reports she was offered previously. Patient reported that having therapy sessions on the internet is confusing and she would prefer a face-to-face approach.

PHYSICAL HEALTH

Do you have any disabilities or any mobility issues? Dyslexia. Patient reported that she struggles to read however, her.

Mum is able to support her with reading letters and emails.

Do you have any long-term conditions? Asthma.

MEDICATIONS

Prescribed Medication - sertraline (100mg) and zopiclone (3.75mg). patient reported that she has taken antidepressants on and off her whole life.

Non-Prescribed Medication: patient denied.

SUBSTANCE USE

Recreational drugs – patient denied.

Alcohol – patient reported that she does not drink regularly, only on special occasions.

Cigarettes – 10 cigarettes per day.

Caffeine: - 1-2 fizzy drinks per day. several capri suns per day.

RISK

PHQ9 Q9 'Thoughts of being better off dead or hurting yourself in some way' Score -2

Suicidal Thoughts – Patient reported that she does not feel suicidal at the moment. however, she reports that sometimes she feels suicidal and thinks about killing herself but does not get these thoughts regularly. patient reported it is more thoughts of "what's the point", had these thoughts on and off since being a child.

Triggers: messy house, people talking down to her, feeling depressed and irritated, difficulties sleeping. The patient denied any current intent, plans, preparations to end own life in the present moment. patient reported that she wants to live.

Do you ever feel life is not worth living? patient denied.

Self-Harm Thoughts - patient denied.

Intent (0/10) – patient denied.

Plans – patient denied

felt better following this. Patient reported that thoughts of her mum and brothers stopped her from acting on these thoughts. patient stated that she thinks it would have been selfish if she did it.

Previous Self Harm -patient reported that she last self-harmed 2 months ago. she had cut her arms and legs with a razor in order to 'feel something.' Patient reported that She had been self-harming like this since her teenage years in secondary school up until 2 months ago. Patient reported that prior to two months ago, she had not self-harmed for a few years. No medical attention ever required for previous self-harm.

Protective Factors: boyfriend, mum, brothers.

Self-Neglect: mum is helping her to wash herself, brush her teeth and dress.

Harm To Others – patient denied.

Harm From others – patient reported that 2 years ago a group of individuals come to her house and tried to kick her door off and they tried to stab her through the letter box, they cut the side of her face through the letterbox as well as her arms and hands. Patient reported that it was reported to the police. Police informed her that they believe it was a mistaken identity and they got the wrong house. Patient reported that she gets worried that they will come back as she does not know why it ever happened and never got any answers about it.

[IF RISK EVIDENT] “Do you feel you can keep yourself safe in the current moment?” “yes.”

RISK MANAGEMENT PLAN:

Patient was offered the numbers for the Enfield Crisis resolution and home treatment team (0800 151 0023) and Samaritans (116 123)-patient stated that she already has crisis & Samaritans numbers. Patient was also advised that if risk levels change, in addition to the crisis team and Samaritans who can be contacted, patients can also contact their GP to arrange an emergency appointment, visit their local A&E department, or dial 999.

Patient stated that she feels able to reach out for support via one of these means should risk levels change. Patient also reported that if she was in a crisis, she would call her mum as this is what she has done previously, and this has been helpful.

MAIN PROBLEM:

4. Patient reported that she wants to sort her head out.
5. She reports that she feels paranoid about going out.
6. She feels like people are talking about her when she leaves the house.
7. She wants to go out and make friends, but she can't.
8. Won't go shop because she feels anxious being around other people.
9. When she is around a group of people, she feels sick and is paranoid, she thinks that people are staring at her **“are they talking about me or about someone else?”**
10. Patient reported that the Covid19 pandemic is making it worse because everyone is wearing masks too.
11. Patient reported that this problem has been going on since her teenage years.
12. She also struggles to go out with her mum who she is close with
13. Patient reported that She has been feeling more angry recently. She reports some things which trigger her anger E.g. **“the way people talk down to me, it makes me feel stupid.”**
14. Patient reported that she Can't be bothered to get up and do anything at the moment. She has stopped doing the housework and cooking – mum now does this for her. mum doesn't her to cook in case she burns the house down. Patient reported that her House being messy is contributing to her depression.
15. Patient reported that she has not felt happy for about a year now. not wanting to do anything. Not wanting to leave bed.
16. struggling to put on a smile on her face. Always feeling low and down.
17. She feels that family do not want to be around her, and she does not know what to do about this.
18. Spending most of her time in bed at the moment.

1. Patient stated that She worries about her mum a lot. **"If mum died, I would be worried about what would happen to me. I don't want to keep burdening my mum all the time ... I wish I could do things for myself."**
2. Patient reported that her main concern is not being able to go out. She wishes that she didn't have to take her mum with her to appointments.
3. Patient reported that she has a Support system comprised of her brother, uncle, mum, dad, and partner.

5 AREAS

Thoughts: I don't want to go out. When I do go out, I feel like I am going to be sick. I do not want to see anyone. Everyone knows I'm miserable and stays away from me. It makes me down and it makes me feel upset because I am struggling to be happy. They do not get how I feel. I get paranoid thinking people are after me.

Feelings: on edge, anxious, worried, depressed. Irritable. Frustrated.

Behaviours (Coping strategies/ avoidance): not wanting to go out. Feels physically sick when going out. Only staying in most of the time. used to go for long walks outside but now no longer doing this. no cooking, no cleaning. Mum encourages her to perform self-care tasks.

Physical: nauseaus. Racing heart.

PTSD SCREEN

In your life, have you ever had any experience that was so frightening, horrible, and overwhelming that you believed at the time that your life or someone else's life was at risk or threatened? "the event where the guys attacked me, I get worried about anyone coming back for me, my neighbours had a party the other day and they were arguing and I locked all the doors, I didn't want to go to the toilet in case they heard me, I was scared at the time."

If yes, ask

1. **Are you safe now?**
"I worry about them coming back to hurt me."
2. **Do you get flashbacks, images or nightmares about it? Are these about one event or several separate events?** Patient denied.
3. **How often do you get these images? Whilst these are happening do you ever forget that you are safe now and feel as if you are back there again?**
4. **How much do these images stop you from doing what you need to on a day to day basis?**
5. **How much do you avoid situations that remind you of it?**
"I don't really like going out, even going to a family event I don't like going because I don't know how I will

about:blank

4/7

03/02/2023, 14:52

IAPT us Print Page - Print_Patient_Contact_Details

03/02/2023, 14:52

IAPT us Print Page - Print_Patient_Contact_Details

6. Have you been constantly on guard, watchful or easily startled? "Yes at home and outside because I don't know who it was who attacked me."
7. Do you have to do things to help you feel safe? What do you do (in and out of the house) and how much of your day does this take up? "try to keep calm."

Goals: (what are you hoping to achieve with help from our service?)

"I Understand why I don't want to go out all the time"

“Be more motivated to do the tidying round the house.” “be able to do things alone again such as going to appointments.”

COMB:

1. Do you have any specific needs that we need to be aware of/to help you access the service? I would prefer face-to-face appts.
2. What is your availability? (days, time, location)
3. Gender preference?

Outcome of triage appointment: Patient informed that their case will be discussed with a senior practitioner within the service to identify appropriate treatment options if suitable as well as signposting to other services if relevant. Patient informed that they will be contacted with an outcome for the assessment within the next 2 weeks. Two contact attempts will be made on different days and if client is not able to be reached, the outcome will be sent to their email address and they have 2 weeks to respond to the letter by email or calling the service, otherwise risk being discharged from the service.

SUMMARY AND OUTCOME OF TRIAGE SCREENING

MDS scores: PHQ: 22, GAD:18

Risk:

1. PHQ9 Q9 ‘Thoughts of being better off dead or hurting yourself in some way’ Score -2
2. Suicidal Thoughts – Patient reported that she does not feel suicidal at the moment. however, she reports that sometimes she feels suicidal and thinks about killing herself but does not get these thoughts regularly. patient reported it is more thoughts of “what’s the point”, had these thoughts on and off since being a child. triggers: messy house, people talking down to her, feeling depressed and irritated, difficulties sleeping. Patient denied any current intent, plans, preparations to end own life in the present moment. patient reported that she wants to live.
3. Self-Harm Thoughts - patient denied.
4. Previous Suicide Attempts – patient reported that over a year ago she remembers waking up and wanting to kill herself by thinking about jumping off a bridge, patient reported it was just suicidal thoughts at the time and when she felt this way she phoned her mum to tell her about it, mum come over to her home and patient felt better following this. Patient reported that thoughts of her mum and brothers stopped her from acting on these thoughts. patient stated that she thinks it would have been selfish if she acted on these thoughts.
5. Previous Self Harm -patient reported that she last self-harmed 2 months ago. she had cut her arms and legs with a razor in order to ‘feel something.’ Patient reported that She had been self-harming like this since her teenage years in secondary school up until 2 months ago. Patient reported that prior to two months ago, she had not been self-harmed for a few years. No medical attention ever required for previous self-harm.
6. Protective Factors: boyfriend, mum, brothers.
7. Self-Neglect: mum is helping her to wash herself, brush her teeth and dress.
8. Patient denied being a risk to others.
9. Harm From others – patient reported that 2 years ago a group of individuals come to her house and tried to kick her door off and they tried to stab her through the letter box, they cut the side of her face through the letterbox as well as her arms and hands. Patient reported that it was reported to the police. Police informed her that they believe it was a mistaken identity and they got the wrong house. Patient reported that she gets worried that they will come back as she doesn’t know why it ever happened and never got any answers about it.

[IF RISK EVIDENT] “Do you feel you can keep yourself safe in the current moment?” “yes.”

RISK MANAGEMENT PLAN: patient stated that she already had crisis and Samaritans numbers. Patient was also advised that if risk levels change, in addition to the crisis team and Samaritans who can be contacted, patient can also contact their gp to arrange an emergency appointment, visit their local A&E department or dial 999. Patient

previously and this has been helpful.

03/02/2023, 14:52

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Conceptualisation of main problem:

MAIN PROBLEM:

10. Patient reported that she wants to sort her head out.
11. She reports that she feels paranoid about going out.
12. She feels like people are talking about her when she leaves the house.
13. She wants to go out and make friends, but she can't.
14. Won't go shopping because she feels anxious being around other people.
15. When she is around a group of people, she feels sick and is paranoid, she thinks that people are staring at her **"are they talking about me or about someone else?"**
16. Patient reported that the Covid19 pandemic is making it worse because everyone is wearing masks too.
17. Patient reported that this problem has been going on since her teenage years.
18. She also struggles to go out with her mum who she is close with
19. Patient reported that She has been feeling more angry recently. She reports some things which trigger her anger E.g. **"the way people talk down to me, it makes me feel stupid."**
20. Patient reported that she Can't be bothered to get up and do anything at the moment. She has stopped doing the housework and cooking – mum now does this for her. mum doesn't let her to cook in case she burns the house down. Patient reported that her House being messy is contributing to her depression.
21. Patient reported that she has not felt happy for about a year now. not wanting to do anything. Not wanting to leave bed. struggling to put on a smile on her face. Always feeling low and down.
22. She feels that family don't want to be around her and she doesn't know what to do about this.
23. Spending most of her time in bed at the moment.
24. Mum is making sure that she eats everyday and has a wash.
25. Patient stated that She worries about her mum a lot. **"If mum died I would be worried about what would happen to me. I don't want to keep burdening my mum all the time ... I wish I could do things for myself."**
26. Patient reported that her main concern is not being able to go out. She wishes that she did not have to take her mum with her to appointments Patient reported that she has a Support system comprised of her brother, uncle, mum, dad, and partner.

5 AREAS

Thoughts: I don't want to go out. When I do go out, I feel like I am going to be sick. I do not want to see anyone. Everyone knows I'm miserable and stays away from me. It makes me down and it makes me feel upset because I am struggling to be happy. They do not get how I feel. I get paranoid thinking people are after me.

Feelings: on edge, anxious, worried, depressed. Irritable. Frustrated.

Behaviours (Coping strategies/ avoidance): not wanting to go out. I feel physically sick when going out. Only staying in most of the time. used to go for long walks outside but now no longer doing this. no cooking, no cleaning. Mum encourages her to perform self-care tasks.

Physical: nauseaus. Racing heart.

Trauma symptoms:

PTSD SCREEN

In your life, have you ever had any experience that was so frightening, horrible and overwhelming that you believed at the time that your life or someone else's life was at risk or threatened? "the event where the guys

scared at the time.” If yes, ask

27. Are you safe now? **“I worry about them coming back to hurt me.”**

28. Do you get flashbacks, images or nightmares about it? Are these about one event or several separate events? Patient denied.

29. How often do you get these images? Whilst these are happening do you ever forget that you are safe now and feel as if you are back there again?

30. How much do these images stop you from doing what you need to on a day to day basis?

31. How much do you avoid situations that remind you of it? **“I don’t really like going out, even going to a family event I don’t like going because I don’t know how I will be.” “I am funny around loud noises.”**

32. Have you been constantly on guard, watchful or easily startled? **“Yes at home and outside because I don’t know who it was who attacked me.”**

33. Do you have to do things to help you feel safe? What do you do (in and out of the house) and how much of your day does this take up? “try to keep calm.”

03/02/2023, 14:52.

IAPT us Print Page - Print_Patient_Contact_Details

Are you currently engaging in any other therapy/treatment? Patient stated that she is on a waiting list for an assessment with MIND at the moment and she is hoping that she can talk to someone about how she feels. Patient stated that she has not had an assessment yet and she has been informed that it could be a 7 week wait before an assessment takes place. Patient is aware that if she starts therapy with Enfield IAPT or MIND- she will have to choose which service she would like to have therapy with as we do not recommend dual therapies. -

Previous therapy? Patient reported that she has had a lot of support from MIND in the past, which she has found to be helpful.

IAPT HISTORY: March 2014 Did not engage with CBT: Discharged. June 2015 Triaged and offered further counselling assessment - DNA. June 2020 Opted for IESO but requested to change to face-to-face: Advised to re-refer due to time lapse. Dec 2020 Offered Xyla but did not engage.

Patient reported that she has tried to get support with IAPT before, but she has not been able to see someone face to face and she finds video and type talk sessions difficult which is what she reports she was offered previously. Patient reported that having therapy sessions on the internet is confusing and she would prefer a face-to-face approach. -

Recreational drugs – patient denied.

Alcohol – patient reported that she does not drink regularly, only on special occasions. -

Do you have any disabilities or any mobility issues? Dyslexia. Patient reported that she struggles to read however, her Mum is able to support her with reading letters and emails. -

Goals: (what are you hoping to achieve with help from our service?) “Understand why I don’t want to go out all the time” “Be more motivated to do the tidying round the house.” “be able to do things alone again such as going to appointments.”

Subjective: 31-year-old female unemployed client Living alone. Takes sertraline (100mg) and zopiclone (3.75mg). engaged well in triage. prefers f2f appts. What do you recommend?

Next expected contact within:

SMS Message

Message: IAPT telephone appointment reminder: 10:30am on Monday 26th July. Please complete your questionnaires beforehand. Thank you.

Status: Delivered to Handset

Queued Date: 12:17 25/07/2021

Scheduled delivery: 12:00. 25/07/2021.

Method: Email to DB@yahoo.com

Date: 25-Jul-2021

Status: Email sent

FW: [B184500001] Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Mon, 27 Feb 2023 10:54:39 +0100

Dear Deon

34. Please see below email, I have an extension until 10/03/2023 to provide

35. further representations Is there an update as to when you might receive the medical documents

Kind regards

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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3gJ0%2BLWP3fFfgE%2F3%2FQ0GglU%3D&reserved=0>

From: Jeta Ibi <Jeta.lbi@enfield.gov.uk>

Sent: 24 February 2023 16:31

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension

[SEC=OFFICIAL]

Alert: This is an external email received from outside Duncan Lewis.

36. Please do not click on any links in the email or open attachments unless

37. you are expecting this email.

Dear Andre Cummings

38. We are agreeable to 2 weeks to provide submissions. Kindly ensure all representations in support of your clients' review reach us by close of business on Friday 10th March 2023.
39. We look forward to your response in relation to the above. Should you have any queries please do not hesitate to contact us

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk>

London Borough of Enfield

Website: <<http://www.enfield.gov.uk/>> www.enfield.gov.uk

Visit: <https://www.gov.uk/coronavirus>

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delivering excellent services and building strong communities.

From: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> > On Behalf Of housing reviews

Sent: 24 February 2023 11:39

To: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk> >

Subject: FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension
[SEC=OFFICIAL]

Classification: OFFICIAL

Hi Jeta

FYI

From: Andre Cummings <AndreC@Duncanlewis.com

<mailto:AndreC@Duncanlewis.com> >

Sent: 24 February 2023 11:33

To: housing reviews <housingreviews@enfield.gov.uk

<mailto:housingreviews@enfield.gov.uk> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT extension

Dear Sirs

1. I believe you did not read my email correctly, I am asking for an extension to provide further representation for our clients S202 review for the s184 decision from the council. This email has nothing to do with the accommodation pending review.

Please see the request below

2. We write to you to ask for an extension to provide further representation by 27/02/2023
3. Our client has informed us that she has requested for her medical records from her GP and mental health records from hospital, and these records can take up to 6 weeks to be received.
4. We request an extension to 23/03/2023 so that we can obtain our clients medical records and put forward representations.
5. As our client's case is to prove she is in priority need these documents are important to her case.
6. The client's position would be prejudiced if the extension request is not granted, as the client has this only opportunity to put forward his case.
7. Please respond to the request and confirm the extension to 23/03/2023 is agreeable, if I do not hear a response in regards to this then I will take it as agreeable

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <Jeta.lbi@enfield.gov.uk> <<mailto:Jeta.lbi@enfield.gov.uk>> >

On Behalf Of housing reviews

Sent: 24 February 2023 09:11

To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Alert: This is an external email received from outside Duncan Lewis.

Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre Cummings

8. We acknowledge receipt of your email (below) with thanks, regarding the above subject matter.
9. I can confirm a decision has been reached in relation to your request for accommodation pending review and sent via email to AndreC@Duncanlewis.com
10. <<mailto:AndreC@Duncanlewis.com>> on 16.02.2023 Kindly refer to the decision letter issued to Deon Benjamin via email dated 16.02.2023.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

* <<mailto:Jeta.lbi@enfield.gov.uk>> Jeta.lbi@enfield.gov.uk

London Borough of Enfield

Website:

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sb3d8eyJWljoiMC4wLjAwMDAiLCJQljoiv2luMzliLCJBTil6lk1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=%2FKGY4fHxQxvDD74%2BiCEyZY4RPRPfuFe4wpmqahJuMyk %3D&reserved=0> https://www.gov.uk/coronavirus

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From: Andre Cummings <AndreC@Duncanlewis.com
<mailto:AndreC@Duncanlewis.com> >

Sent: 23 February 2023 14:44

To: housing reviews <housingreviews@enfield.gov.uk
<mailto:housingreviews@enfield.gov.uk> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk
<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

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6. Please respond to the request and confirm the extension to 23/03/2023 is

agreeable

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings

Sent: 13 February 2023 14:02

To: 'housing reviews' <housingreviews@enfield.gov.uk

<mailto:housingreviews@enfield.gov.uk> >

Cc: 'Valerie Opara' <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Dear Sirs

We have received the housing files and will provide further representation within the next 14 days.

In regards to our client we made an application for accommodation pending

review and submitted a GP letter supporting our client is vulnerable. Our

client is still homeless on the street and needs assistance.

Can the council please provide a response in regards to accommodation

pending review has a decision been made

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings

Sent: 10 February 2023 11:40

To: 'housing reviews' <<mailto:housingreviews@enfield.gov.uk>
housingreviews@enfield.gov.uk>

Cc: Valerie Opara <<mailto:Valerie.Opara@Enfield.gov.uk>
Valerie.Opara@Enfield.gov.uk>

Subject: RE: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

Importance: High

Dear review team

We will provided further representation after 14 days of receiving our clients housing file , we are still waiting to receive the file.

In regards to our client we made an application for accommodation pending review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance.

Can the council please provide a response in regards to accommodation pending review.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Valerie Opara <<mailto:Valerie.Opara@Enfield.gov.uk>
Valerie.Opara@Enfield.gov.uk> On Behalf Of housing reviews
Sent: 31 January 2023 09:03
To: Andre Cummings <<mailto:AndreC@Duncanlewis.com>
AndreC@Duncanlewis.com>
Subject: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989
[SEC=OFFICIAL]
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Dear Andre Cummings,

Re: Deon Benjamin - Request for a Review

I acknowledge receipt of your request for review dated 25 January 2023, of
the decision on your homeless application. The contents of which have been
duly noted.

I can confirm that your request for a review has been logged and will be
dealt with within the 56 day stipulated time scale unless an alternative
period of time is mutually agreed. You or a representative may make
written submissions in support of the appeal. Please ensure any further
representations are presented to the Review team mailbox
<mailto:housingreviews@enfield.gov.uk> housingreviews@enfield.gov.uk, in good time, preferably within
the next three weeks.
Client's housing file would be with you within the next 10 working days.
Yours Sincerely

Valerie Opara
Service Development Officer
Housing Advisory Service
Housing and Regeneration
Place Department
The London Borough of Enfield
Contact No: 0208 132-2833
Email: <mailto:Valerie.opara@enfield.gov.uk> Valerie.opara@enfield.gov.uk
Website:

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pCMsEsLzFLyiXEJza1Bcs%3D&reserved=0> www.enfield.gov.uk
Working days Monday, Tuesday, Thursday and Friday
Wednesday non-working day

From: Andre Cummings <<mailto:AndreC@Duncanlewis.com>
AndreC@Duncanlewis.com>
Sent: 30 January 2023 17:41
To: Lilian Moki <<mailto:Lilian.Moki@enfield.gov.uk>
Lilian.Moki@enfield.gov.uk>
Cc: housing reviews <<mailto:housingreviews@enfield.gov.uk>
housingreviews@enfield.gov.uk>
Subject: [B184500001]Deon Benjamin 26/08/1989
Importance: High

Dear Sirs,

We write in regards to above client , see authority and letter attached.
our client wishes to do a S202 review on the council s184 letter stating she is not in priority need, Could
the Counil please provided the housing file for the client per requested.
The council stated in the S184 decision that our client still holds a releif duty to the client could you cofirm
when this duty ends and what is
being done to relif the client form homelessness.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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Read: [B184500001] FW: RE Deon Benjamin SAR request

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Fri, 27 Jan 2023 17:17:02 +0000

7. Your message

From: deon benjamin <deonbenjamin@yahoo.com>
To: Andre Cummings <AndreC@Duncanlewis.com>, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>
Date: Mon, 27 Feb 2023 13:09:13 +0100

8. I should be getting evaluated on the 3 march i've got my letter today and I should have everything by then thank you for the extension.
9. I am going to try my best to get everything sorted out by this time I really do appreciate it as my mum is still in hospital and I really don't know when she will be back

Sent: 24 February 2023 16:31

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension

[SEC=OFFICIAL]

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre Cummings

13. We are agreeable to 2 weeks to provide submissions. Kindly ensure all representations in support of your clients' review reach us by close of business on Friday 10th March 2023.

14. We look forward to your response in relation to the above. Should you have

15. any queries please do not hesitate to contact us

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk>

London Borough of Enfield

Website: <<http://www.enfield.gov.uk/>> www.enfield.gov.uk

Visit: <https://www.gov.uk/coronavirus>

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From: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> > On Behalf Of housing reviews

Sent: 24 February 2023 11:39

To: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk> >

Subject: FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

Classification: OFFICIAL

Hi Jeta

FYI

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

Sent: 24 February 2023 11:33

To: housing reviews <housingreviews@enfield.gov.uk

<mailto:housingreviews@enfield.gov.uk> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT extension

Dear Sirs

16. I believe you did not read my email correctly, I am asking for an extension to provide further representation for our clients S202 review for the s184 decision from the council. This email has nothing to do with the accommodation pending review.

Please see the request below

17. We write to you to ask for an extension to provide further representation by 27/02/2023

18. Our client has informed us that she has requested for her medical records from her GP and mental health records from hospital, and these records can take up to 6 weeks to be received.

19. We request an extension to 23/03/2023 so that we can obtain our clients medical records and put forward representations.

20. As our client's case is to prove she is in priority need these documents are important to her case.

21. The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.

22. Please respond to the request and confirm the extension to 23/03/2023 is agreeable, if I do not hear a response in regards to this then I will take it as agreeable

Kind regards

London Borough of Enfield

Website:

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<https://www.gov.uk/coronavirus>

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From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Sent: 23 February 2023 14:44

To: housing reviews <housingreviews@enfield.gov.uk

<<mailto:housingreviews@enfield.gov.uk>> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<<mailto:Valerie.Opara@Enfield.gov.uk>> >

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Dear Sirs

We write to you to ask for an extension to provide further representation by 27/02/2023

Our client has informed us that she has requested for her medical records from her GP and mental health records from hospital , and these records can take up to 6 weeks be received.

We request an extension to 23/03/2023 so that we can obtain our clients medical records and put forward representations.

As our client's case is to prove she is in priority need these documents are important to her case.

The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.

Please respond to the request and confirm the extension to 23/03/2023 is agreeable

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings
Sent: 13 February 2023 14:02
To: 'housing reviews' <housingreviews@enfield.gov.uk
<mailto:housingreviews@enfield.gov.uk> >
Cc: 'Valerie Opara' <Valerie.Opara@Enfield.gov.uk
<mailto:Valerie.Opara@Enfield.gov.uk> >
Subject: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Dear Sirs

We have received the housing files and will provide further representation within the next 14 days.
In regards to our client we made an application for accommodation pending review and submitted a GP
letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance.
Can the council please provide a response in regards to accommodation
pending review has a decision been made

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings
Sent: 10 February 2023 11:40
To: 'housing reviews' <<mailto:housingreviews@enfield.gov.uk>
housingreviews@enfield.gov.uk>

Cc: Valerie Opara <<mailto:Valerie.Opara@Enfield.gov.uk>
Valerie.Opara@Enfield.gov.uk>

Subject: RE: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989
[SEC=OFFICIAL]

Importance: High

Dear review team

We will provided further representation after 14 days of receiving our clients housing file , we are still waiting to receive the file.

In regards to our client we made an application for accommodation pending

review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance.

Can the council please provide a response in regards to accommodation pending review.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Valerie Opara <<mailto:Valerie.Opara@Enfield.gov.uk>

Valerie.Opara@Enfield.gov.uk> On Behalf Of housing reviews

Sent: 31 January 2023 09:03

To: Andre Cummings <<mailto:AndreC@Duncanlewis.com> AndreC@Duncanlewis.com>

Subject: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Classification: OFFICIAL

Dear Andre Cummings,

Re: Deon Benjamin - Request for a Review

I acknowledge receipt of your request for review dated 25 January 2023, of the decision on your homeless application. The contents of which have been duly noted.

I can confirm that your request for a review has been logged and will be dealt with within the 56 day stipulated time scale unless an alternative period of time is mutually agreed. You or a representative may make written submissions in support of the appeal. Please ensure any further representations are presented to the Review team mailbox <mailto:housingreviews@enfield.gov.uk>

housingreviews@enfield.gov.uk, in

good time, preferably within the next three weeks.

Client's housing file would be with you within the next 10 working days.

Yours Sincerely

Valerie Opara

Service Development Officer

Housing Advisory Service

Housing and Regeneration

Place Department

The London Borough of Enfield

Contact No: 0208 132-2833

Email: <mailto:Valerie.opara@enfield.gov.uk> Valerie.opara@enfield.gov.uk

Website:

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Working days Monday, Tuesday, Thursday and Friday
Wednesday non-working day
From: Andre Cummings <<mailto:AndreC@Duncanlewis.com>
AndreC@Duncanlewis.com>

Sent: 30 January 2023 17:41
To: Lilian Moki <<mailto:Lilian.Moki@enfield.gov.uk>
Lilian.Moki@enfield.gov.uk>
Cc: housing reviews <<mailto:housingreviews@enfield.gov.uk>
housingreviews@enfield.gov.uk>
Subject: [B184500001]Deon Benjamin 26/08/1989
Importance: High

Dear Sirs,
We write in regards to above client , see authority and letter attached.
our client wishes to do a S202 review on the council s184 letter stating she
is not in priority need, Could the Council please provided the housing file
for the client per requested.

The council stated in the S184 decision that our client still holds a releif
duty to the client could you cofirm when this duty ends and what is being done to relif the client form
homelessness.

Kind regards
Andre Cummings
Caseworker
DDI: 02072752883

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From: deon benjamin <deonbenjamin@yahoo.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Tue, 27 Feb 2024 16:37:55 +0100

Sent from Yahoo Mail for iPhone

<[https://mail.onelink.me/107872968?](https://mail.onelink.me/107872968?pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui)

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<dse@eumail.docusign.net> wrote:

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Samrah Rahim sent you a document to review and sign.

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REVIEW DOCUMENTS

Samrah Rahim

samrah.rahim@veritassolicitors.co.uk

Hi Ms Benjamin,

23. This is the report the surveyor created regarding your housing disrepair

24. claim.

25. Please check the report and scott scedule which will show what works are

26. required in the property.

27. If you are happy and agree, please sign.

28. If there are any issues please let me know and we can discuss further.

Kind regards

Samrah Rahim

Veritas Solicitors

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Re: [B184500001] Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

From: deon benjamin <deonbenjamin@yahoo.com>

To: Andre Cummings <AndreC@Duncanlewis.com>, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Mon, 27 Feb 2023 13:10:06 +0100

29. Sorry I forgot to ask you is there any news from the barrister?

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

On Monday, February 27, 2023, 12:09 pm, deon benjamin

<deonbenjamin@yahoo.com> wrote:

Hi Andre

30. I should be getting evaluated on the 3 march i've got my letter today and I should have everything by then thank you for the extension.

31. I am going to try my best to get everything sorted out by this time I really do appreciate it as my mum is still in hospital and I really don't know when she will be back

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

On Monday, February 27, 2023, 9:55 am, Andre Cummings

<AndreC@Duncanlewis.com> wrote:

Dear Deon

32. Please see below email , I have an extension until 10/03/2023 to provide

33. further representations

34. Is there an update as to when you might receive the medical documents

Kind regards

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk>

Sent: 24 February 2023 16:31

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension

[SEC=OFFICIAL]

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre Cummings

35. We are agreeable to 2 weeks to provide submissions. Kindly ensure all representations in support of your clients' review reach us by close of business on Friday 10th March 2023.

36. We look forward to your response in relation to the above. Should you have any queries please do not hesitate to contact us

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk>

London Borough of Enfield

Website: <<http://www.enfield.gov.uk/>> www.enfield.gov.uk

Visit: <https://www.gov.uk/coronavirus>

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From: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> > On Behalf Of housing reviews

Sent: 24 February 2023 11:39

To: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk> >

Subject: FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension

[SEC=OFFICIAL]

Classification: OFFICIAL

Hi Jeta

FYI

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 24 February 2023 11:33

To: housing reviews <housingreviews@enfield.gov.uk

<mailto:housingreviews@enfield.gov.uk> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT extension

Dear Sirs

37. I believe you did not read my email correctly, I am asking for an extension to provide further representation for our clients S202 review for the s184 decision from the council. This email has nothing to do with the accommodation pending review.

38. Please see the request below

39. We write to you to ask for an extension to provide further representation by 27/02/2023

40. Our client has informed us that she has requested for her medical records

41. from her GP and mental health records from hospital, and these records can take up to 6 weeks to be received.

42. We request an extension to 23/03/2023 so that we can obtain our clients medical records and put forward representations.

43. As our client's case is to prove she is in priority need these documents are important to her case.

44. The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.

45. Please respond to the request and confirm the extension to 23/03/2023 is agreeable , if I do not hear a response in regards to this then I will take it as agreeable

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <Jeta.lbi@enfield.gov.uk <mailto:Jeta.lbi@enfield.gov.uk> >

On Behalf Of housing reviews

Sent: 24 February 2023 09:11

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre Cummings

We acknowledge receipt of your email (below) with thanks, regarding the above subject matter.

I can confirm a decision has been reached in relation to your request for accommodation pending review and sent via email to AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> on 16.02.2023. Kindly refer to the decision letter issued to Deon Benjamin via email dated 16.02.2023.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

* <mailto:Jeta.lbi@enfield.gov.uk> Jeta.lbi@enfield.gov.uk

London Borough of Enfield

Website:

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<https://www.gov.uk/coronavirus>

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From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 23 February 2023 14:44

To: housing reviews <housingreviews@enfield.gov.uk

<mailto:housingreviews@enfield.gov.uk> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Dear Sirs

We write to you to ask for an extension to provide further representation by 27/02/2023

Our client has informed us that she has requested for her medical records from her GP and mental health records from hospital , and these records can take up to 6 weeks be received.

We request an extension to 23/03/2023 so that we can obtain our clients medical records and put forward representations.

As our client's case is to prove she is in priority need these documents are important to her case.

The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.

Please respond to the request and confirm the extension to 23/03/2023 is agreeable

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings

Sent: 13 February 2023 14:02

To: 'housing reviews' <housingreviews@enfield.gov.uk

<mailto:housingreviews@enfield.gov.uk> >

Cc: 'Valerie Opara' <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Dear Sirs

We have received the housing files and will provide further representation
within the next 14 days.

In regards to our client we made an application for accommodation pending
review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the
street and needs assistance.

Can the council please provide a response in regards to accommodation pending review has a decision
been made ?

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings
Sent: 10 February 2023 11:40
To: 'housing reviews' <<mailto:housingreviews@enfield.gov.uk>
housingreviews@enfield.gov.uk>
Cc: Valerie Opara <<mailto:Valerie.Opara@Enfield.gov.uk>
Valerie.Opara@Enfield.gov.uk>
Subject: RE: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989
[SEC=OFFICIAL]
Importance: High
Dear review team

We will provided further representation after 14 days of receiving our
clients housing file , we are still waiting to receive the file.
In regards to our client we made an application for accommodation pending review and submitted a GP
letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance.
Can the council please provide a response in regards to accommodation
pending review.

Kind regards
Andre Cummings
Caseworker
DDI: 02072752883

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From: Valerie Opara <<mailto:Valerie.Opara@Enfield.gov.uk>

Valerie.Opara@Enfield.gov.uk> On Behalf Of housing reviews

Sent: 31 January 2023 09:03

To: Andre Cummings <<mailto:AndreC@Duncanlewis.com> AndreC@Duncanlewis.com>

Subject: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

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Dear Andre Cummings,

Re: Deon Benjamin - Request for a Review

I acknowledge receipt of your request for review dated 25 January 2023, of the decision on your homeless application. The contents of which have been duly noted.

I can confirm that your request for a review has been logged and will be dealt with within the 56 day stipulated time scale unless an alternative period of time is mutually agreed. You or a representative may make written submissions in support of the appeal. Please ensure any further representations are presented to the Review team mailbox <mailto:housingreviews@enfield.gov.uk> housingreviews@enfield.gov.uk, in good time, preferably within the next three weeks. Client's housing file would be with you within the next 10 working days.
Yours Sincerely

Valerie Opara
Service Development Officer
Housing Advisory Service
Housing and Regeneration
Place Department
The London Borough of Enfield

Contact No: 0208 132-2833

Email: <mailto:Valerie.opara@enfield.gov.uk> Valerie.opara@enfield.gov.uk

Website:

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Working days Monday, Tuesday, Thursday and Friday

Wednesday non-working day

From: Andre Cummings <<mailto:AndreC@Duncanlewis.com>

AndreC@Duncanlewis.com>

Sent: 30 January 2023 17:41

To: Lilian Moki <<mailto:Lilian.Moki@enfield.gov.uk>

Lilian.Moki@enfield.gov.uk>

Cc: housing reviews <<mailto:housingreviews@enfield.gov.uk>

housingreviews@enfield.gov.uk>

Subject: [B184500001]Deon Benjamin 26/08/1989

Importance: High

Dear Sirs,

We write in regards to above client , see authority and letter attached.

our client wishes to do a S202 review on the council s184 letter stating she

is not in priority need, Could the Council please provided the housing file for the client per requested.

The council stated in the S184 decision that our client still holds a releif duty to the client could you cofirm when this duty ends and what is being done to relif the client form homelessness.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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Re: [B184500001] Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

From: deon benjamin <deonbenjamin@yahoo.com>

To: Andre Cummings <AndreC@Duncanlewis.com>, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Mon, 27 Feb 2023 13:10:06 +0100

1. Sorry I forgot to ask you is there any news from the barrister?

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

On Monday, February 27, 2023, 12:09 pm, deon benjamin

<deonbenjamin@yahoo.com> wrote:

Hi Andre

2. I should be getting evaluated on the 3 march i've got my letter today and I should have everything by then thank you for the extension.

3. I am going to try my best to get everything sorted out by this time I really do appreciate it as my mum is still in hospital and I really don't know when she will be back

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

On Monday, February 27, 2023, 9:55 am, Andre Cummings

<AndreC@Duncanlewis.com> wrote:

Dear Deon

1. Please see below email , I have an extension until 10/03/2023 to provide

2. further representations

3. Is there an update as to when you might receive the medical documents

Kind regards

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk>

Sent: 24 February 2023 16:31

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension

[SEC=OFFICIAL]

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre Cummings

1. We are agreeable to 2 weeks to provide submissions. Kindly ensure all representations in support of your clients' review reach us by close of business on Friday 10th March 2023.
2. We look forward to your response in relation to the above. Should you have any queries please do not hesitate to contact us

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk>

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From: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> > On Behalf Of housing reviews

Sent: 24 February 2023 11:39

To: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk> >

Subject: FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension

[SEC=OFFICIAL]

Classification: OFFICIAL

Hi Jeta

FYI

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 24 February 2023 11:33

To: housing reviews <housingreviews@enfield.gov.uk

<mailto:housingreviews@enfield.gov.uk> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT extension

Dear Sirs

1. I believe you did not read my email correctly, I am asking for an extension to provide further representation for our clients S202 review for the s184 decision from the council. This email has nothing to do with the accommodation pending review.
2. Please see the request below
3. We write to you to ask for an extension to provide further representation by 27/02/2023
4. Our client has informed us that she has requested for her medical records
5. from her GP and mental health records from hospital, and these records can take up to 6 weeks to be received.
6. We request an extension to 23/03/2023 so that we can obtain our clients medical records and put forward representations.
7. As our client's case is to prove she is in priority need these documents are important to her case.
8. The client's position would be prejudiced if the extension request is not granted, as the client has this only opportunity to put forward his case.

9. Please respond to the request and confirm the extension to 23/03/2023 is agreeable , if I do not hear a response in regards to this then I will take it as agreeable

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <Jeta.lbi@enfield.gov.uk <mailto:Jeta.lbi@enfield.gov.uk> >

On Behalf Of housing reviews

Sent: 24 February 2023 09:11

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre Cummings

We acknowledge receipt of your email (below) with thanks, regarding the above subject matter.

I can confirm a decision has been reached in relation to your request for accommodation pending review and sent via email to AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> on 16.02.2023. Kindly refer to the decision letter issued to Deon Benjamin via email dated 16.02.2023.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

* <mailto:Jeta.lbi@enfield.gov.uk> Jeta.lbi@enfield.gov.uk

London Borough of Enfield

Website:

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<https://www.gov.uk/coronavirus>

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From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 23 February 2023 14:44

To: housing reviews <housingreviews@enfield.gov.uk

<mailto:housingreviews@enfield.gov.uk> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Dear Sirs

We write to you to ask for an extension to provide further representation by
27/02/2023

Our client has informed us that she has requested for her medical records from her GP and mental health records from hospital , and these records can take up to 6 weeks be received.

We request an extension to 23/03/2023 so that we can obtain our clients medical records and put forward representations.

As out client's case is to prove she is in priority need these documents are important to her case.

The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.

Please respond to the request and confirm the extension to 23/03/2023 is agreeable

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings

Sent: 13 February 2023 14:02

To: 'housing reviews' <housingreviews@enfield.gov.uk

<mailto:housingreviews@enfield.gov.uk> >

Cc: 'Valerie Opara' <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Dear Sirs

We have received the housing files and will provide further representation
within the next 14 days.

In regards to our client we made an application for accommodation pending
review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the
street and needs assistance.

Can the council please provide a response in regards to accommodation pending review has a decision
been made ?

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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<https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprotect-eu.mimecast.com%2Fs%2FPqivC5LnMUZQjW0H2zISs%3Fdomain%3Deur03.safelinks.protection.outlook.com&data=05%7C01%7CJeta.lbi%40enfield.gov.uk%7C4d2b8fd76d3842aa9c3108db165baff1%7Ccc18b91d1bb24d9bac767a4447488d49%7C0%7%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTil6lk1haWwiLCJXVCI6Mn0%7C3000%7C%7C&sdata=%2FBxKMReLKTtbxvq%2B9%2F%2BCLQidpzOfs4nRna7Tas%2Bc19U%3D&reserved=0>

From: Andre Cummings
Sent: 10 February 2023 11:40
To: 'housing reviews' <<mailto:housingreviews@enfield.gov.uk>housingreviews@enfield.gov.uk>
Cc: Valerie Opara <<mailto:Valerie.Opara@Enfield.gov.uk>Valerie.Opara@Enfield.gov.uk>
Subject: RE: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989
[SEC=OFFICIAL]
Importance: High
Dear review team

We will provided further representation after 14 days of receiving our clients housing file , we are still waiting to receive the file.
In regards to our client we made an application for accommodation pending review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance. Can the council please provide a response in regards to accommodation pending review.

Kind regards
Andre Cummings
Caseworker
DDI: 02072752883

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From: Valerie Opara <<mailto:Valerie.Opara@Enfield.gov.uk>

Valerie.Opara@Enfield.gov.uk> On Behalf Of housing reviews

Sent: 31 January 2023 09:03

To: Andre Cummings <<mailto:AndreC@Duncanlewis.com> AndreC@Duncanlewis.com>

Subject: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are

expecting this email.

Classification: OFFICIAL

Dear Andre Cummings,

Re: Deon Benjamin - Request for a Review

I acknowledge receipt of your request for review dated 25 January 2023, of the decision on your homeless application. The contents of which have been duly noted.

I can confirm that your request for a review has been logged and will be dealt with within the 56 day stipulated time scale unless an alternative period of time is mutually agreed. You or a representative may make written submissions in support of the appeal. Please ensure any further representations are presented to the Review team mailbox <mailto:housingreviews@enfield.gov.uk> housingreviews@enfield.gov.uk, in good time, preferably within the next three weeks. Client's housing file would be with you within the next 10 working days.
Yours Sincerely

Valerie Opara
Service Development Officer
Housing Advisory Service
Housing and Regeneration
Place Department
The London Borough of Enfield

Contact No: 0208 132-2833

Email: <mailto:Valerie.opara@enfield.gov.uk> Valerie.opara@enfield.gov.uk

Website:

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Working days Monday, Tuesday, Thursday and Friday

Wednesday non-working day

From: Andre Cummings <<mailto:AndreC@Duncanlewis.com>

AndreC@Duncanlewis.com>

Sent: 30 January 2023 17:41

To: Lilian Moki <<mailto:Lilian.Moki@enfield.gov.uk>

Lilian.Moki@enfield.gov.uk>

Cc: housing reviews <<mailto:housingreviews@enfield.gov.uk>

housingreviews@enfield.gov.uk>

Subject: [B184500001]Deon Benjamin 26/08/1989

Importance: High

Dear Sirs,

We write in regards to above client , see authority and letter attached.

our client wishes to do a S202 review on the council s184 letter stating she

is not in priority need, Could the Council please provided the housing file for the client per requested.

The council stated in the S184 decision that our client still holds a releif duty to the client could you cofirm when this duty ends and what is being done to relif the client form homelessness.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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RE: [B184500001] Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Mon, 27 Feb 2023 14:36:29 +0100

Dear Deon

My supervisors stated there would be little merit as the judge would assume that the reviewing office considered the evidence that was put forward by the doctor. So we cannot go forward with the judicial review and have to accept the council decision.

Have you had any luck with street link assisting with housing

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: deon benjamin <deonbenjamin@yahoo.com>

Sent: 27 February 2023 12:10

To: Andre Cummings <AndreC@Duncanlewis.com>; 'Lorraine Cordell'

<lorraine32@blueyonder.co.uk>

Subject: Re: [B184500001]Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

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10. Sorry I forgot to ask you is there any news from the barrister?

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

On Monday, February 27, 2023, 12:09 pm, deon benjamin <

<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com> wrote:

Hi Andre

11. I should be getting evaluated on the 3 march i've got my letter today and I should have everything by then thank you for the extension.
12. I am going to try my best to get everything sorted out by this time I really do appreciate it as my mum is still in hospital and I really don't know when
13. she will be back

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

On Monday, February 27, 2023, 9:55 am, Andre Cummings <

<mailto:AndreC@Duncanlewis.com> AndreC@Duncanlewis.com> wrote:

Dear Deon

14. Please see below email , I have an extension until 10/03/2023 to provide
15. further representations
16. Is there an update as to when you might receive the medical documents

Kind regards

Kind regards
Andre Cummings
Caseworker
DDI: 02072752883

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From: Jeta Ibi <<mailto:Jeta.lbi@enfield.gov.uk>> Jeta.lbi@enfield.gov.uk>

Sent: 24 February 2023 16:31

To: Andre Cummings <<mailto:AndreC@Duncanlewis.com>> AndreC@Duncanlewis.com>

Subject: FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension
[SEC=OFFICIAL]

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Dear Andre Cummings

We are agreeable to 2 weeks to provide submissions. Kindly ensure all representations in support of your clients' review reach us by close of business on Friday 10th March 2023.

We look forward to your response in relation to the above. Should you have any queries please do not hesitate to contact us

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

* <<mailto:Jeta.lbi@enfield.gov.uk>> Jeta.lbi@enfield.gov.uk

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From: Valerie Opara <Valerie.Opara@Enfield.gov.uk>
<<mailto:Valerie.Opara@Enfield.gov.uk>> > On Behalf Of housing reviews
Sent: 24 February 2023 11:39
To: Jeta Ibi <Jeta.Ibi@enfield.gov.uk> <<mailto:Jeta.Ibi@enfield.gov.uk>> >
Subject: FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]
Classification: OFFICIAL
Hi Jeta

FYI

From: Andre Cummings <AndreC@Duncanlewis.com>
<AndreC@Duncanlewis.com>
Sent: 24 February 2023 11:33
To: housing reviews <housingreviews@enfield.gov.uk>
housingreviews@enfield.gov.uk>
Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk>
Valerie.Opara@Enfield.gov.uk>
Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT extension
Dear Sirs

I believe you did not read my email correctly, I am asking for an extension to provide further representation for our clients S202 review for the s184 decision from the council. This email has nothing to do with the accommodation pending review.

Please see the request below

We write to you to ask for an extension to provide further representation by 27/02/2023
Our client has informed us that she has requested for her medical records from her GP and mental health records from hospital, and these records can take up to 6 weeks to be received.

We request an extension to 23/03/2023 so that we can obtain our clients medical records and put forward representations.

As our client's case is to prove she is in priority need these documents are important to her case. The client's position would be prejudiced if the extension request is not granted, as the client has this only opportunity to put forward his case.

Please respond to the request and confirm the extension to 23/03/2023 is agreeable, if I do not hear a response in regards to this then I will take it as agreeable

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <<mailto:Jeta.lbi@enfield.gov.uk> Jeta.lbi@enfield.gov.uk>
On Behalf Of housing reviews
Sent: 24 February 2023 09:11

To: Andre Cummings <<mailto:AndreC@Duncanlewis.com> AndreC@Duncanlewis.com>
Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT
Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in
the email or open attachments unless you are expecting this email.
Dear Andre Cummings
We acknowledge receipt of your email (below) with thanks, regarding the
above subject matter.

I can confirm a decision has been reached in relation to your request for
accommodation pending review and sent via email to AndreC@Duncanlewis.com
<mailto:AndreC@Duncanlewis.com> on 16.02.2023 Kindly refer to the decision letter issued to Deon
Benjamin via email dated 16.02.2023.
Kind Regards
Jeta Ibi | Review Officer
Housing and Regeneration | Place Department
*020 8078 5901
* <mailto:Jeta.lbi@enfield.gov.uk> Jeta.lbi@enfield.gov.uk
London Borough of Enfield

Website:
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<https://www.gov.uk/coronavirus>

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From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Sent: 23 February 2023 14:44

To: housing reviews <housingreviews@enfield.gov.uk

<<mailto:housingreviews@enfield.gov.uk>> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<<mailto:Valerie.Opara@Enfield.gov.uk>> >

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Dear Sirs

We write to you to ask for an extension to provide further representation by 27/02/2023

Our client has informed us that she has requested for her medical records from her GP and mental health records from hospital , and these records can take up to 6 weeks be received.

We request an extension to 23/03/2023 so that we can obtain our clients medical records and put forward representations.

As our client's case is to prove she is in priority need these documents are important to her case.

The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.

Please respond to the request and confirm the extension to 23/03/2023 is agreeable

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings
Sent: 13 February 2023 14:02
To: 'housing reviews' <<mailto:housingreviews@enfield.gov.uk>housingreviews@enfield.gov.uk>
Cc: 'Valerie Opara' <<mailto:Valerie.Opara@Enfield.gov.uk>

Valerie.Opara@Enfield.gov.uk>
Subject: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT
Dear Sirs

We have received the housing files and will provide further representation within the next 14 days. In regards to our client we made an application for accommodation pending review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance.

Can the council please provide a response in regards to accommodation pending review has a decision been made

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings
Sent: 10 February 2023 11:40
To: 'housing reviews' <<mailto:housingreviews@enfield.gov.uk>
housingreviews@enfield.gov.uk>
Cc: Valerie Opara <<mailto:Valerie.Opara@Enfield.gov.uk>
Valerie.Opara@Enfield.gov.uk>
Subject: RE: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989
[SEC=OFFICIAL]
Importance: High
Dear review team
We will provided further representation after 14 days of receiving our
clients housing file , we are still waiting to receive the file.

In regards to our client we made an application for accommodation pending
review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the
street and needs assistance.
Can the council please provide a response in regards to accommodation pending review.
Kind regards
Andre Cummings
Caseworker

DDI: 02072752883
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From: Valerie Opara <<mailto:Valerie.Opara@Enfield.gov.uk>

Valerie.Opara@Enfield.gov.uk> On Behalf Of housing reviews

Sent: 31 January 2023 09:03

To: Andre Cummings <<mailto:AndreC@Duncanlewis.com> AndreC@Duncanlewis.com>

Subject: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Classification: OFFICIAL

Dear Andre Cummings,

Re: Deon Benjamin - Request for a Review

I acknowledge receipt of your request for review dated 25 January 2023, of the decision on your homeless application. The contents of which have been duly noted.

I can confirm that your request for a review has been logged and will be dealt with within the 56 day stipulated time scale unless an alternative period of time is mutually agreed. You or a representative may make written submissions in support of the appeal. Please ensure any further representations are presented to the Review team mailbox <mailto:housingreviews@enfield.gov.uk> housingreviews@enfield.gov.uk, in good time, preferably within the next three weeks.

Client's housing file would be with you within the next 10 working days.

Yours Sincerely

Valerie Opara

Service Development Officer

Housing Advisory Service

Housing and Regeneration

Place Department

The London Borough of Enfield

Contact No: 0208 132-2833

Email: <mailto:Valerie.opara@enfield.gov.uk> Valerie.opara@enfield.gov.uk

Website:

<<https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprotect-eu.mimecast.com%2Fs%2FjxN9C9g6jukg3YmuZqf2r%3Fdomain%3Deur03.safelinks.protection.outlook.com&data=05%7C01%7CJeta.lbi%40enfield.gov.uk%7C4d2b8fd76d3842aa9c3108db165baff1%7Ccc18b91d1bb24d9bac767a4447488d49%7C0%7%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IkhWwiLCJXVCi6Mn0%7C3000%7C%7C%7C&sdata=RwqfqrJjy5MZaWc73AK5lpCMsEsLzFLyiXEJza1Bcs%3D&reserved=0>>
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Working days Monday, Tuesday, Thursday and Friday

Wednesday non-working day

From: Andre Cummings <<mailto:AndreC@Duncanlewis.com>
AndreC@Duncanlewis.com>
Sent: 30 January 2023 17:41
To: Lilian Moki <<mailto:Lilian.Moki@enfield.gov.uk>
Lilian.Moki@enfield.gov.uk>
Cc: housing reviews <<mailto:housingreviews@enfield.gov.uk>
housingreviews@enfield.gov.uk>
Subject: [B184500001]Deon Benjamin 26/08/1989
Importance: High

Dear Sirs,

We write in regards to above client , see authority and letter attached.
our client wishes to do a S202 review on the council s184 letter stating she
is not in priority need, Could the Council please provided the housing file

for the client per requested.

The council stated in the S184 decision that our client still holds a releif duty to the client could you cofirm
when this duty ends and what is being done to relif the client form homelessness.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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Read: [B184500001] [B184500001] RE: [B184500001]RE: [DL
Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023
From: Andre Cummings <AndreC@Duncanlewis.com>
To: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: Fri, 27 Jan 2023 17:18:20 +0000
17. Your message

FW: [B184500001] Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Mon, 27 Feb 2023 10:54:39 +0100

Dear Deon

18. Please see below email, I have an extension until 10/03/2023 to provide further representations

19. Is there an update as to when you might receive the medical documents

Kind regards

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <Jeta.lbi@enfield.gov.uk>

Sent: 24 February 2023 16:31

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension
[SEC=OFFICIAL]

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Dear Andre Cummings

20. We are agreeable to 2 weeks to provide submissions. Kindly ensure all representations in support
of your clients' review reach us by close of business on Friday 10th March 2023.

21. We look forward to your response in relation to the above. Should you have
22. any queries please do not hesitate to contact us

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk>

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From: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> > On Behalf Of housing reviews

Sent: 24 February 2023 11:39

To: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk> >

Subject: FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension

[SEC=OFFICIAL]

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Hi Jeta

FYI

From: Andre Cummings <AndreC@Duncanlewis.com

<mailto:AndreC@Duncanlewis.com> >

Sent: 24 February 2023 11:33

To: housing reviews <housingreviews@enfield.gov.uk

<mailto:housingreviews@enfield.gov.uk> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT extension

Dear Sirs

23. I believe you did not read my email correctly, I am asking for an extension to provide further representation for our clients S202 review for the s184 decision from the council. This email has nothing to do with the accommodation pending review.
24. Please see the request below
25. We write to you to ask for an extension to provide further representation by 27/02/2023
26. Our client has informed us that she has requested for her medical records from her GP and mental health records from hospital, and these records can take up to 6 weeks to be received.
27. We request an extension to 23/03/2023 so that we can obtain our clients medical records and put forward representations.
28. As our client's case is to prove she is in priority need these documents are important to her case.
29. The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.

Please respond to the request and confirm the extension to 23/03/2023 is

agreeable, if I do not hear a response in regards to this then I will

take it as agreeable

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <Jeta.lbi@enfield.gov.uk <mailto:Jeta.lbi@enfield.gov.uk> >

On Behalf Of housing reviews

Sent: 24 February 2023 09:11

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Alert: This is an external email received from outside Duncan Lewis.

Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre Cummings

We acknowledge receipt of your email (below) with thanks, regarding the
above subject matter.

I can confirm a decision has been reached in relation to your request for
accommodation pending review and sent via email to AndreC@Duncanlewis.com
<mailto:AndreC@Duncanlewis.com> on 16.02.2023 Kindly refer to the
decision letter issued to Deon Benjamin via email dated 16.02.2023.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

* <mailto:Jeta.lbi@enfield.gov.uk> Jeta.lbi@enfield.gov.uk

London Borough of Enfield

Website:

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F4%3D&reserved=0> www.enfield.gov.uk

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-eu.mimecast.com%2Fs%2F_W-uC8E8gi6Zvwjsz3E_x%3Fdomain%3Dgov.uk&data=05%7C0
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erved=0> https://www.gov.uk/coronavirus

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delivering excellent services and building strong communities.

From: Andre Cummings <AndreC@Duncanlewis.com
<mailto:AndreC@Duncanlewis.com> >

Sent: 23 February 2023 14:44

To: housing reviews <housingreviews@enfield.gov.uk
<mailto:housingreviews@enfield.gov.uk> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk
<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Dear Sirs

We write to you to ask for an extension to provide further representation
by 27/02/2023

Our client has informed us that she has requested for her medical records from her GP and mental health
records from hospital , and these records can take up to 6 weeks be received.

We request an extension to 23/03/2023 so that we can obtain our clients medical records and put forward
representations.

As our client's case is to prove she is in priority need these documents are important to her case.

The client's position would be prejudiced if the extension request is not

granted, as client has this only opportunity to put forward his case.

Please respond to the request and confirm the extension to 23/03/2023 is
agreeable

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings

Sent: 13 February 2023 14:02

To: 'housing reviews' <housingreviews@enfield.gov.uk

<mailto:housingreviews@enfield.gov.uk> >

Cc: 'Valerie Opara' <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Dear Sirs

We have received the housing files and will provide further representation within the next 14 days.

In regards to our client we made an application for accommodation pending

review and submitted a GP letter supporting our client is vulnerable. Our

client is still homeless on the street and needs assistance.

Can the council please provide a response in regards to accommodation

pending review has a decision been made

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings

Sent: 10 February 2023 11:40

To: 'housing reviews' <<mailto:housingreviews@enfield.gov.uk>
housingreviews@enfield.gov.uk>

Cc: Valerie Opara <<mailto:Valerie.Opara@Enfield.gov.uk>
Valerie.Opara@Enfield.gov.uk>

Subject: RE: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

Importance: High

Dear review team

We will provided further representation after 14 days of receiving our clients housing file , we are still waiting to receive the file.

In regards to our client we made an application for accommodation pending review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance.

Can the council please provide a response in regards to accommodation pending review.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Valerie Opara <<mailto:Valerie.Opara@Enfield.gov.uk>
Valerie.Opara@Enfield.gov.uk> On Behalf Of housing reviews
Sent: 31 January 2023 09:03
To: Andre Cummings <<mailto:AndreC@Duncanlewis.com>
AndreC@Duncanlewis.com>
Subject: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989
[SEC=OFFICIAL]
Alert: This is an external email received from outside Duncan Lewis.

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you are expecting this email.

Classification: OFFICIAL

Dear Andre Cummings,

Re: Deon Benjamin - Request for a Review

I acknowledge receipt of your request for review dated 25 January 2023, of
the decision on your homeless application. The contents of which have been
duly noted.

I can confirm that your request for a review has been logged and will be
dealt with within the 56 day stipulated time scale unless an alternative
period of time is mutually agreed. You or a representative may make
written submissions in support of the appeal. Please ensure any further
representations are presented to the Review team mailbox
<mailto:housingreviews@enfield.gov.uk> housingreviews@enfield.gov.uk, in good time, preferably within
the next three weeks.
Client's housing file would be with you within the next 10 working days.
Yours Sincerely

Valerie Opara
Service Development Officer
Housing Advisory Service
Housing and Regeneration
Place Department

The London Borough of Enfield

Contact No: 0208 132-2833

Email: <mailto:Valerie.opara@enfield.gov.uk> Valerie.opara@enfield.gov.uk

Website:

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Working days Monday, Tuesday, Thursday and Friday
Wednesday non-working day

From: Andre Cummings <<mailto:AndreC@Duncanlewis.com> AndreC@Duncanlewis.com>
Sent: 30 January 2023 17:41
To: Lilian Moki <<mailto:Lilian.Moki@enfield.gov.uk> Lilian.Moki@enfield.gov.uk>
Cc: housing reviews <<mailto:housingreviews@enfield.gov.uk> housingreviews@enfield.gov.uk>
Subject: [B184500001]Deon Benjamin 26/08/1989
Importance: High

Dear Sirs,

We write in regards to above client , see authority and letter attached.
our client wishes to do a S202 review on the council s184 letter stating she is not in priority need, Could the Council please provide the housing file for the client per requested.
The council stated in the S184 decision that our client still holds a relief duty to the client could you confirm when this duty ends and what is being done to relieve the client from homelessness.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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FW: [B184500001] FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Tue, 07 Mar 2023 12:16:32 +0100

Dear Deon

1. Please see below extension request
2. I have requested an extension until 24/03/2023 as I am in court on 23/03/2023

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings

Sent: 07 March 2023 11:15

To: 'housing reviews' <housingreviews@enfield.gov.uk>

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk>

Subject: RE: [B184500001] FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

Dear Sirs

1. We previously asked for an extension to provide further representation for our clients S202 review for the s184 decision from the council.
2. We originally asked for 4 week extension until 23/03/2023 explaining that our client is awaiting her medical records from the mental health team and GP and was told it could take up to 6 weeks.
3. The council granted an extension until 10/03/202. We have been contacted by our client today who stated that she has spoken to the GP and they have still not posted the medical records yet . Further our client mother is in intensive care and is highly stressed about the situation , she is trying to get the documents but it is out of her control as she waits for the GP.
4. We ask for the council to grant an extension until 24/03/2023 to provide further representation as we await the Mental health records.
5. As this review is for our client to prove she is in priority need , medical evidence for our clients case is essential.
6. The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.
7. Please confirm the extension to 24/03/2023 is agreeable , if I do not hear a response in regards to this by 8/03/2023 I will take it as agreeable .

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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tps%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-gr eater-london>

From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk>

Sent: 24 February 2023 16:31

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: [B184500001] FW: [B184500001]Deon Benjamin 26/08/1989 URGENT

extension [SEC=OFFICIAL]

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Dear Andre Cummings

We are agreeable to 2 weeks to provide submissions. Kindly ensure all representations in support of your
clients' review reach us by close of business on Friday 10th March 2023.

We look forward to your response in relation to the above. Should you have
any queries please do not hesitate to contact us

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <<mailto:Jeta.Ibi@enfield.gov.uk>>

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From: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<<mailto:Valerie.Opara@Enfield.gov.uk>> > On Behalf Of housing reviews

Sent: 24 February 2023 11:39

To: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <<mailto:Jeta.Ibi@enfield.gov.uk>> >

Subject: FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

Classification: OFFICIAL

Hi Jeta

FYI

From: Andre Cummings <AndreC@Duncanlewis.com

<<mailto:AndreC@Duncanlewis.com>> >

Sent: 24 February 2023 11:33

To: housing reviews <housingreviews@enfield.gov.uk

<<mailto:housingreviews@enfield.gov.uk>> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<<mailto:Valerie.Opara@Enfield.gov.uk>> >

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT extension

Dear Sirs

I believe you did not read my email correctly, I am asking for an extension to provide further
representation for our clients S202 review for the s184 decision from the council. This email has nothing
to do with the accommodation pending review.

Please see the request below

We write to you to ask for an extension to provide further representation
by 27/02/2023

Our client has informed us that she has requested for her medical records from her GP and mental health records from hospital , and these records can take up to 6 weeks be received.

We request an extension to 23/03/2023 so that we can obtain our clients medical records and put forward representations.

As out client's case is to prove she is in priority need these documents are important to her case.

The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.
Please respond to the request and confirm the extension to 23/03/2023 is agreeable , if I do not hear a response in regards to this then I will take it as agreeable

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <Jeta.lbi@enfield.gov.uk <mailto:Jeta.lbi@enfield.gov.uk> >
On Behalf Of housing reviews

Sent: 24 February 2023 09:11

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

>

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Alert: This is an external email received from outside Duncan Lewis.

Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre Cummings

We acknowledge receipt of your email (below) with thanks, regarding the

above subject matter.

I can confirm a decision has been reached in relation to your request for accommodation pending review and sent via email to AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> on 16.02.2023 Kindly refer to the decision letter issued to Deon Benjamin via email dated 16.02.2023.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

* <mailto:Jeta.Ibi@enfield.gov.uk> Jeta.Ibi@enfield.gov.uk

London Borough of Enfield

Website:

<https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprotect-eu.mimecast.com%2Fs%2FGKvZC7X8MiAxpWmsRqDoV%3Fdomain%3Denfield.gov.uk%2F&data=05%7C01%7CJeta.Ibi%40enfield.gov.uk%7C4d2b8fd76d3842aa9c3108db165baff1%7Ccc18b91d1bb24d9bac767a4447488d49%7C0%7C0%7C638128355264201707%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IklhaWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=HdJVnbHPYg1Vf4KKgmWH4Y12ieg%2F81fMqCzN0FRsNF4%3D&reserved=0> www.enfield.gov.uk

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3000%7C%7C%7C&sdata=%2FKGY4fHxQxvDD74%2BiCEyZY4RPRPfuFe4wpmqahJuMyk%3D&reserved=0> https://www.gov.uk/coronavirus

Enfield Council is committed to serving the whole borough fairly, delivering excellent services and building strong communities.

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 23 February 2023 14:44

To: housing reviews <housingreviews@enfield.gov.uk <mailto:housingreviews@enfield.gov.uk> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk <mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Dear Sirs

We write to you to ask for an extension to provide further representation

by 27/02/2023

Our client has informed us that she has requested for her medical records from her GP and mental health records from hospital , and these records can take up to 6 weeks be received.

We request an extension to 23/03/2023 so that we can obtain our clients medical records and put forward representations.

As our client's case is to prove she is in priority need these documents are important to her case.

The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.

Please respond to the request and confirm the extension to 23/03/2023 is agreeable

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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<<https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprotect-eu.mimecast.com%2Fs%2FVSt6C3wR3ipJARmSqYq9U%3Fdomain%3Deur03.safelinks.protection.outlook.com&data=05%7C01%7CJeta.lbi%40enfield.gov.uk%7C4d2b8fd76d3842aa9c3108db165baff1%7Ccc18b91d1bb24d9bac767a4447488d49%7C0%7C0%7C638128355264357941%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzliLjBTil6lk1haWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=Ch2qYxyN9Dhps91dlmR3Jwc3FpHyKasM3PSu52qGJd8%3D&reserved=0>>

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From: Andre Cummings

Sent: 13 February 2023 14:02

To: 'housing reviews' <housingreviews@enfield.gov.uk>

<<mailto:housingreviews@enfield.gov.uk>> >

Cc: 'Valerie Opara' <Valerie.Opara@Enfield.gov.uk>

<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Dear Sirs

We have received the housing files and will provide further representation within the next 14 days. In regards to our client we made an application for accommodation pending review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance.

Can the council please provide a response in regards to accommodation pending review has a decision been made

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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2F%2BCLQidpzOfs4nRna7Tas%2Bc19U%3D&reserved=0>

From: Andre Cummings

Sent: 10 February 2023 11:40

To: 'housing reviews' <<mailto:housingreviews@enfield.gov.uk>

housingreviews@enfield.gov.uk>

Cc: Valerie Opara <<mailto:Valerie.Opara@Enfield.gov.uk>

Valerie.Opara@Enfield.gov.uk>

Subject: RE: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

Importance: High

Dear review team

We will provided further representation after 14 days of receiving our clients housing file , we are still waiting to receive the file.

In regards to our client we made an application for accommodation pending review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance.

Can the council please provide a response in regards to accommodation pending review.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Valerie Opara <<mailto:Valerie.Opara@Enfield.gov.uk>>

Valerie.Opara@Enfield.gov.uk> On Behalf Of housing reviews

Sent: 31 January 2023 09:03

To: Andre Cummings <<mailto:AndreC@Duncanlewis.com>>

AndreC@Duncanlewis.com>

Subject: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

Alert: This is an external email received from outside Duncan Lewis.

Please do not click on any links in the email or open attachments unless you are expecting this email.

Classification: OFFICIAL

Dear Andre Cummings,

Re: Deon Benjamin - Request for a Review

I acknowledge receipt of your request for review dated 25 January 2023, of the decision on your homeless application. The contents of which have been duly noted.

I can confirm that your request for a review has been logged and will be dealt with within the 56 day stipulated time scale unless an alternative period of time is mutually agreed. You or a representative may make written submissions in support of the appeal. Please ensure any further representations are presented to the Review team mailbox <mailto:housingreviews@enfield.gov.uk> housingreviews@enfield.gov.uk, in good time, preferably within the next three weeks.

Client's housing file would be with you within the next 10 working days.

Yours Sincerely

Valerie Opara

Service Development Officer

Housing Advisory Service

Housing and Regeneration

Place Department

The London Borough of Enfield

Contact No: 0208 132-2833

Email: <mailto:Valerie.opara@enfield.gov.uk> Valerie.opara@enfield.gov.uk

Website:

<https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprotect-eu.mimecast.com%2Fs%2FjxN9C9g6jukg3YmuZqf2r%3Fdomain%3Deur03.safelinks.protection.outlook.com&data=05%7C01%7CJeta.lbi%40enfield.gov.uk%7C4d2b8fd76d3842aa9c3108db165baff1%7Ccc18b91d1bb24d9bac767a4447488d49%7C0%7C0%7C638128355264357941%7CUnknown%7CTWFPbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzliLjBtIi6lk1haWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=RwqfqraJjy5MZaWc73AK5I

pCMsEsLzFLyiXEJza1Bcs%3D&reserved=0> www.enfield.gov.uk

Working days Monday, Tuesday, Thursday and Friday

Wednesday non-working day

From: Andre Cummings <<mailto:AndreC@Duncanlewis.com>

AndreC@Duncanlewis.com>

Sent: 30 January 2023 17:41

To: Lilian Moki <<mailto:Lilian.Moki@enfield.gov.uk>

Lilian.Moki@enfield.gov.uk>

Cc: housing reviews <<mailto:housingreviews@enfield.gov.uk>

housingreviews@enfield.gov.uk>

Subject: [B184500001]Deon Benjamin 26/08/1989

Importance: High

Dear Sirs,

We write in regards to above client , see authority and letter attached.

our client wishes to do a S202 review on the council s184 letter stating she is not in priority need, Could the Council please provide the housing file for the client per requested. The council stated in the S184 decision that our client still holds a relief duty to the client could you confirm when this duty ends and what is being done to relieve the client from homelessness.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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FW: [B184500001] FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Tue, 07 Mar 2023 12:16:32 +0100

Dear Deon

8. Please see below extension request

9. I have requested an extension until 24/03/2023 as I am in court on

23/03/2023

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings

Sent: 07 March 2023 11:15

To: 'housing reviews' <housingreviews@enfield.gov.uk>

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk>

Subject: RE: [B184500001] FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

Dear Sirs

10. We previously asked for an extension to provide further representation for our clients S202 review for the s184 decision from the council.
11. We originally asked for 4 week extension until 23/03/2023 explaining that our client is awaiting her medical records from the mental health team and GP and was told it could take up to 6 weeks.
12. The council granted an extension until 10/03/202. We have been contacted
13. by our client today who stated that she has spoken to the GP and they have still not posted the medical records yet . Further our client mother is in intensive care and is highly stressed about the situation , she is trying to get the documents but it is out of her control as she waits for the GP.
14. We ask for the council to grant an extension until 24/03/2023 to provide further representation as we await the Mental health records.
15. As this review is for our client to prove she is in priority need , medical evidence for our clients case is essential.
16. The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.
17. Please confirm the extension to 24/03/2023 is agreeable , if I do not hear a response in regards to this by 8/03/2023 I will take it as agreeable .

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk>

Sent: 24 February 2023 16:31

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: [B184500001] FW: [B184500001] Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

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Dear Andre Cummings

1. We are agreeable to 2 weeks to provide submissions. Kindly ensure all representations in support of your clients' review reach us by close of business on Friday 10th March 2023.
2. We look forward to your response in relation to the above. Should you have
3. any queries please do not hesitate to contact us

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk>

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From: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> > On Behalf Of housing reviews

Sent: 24 February 2023 11:39

To: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk> >

Subject: FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

Classification: OFFICIAL

Hi Jeta

FYI

From: Andre Cummings <AndreC@Duncanlewis.com

<mailto:AndreC@Duncanlewis.com> >

Sent: 24 February 2023 11:33

To: housing reviews <housingreviews@enfield.gov.uk

<mailto:housingreviews@enfield.gov.uk> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT extension

Dear Sirs

I believe you did not read my email correctly, I am asking for an extension to provide further representation for our clients S202 review for the s184 decision from the council. This email has nothing to do with the accommodation pending review.

Please see the request below

We write to you to ask for an extension to provide further representation
by 27/02/2023

Our client has informed us that she has requested for her medical records from her GP and mental health records from hospital , and these records can take up to 6 weeks be received.

We request an extension to 23/03/2023 so that we can obtain our clients medical records and put forward representations.

As out client's case is to prove she is in priority need these documents are important to her case.

The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.
Please respond to the request and confirm the extension to 23/03/2023 is agreeable , if I do not hear a response in regards to this then I will take it as agreeable

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <Jeta.lbi@enfield.gov.uk <mailto:Jeta.lbi@enfield.gov.uk> >
On Behalf Of housing reviews

Sent: 24 February 2023 09:11

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

>

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Alert: This is an external email received from outside Duncan Lewis.

Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre Cummings

We acknowledge receipt of your email (below) with thanks, regarding the

above subject matter.

I can confirm a decision has been reached in relation to your request for accommodation pending review and sent via email to AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> on 16.02.2023 Kindly refer to the decision letter issued to Deon Benjamin via email dated 16.02.2023.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

* <mailto:Jeta.Ibi@enfield.gov.uk> Jeta.Ibi@enfield.gov.uk

London Borough of Enfield

Website:

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3000%7C%7C%7C&sdata=%2FKGY4fHxQxvDD74%2BiCEyZY4RPRPfuFe4wpmqahJuMyk %3D&reserved=0> https://www.gov.uk/coronavirus

Enfield Council is committed to serving the whole borough fairly, delivering excellent services and building strong communities.

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 23 February 2023 14:44

To: housing reviews <housingreviews@enfield.gov.uk <mailto:housingreviews@enfield.gov.uk> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk <mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Dear Sirs

We write to you to ask for an extension to provide further representation

by 27/02/2023

Our client has informed us that she has requested for her medical records from her GP and mental health records from hospital , and these records can take up to 6 weeks be received.

We request an extension to 23/03/2023 so that we can obtain our clients medical records and put forward representations.

As our client's case is to prove she is in priority need these documents are important to her case.

The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.

Please respond to the request and confirm the extension to 23/03/2023 is agreeable

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings

Sent: 13 February 2023 14:02

To: 'housing reviews' <housingreviews@enfield.gov.uk>

<<mailto:housingreviews@enfield.gov.uk>> >

Cc: 'Valerie Opara' <Valerie.Opara@Enfield.gov.uk>

<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Dear Sirs

We have received the housing files and will provide further representation within the next 14 days. In regards to our client we made an application for accommodation pending review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance.

Can the council please provide a response in regards to accommodation pending review has a decision been made

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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2F%2BCLQidpzOfs4nRna7Tas%2Bc19U%3D&reserved=0>

From: Andre Cummings

Sent: 10 February 2023 11:40

To: 'housing reviews' <<mailto:housingreviews@enfield.gov.uk>

housingreviews@enfield.gov.uk>

Cc: Valerie Opara <<mailto:Valerie.Opara@Enfield.gov.uk>

Valerie.Opara@Enfield.gov.uk>

Subject: RE: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

Importance: High

Dear review team

We will provided further representation after 14 days of receiving our clients housing file , we are still waiting to receive the file.

In regards to our client we made an application for accommodation pending review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance.

Can the council please provide a response in regards to accommodation pending review.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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2F%2BCLQidpzOfs4nRna7Tas%2Bc19U%3D&reserved=0>

From: Valerie Opara <<mailto:Valerie.Opara@Enfield.gov.uk>>

Valerie.Opara@Enfield.gov.uk> On Behalf Of housing reviews

Sent: 31 January 2023 09:03

To: Andre Cummings <<mailto:AndreC@Duncanlewis.com>>

AndreC@Duncanlewis.com>

Subject: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

Alert: This is an external email received from outside Duncan Lewis.

Please do not click on any links in the email or open attachments unless you are expecting this email.

Classification: OFFICIAL

Dear Andre Cummings,

Re: Deon Benjamin - Request for a Review

I acknowledge receipt of your request for review dated 25 January 2023, of the decision on your homeless application. The contents of which have been duly noted.

I can confirm that your request for a review has been logged and will be dealt with within the 56 day stipulated time scale unless an alternative period of time is mutually agreed. You or a representative may make written submissions in support of the appeal. Please ensure any further representations are presented to the Review team mailbox <mailto:housingreviews@enfield.gov.uk> housingreviews@enfield.gov.uk, in good time, preferably within the next three weeks.

Client's housing file would be with you within the next 10 working days.

Yours Sincerely

Valerie Opara

Service Development Officer

Housing Advisory Service

Housing and Regeneration

Place Department

The London Borough of Enfield

Contact No: 0208 132-2833

Email: <mailto:Valerie.opara@enfield.gov.uk> Valerie.opara@enfield.gov.uk

Website:

<https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprotect-eu.mimecast.com%2Fs%2FjxN9C9g6jukg3YmuZqf2r%3Fdomain%3Deur03.safelinks.protection.outlook.com&data=05%7C01%7CJeta.lbi%40enfield.gov.uk%7C4d2b8fd76d3842aa9c3108db165baff1%7Ccc18b91d1bb24d9bac767a4447488d49%7C0%7C0%7C638128355264357941%7CUnknown%7CTWFPbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzliLjBtIi6lk1haWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=RwqfqraJjy5MZaWc73AK5I

pCMsEsLzFLyiXEJza1Bcs%3D&reserved=0> www.enfield.gov.uk

Working days Monday, Tuesday, Thursday and Friday

Wednesday non-working day

From: Andre Cummings <<mailto:AndreC@Duncanlewis.com>

AndreC@Duncanlewis.com>

Sent: 30 January 2023 17:41

To: Lilian Moki <<mailto:Lilian.Moki@enfield.gov.uk>

Lilian.Moki@enfield.gov.uk>

Cc: housing reviews <<mailto:housingreviews@enfield.gov.uk>

housingreviews@enfield.gov.uk>

Subject: [B184500001]Deon Benjamin 26/08/1989

Importance: High

Dear Sirs,

We write in regards to above client , see authority and letter attached.

our client wishes to do a S202 review on the council s184 letter stating she is not in priority need, Could the Council please provide the housing file for the client per requested. The council stated in the S184 decision that our client still holds a relief duty to the client could you confirm when this duty ends and what is being done to relieve the client from homelessness.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings <AndreC@Duncanlewis.com>
To: 'deon benjamin' <deonbenjamin@yahoo.com>
Date: Mon, 13 Mar 2023 16:20:15 +0100

Dear Deon

4. An extension was granted till 24/03/2023
5. Could you please get any medical evidence you have over to me ASAP

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk> On Behalf Of housing reviews

Sent: 08 March 2023 12:19

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: RE: [B184500001] FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

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Dear Andre Cummings

6. We are agreeable to a final extension until 24/03/2023 to provide submissions, after which a decision will be reached.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <<mailto:Jeta.Ibi@enfield.gov.uk>>

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From: Andre Cummings <AndreC@Duncanlewis.com>

<<mailto:AndreC@Duncanlewis.com>> >

Sent: 07 March 2023 11:15

To: housing reviews <housingreviews@enfield.gov.uk

<<mailto:housingreviews@enfield.gov.uk>> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<<mailto:Valerie.Opara@Enfield.gov.uk>> >

Subject: RE: [B184500001] FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

Dear Sirs

7. We previously asked for an extension to provide further representation
8. for our clients S202 review for the s184 decision from the council.
9. We originally asked for 4 week extension until 23/03/2023 explaining that our client is awaiting her medical records from the mental health team and GP and was told it could take up to 6 weeks.
10. The council granted an extension until 10/03/202. We have been contacted by our client today who stated that she has spoken to the GP and they have still not posted the medical records yet . Further our client mother is in intensive care and is highly stressed about the situation , she is trying to get the documents but it is out of her control as she waits for the GP
11. We ask for the council to grant an extension until 24/03/2023 to provide
12. further representation as we await the Mental health records.
13. As this review is for our client to prove she is in priority need , medical evidence for our clients case is essential.
14. The client's position would be prejudiced if the extension request is not
15. granted, as client has this only opportunity to put forward his case.
16. Please confirm the extension to 24/03/2023 is agreeable , if I do not hear
17. a response in regards to this by 8/03/2023 I will take it as agreeable .

Kind regards
Andre Cummings
Caseworker

DDI: 02072752883

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2BSRA%3D&reserved=0>

From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk> >

Sent: 24 February 2023 16:31

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>
>

Subject: [B184500001] FW: [B184500001]Deon Benjamin 26/08/1989 URGENT
extension [SEC=OFFICIAL]

Alert: This is an external email received from outside Duncan Lewis.

Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre Cummings

We are agreeable to 2 weeks to provide submissions. Kindly ensure all
representations in support of your clients' review reach us by close of
business on Friday 10th March 2023.

We look forward to your response in relation to the above. Should you have
any queries please do not hesitate to contact us

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk>

London Borough of Enfield

Website:

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%2BE3Y%3D
&reserved=0> https://www.gov.uk/coronavirus

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building strong communities.

From: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> > On Behalf Of housing reviews

Sent: 24 February 2023 11:39

To: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk> >

Subject: FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

Classification: OFFICIAL

Hi Jeta

FYI

From: Andre Cummings <AndreC@Duncanlewis.com
<mailto:AndreC@Duncanlewis.com> >
Sent: 24 February 2023 11:33
To: housing reviews <housingreviews@enfield.gov.uk
<mailto:housingreviews@enfield.gov.uk> >
Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk>
Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT extension

Dear Sirs

I believe you did not read my email correctly, I am asking for an extension to provide further representation for our clients S202 review for the s184 decision from the council. This email has nothing to do with the accommodation pending review.

Please see the request below

We write to you to ask for an extension to provide further representation by 27/02/2023
Our client has informed us that she has requested for her medical records from her GP and mental health records from hospital, and these records can take up to 6 weeks to be received.
We request an extension to 23/03/2023 so that we can obtain our clients medical records and put forward representations.

As our client's case is to prove she is in priority need these documents are important to her case.

The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.

Please respond to the request and confirm the extension to 23/03/2023 is agreeable, if I do not hear a response in regards to this then I will take it as agreeable

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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GfcaStMomdCH0TWNK0iBQlb5v3w%3D&reserved=0>

From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk> >
On Behalf Of housing reviews
Sent: 24 February 2023 09:11
To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>
>
Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT
Alert: This is an external email received from outside Duncan Lewis.
Please do not click on any links in the email or open attachments unless
you are expecting this email.

Dear Andre Cummings
We acknowledge receipt of your email (below) with thanks, regarding the above subject matter.
I can confirm a decision has been reached in relation to your request for
accommodation pending review and sent via email to AndreC@Duncanlewis.com
<mailto:AndreC@Duncanlewis.com> on 16.02.2023 Kindly refer to the
decision letter issued to Deon Benjamin via email dated 16.02.2023.
Kind Regards

Jeta Ibi | Review Officer
Housing and Regeneration | Place Department
*020 8078 5901
* <mailto:Jeta.Ibi@enfield.gov.uk> Jeta.Ibi@enfield.gov.uk
London Borough of Enfield
Website:

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XvN1Zga3j%2BgHkPlo8cdQmt6mU2T5s%3D&reserved=0> www.enfield.gov.uk

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delivering excellent services and building strong communities.

From: Andre Cummings <AndreC@Duncanlewis.com

<mailto:AndreC@Duncanlewis.com> >

Sent: 23 February 2023 14:44

To: housing reviews <housingreviews@enfield.gov.uk

<mailto:housingreviews@enfield.gov.uk> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Dear Sirs

We write to you to ask for an extension to provide further representation by 27/02/2023

Our client has informed us that she has requested for her medical records from her GP and mental health records from hospital, and these records can take up to 6 weeks to be received.

We request an extension to 23/03/2023 so that we can obtain our clients medical records and put forward representations.

As our client's case is to prove she is in priority need these documents are important to her case.

The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.

Please respond to the request and confirm the extension to 23/03/2023 is agreeable

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings
Sent: 13 February 2023 14:02
To: 'housing reviews' <housingreviews@enfield.gov.uk
<mailto:housingreviews@enfield.gov.uk> >
Cc: 'Valerie Opara' <Valerie.Opara@Enfield.gov.uk
<mailto:Valerie.Opara@Enfield.gov.uk> >
Subject: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT
Dear Sirs
We have received the housing files and will provide further representation

within the next 14 days.

In regards to our client we made an application for accommodation pending review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance. Can the council please provide a response in regards to accommodation pending review has a decision been made ?

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings

Sent: 10 February 2023 11:40

To: 'housing reviews' <<mailto:housingreviews@enfield.gov.uk>

housingreviews@enfield.gov.uk>

Cc: Valerie Opara <<mailto:Valerie.Opara@Enfield.gov.uk>

Valerie.Opara@Enfield.gov.uk>

Subject: RE: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

Importance: High

Dear review team

We will provided further representation after 14 days of receiving our

clients housing file , we are still waiting to receive the file.

In regards to our client we made an application for accommodation pending review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance.

Can the council please provide a response in regards to accommodation pending review.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Valerie Opara <<mailto:Valerie.Opara@Enfield.gov.uk>
Valerie.Opara@Enfield.gov.uk> On Behalf Of housing reviews
Sent: 31 January 2023 09:03
To: Andre Cummings <<mailto:AndreC@Duncanlewis.com>
AndreC@Duncanlewis.com>
Subject: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989
[SEC=OFFICIAL]
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Dear Andre Cummings,
Re: Deon Benjamin - Request for a Review
I acknowledge receipt of your request for review dated 25 January 2023, of the decision on your
homeless application. The contents of which have been duly noted.
I can confirm that your request for a review has been logged and will be dealt with within the 56 day
stipulated time scale unless an alternative period of time is mutually agreed. You or a representative may
make written submissions in support of the appeal. Please ensure any further representations are
presented to the Review team mailbox <mailto:housingreviews@enfield.gov.uk>
housingreviews@enfield.gov.uk, in
good time, preferably within the next three weeks.

Client's housing file would be with you within the next 10 working days.
Yours Sincerely
Valerie Opara
Service Development Officer

Housing Advisory Service

Housing and Regeneration

Place Department

The London Borough of Enfield

Contact No: 0208 132-2833

Email: <mailto:Valerie.opara@enfield.gov.uk> Valerie.opara@enfield.gov.uk

Website:

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Working days Monday, Tuesday, Thursday and Friday
Wednesday non-working day

From: Andre Cummings <<mailto:AndreC@Duncanlewis.com>

AndreC@Duncanlewis.com>

Sent: 30 January 2023 17:41

To: Lilian Moki <<mailto:Lilian.Moki@enfield.gov.uk>

Lilian.Moki@enfield.gov.uk>

Cc: housing reviews <<mailto:housingreviews@enfield.gov.uk>

housingreviews@enfield.gov.uk>

Subject: [B184500001]Deon Benjamin 26/08/1989

Importance: High

Dear Sirs,

We write in regards to above client , see authority and letter attached.

our client wishes to do a S202 review on the council s184 letter stating she is not in priority need, Could the Council please provide the housing file for the client per requested. The council stated in the S184 decision that our client still holds a relief duty to the client could you confirm when this duty ends and what is being done to relieve the client from homelessness.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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Barnet, Enfield and Haringey Mental Health Trust

To be opened by addressee only**Enfield Assessment Service**

25 Crown Lane

Southgate London

Date: 08.03.2023

N14 5SH

Dr Abidoye
Nightingale House Surgery
Nightingale Road Edmonton

Tel: 0208 702 3329

N9 8AJ

NHS No.434 751 8617

RioNo.1048195

Dear Dr Abidoye,

Re; Miss DB DOB *** (** years)****Address - Currently of no fixed abode - Sofa surfing**

I had opportunity to assess Ms. DB in our Silver Street Clinic on 01 March 2023 after she was referred to by our Crisis Telephone Service. She presented with her partner.

Reason for Referral

Referrer reported history of auditory hallucinations and suspected that DB has PTSD.

Clinical Documentation recorded diagnosis of depression and anxiety.

Experiencing a deterioration in MH triggered by:

18. Assaulted and stabbed on 27th November 2022- In hospital for 3 days

19. Mum is currently in hospital- had a heart operation

20. Not able to return to her home address due to assault.

DB reported that she has been having disturbed sleep and nightmares at night.

No changes in appetite highlighted.

DB has a history of having auditory hallucinations but denied experiencing psychotic symptoms at time of triage.

DB is not taking any medication at present; she was previously prescribed sertraline but stopped taking

medication 3. weeks ago, GP is aware and she reported they would review medication. - _____

No currently using drugs or drinking alcohol.

Reported that she used to socially use cocaine but stopped after she was assaulted last year.

No clear diagnosis

History of presenting Problem:

Gave verbal consent to sharing information along Trust guidelines, happy for final letter to go to GP and to home address

Ms. DB told me last November she went to pick up her boyfriend at a Bar. When they came out, her boyfriend who was intoxicated with alcohol had an altercation with a man and a woman whom she alleged were both under the influence of alcohol. She got involved during the altercation pulling



Chairman: Jackie Smith
Chief Executive: Jinjer Kandola

OUTVALUES



^WWRW^



A University Teething Trust

her boyfriend away and she alleged she was pushed to the ground and the woman stabbed her. She sustained deep cut in her right hand, and she told me she fainted because of the bleeding and she now unable to remember much what actually happened.

Police now is investigating the incident. No one has been arrested yet and they are still looking for the alleged assailant. She is now stressed out of having to attend court. She told CCTV footage is not clear.

She told me she has been told by police not go to her flat "kicked me out and told me it is dangerous for me to go back." and subsequently has been of no fixed abode since. She told me she has been sofa surfing at her boyfriend and other friends since the incident.

Since the incident, she has been experiencing symptoms suggestive of PTSD -
Hyperarousal - easily irritable and aggressive at time, hypervigilance, can't go outside - afraid of the dark, difficulty concentrating, and difficulty sleeping, experiencing bad dreams, and waking up in sweat. Constant ruminating and flashbacks about the incident 'in my head', Crying for no reason.

Compounded to the trauma following the incident, she attended North Middlesex University hospital yesterday and was told that she must have her ovary removed and she is worried she wouldn't be able to have any kids.

She also told me she is also stressed out as her mum is in ICU following a heart operation and she is physically very unwell.

Before the incident she told me was paranoid about people betraying her and she has been diagnosed with dyslexia when she was at school, and she has had depression and anxiety since she was 13 years of age.

She told me she was previously diagnosed with bipolar affective disorder and when challenged as her health records doesn't indicate such a diagnosis, she then told me it was the charity MIND who told her she may have had Bipolar.

Past Psychiatric History:

Previously treated with depression and anxiety from 2008 - 2011.
Otherwise, no previous history on Rio.

Current Medication:

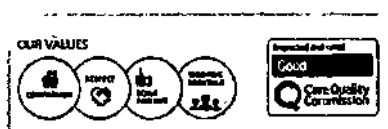
Sertraline 150mg

Sleeping tablet - Zopiclone

She told me she has been on Sertraline most of her life although she never felt any benefit since on it and has been taking it as prescribed.

To the contrary, notes from our CTS indicate she stopped taking her antidepressant

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Information provided about her condition by her GP

Ms. DB understands the risk and benefit of medication prescribed and was involved in decision about medication.

Drug/ Alcohol and smoking status:

Smoke cigarettes.

Only drinks alcohol socially when out with her friends - She used to drink in excess during her teenage years but denied any problematic drinking recently.

She told me she used to sniff 'Charlie' cocaine during her teenage years. However, when our CTS spoke with her recently, she reported to socially use cocaine but only stopped after she was assaulted last November.

Present Social Circumstances:

She is currently of NFA and sofa surfing

She receives ESA and PIP.

Mental State Examination:

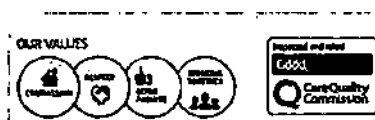
A+B: Revealed a 33-year-old Caucasian woman. Her right hand was bandaged and told me she is scheduled to attend special unit for plastic surgery on her hand. She was casually dressed, and her self-care was good. She established a rapport easily and she was mildly agitated shaking her leg incessantly during the interview. Her speech was fluent, coherent and normal in volume, rate and content

Subjectively she rated her mood as being (0) on a scale of 0 to 10 (where 0 is most depressed and 10 happiest). However objectively her mood appears normal with a reactive and mildly anxious affect

She told she attempted self-harm by cutting her wrists about 7 months ago. No scar or mark noted. Her left wrist is covered with tattooed. She has no current suicidal ideation, plan or intent and cited her mum as a protective factor.

With regards to her perception, she reported hearing her boyfriend whispering to her from inside her head "playing games in my head" and not from external spaces about 3 to 4 times in a week since the incident. This appears more related to her traumatic experiences and unlikely to be psychotic. She also reported a history of feeling paranoid about other people betraying her, likely in the context of her personality and a history of using cocaine.

Her appetite is not great, although she is eating, and she is not sleeping well although she reported having 8 hours sleep last night.



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Nursing Impression:

Her presentation is suggestive of traits of PTSD following an incident last November when she alleges, she got stabbed in her right arm. She is also stressed out as she subsequently lost her accommodation following the incident and her mum is currently very unwell in hospital.

Management plan:

We discussed therapy to manage her PTSD and advised her to engage with 1APT.

Please refer her to Enfield 1APT for therapy.

She told me a housing solicitor is helping her with her accommodation, and I have advised her to go to the homeless person unit and MIND for support.

She told me she is seeing her GP for a review of her medication.

Yours sincerely,

Kris Gopaulen Community Psychiatric Nurse Enfield Assessment Service

Copy to: Ms. DB



OUR VALUES



Chairman: Jackie Smith
Chief Executive: Jinjer Kandola

Re: email for deon

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: andy.cordell@icloud.com

Date: Fri, 13 Mar 2020 01:03:43 +0100

Think the below email would have been a better email to send Enfield Council.

To whom it may concern

21. I do not understand how you have no application for me, Marcia Nicholls at London and Quadrant did make a referral for me to join the register under medical grounds weather this makes a difference to which department processes my application I do not know but I thought I would tell you this just in case.
22. Marcia Nicholls at London and Quadrant has been in contact with yourselves on several occasions and HAS BEEN TOLD by yourselves my application is going through. You have lost (or your computer system lost) one lot of application papers and then a second lot was sent to you from Marcia Nicholls at London and Quadrant which was confirmed to Marcia Nicholls by yourselves that it had been received.
23. I have passed your first email onto Marcia Nicholls at London and Quadrant and will be passing this email to Marcia Nicholls in the hope that this situation can be sorted and addressed as this has been ongoing for months.

Regards

Deon Benjamin 12/03/2020

FW: [B184500001] FW: [B184500001] Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Mon, 13 Mar 2023 16:20:15 +0100

Dear Deon

24. An extension was granted till 24/03/2023

25. Could you please get any medical evidence you have over to me ASAP

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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eater-london>

From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk> On Behalf Of housing reviews

Sent: 08 March 2023 12:19

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: RE: [B184500001] FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

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Dear Andre Cummings

26. We are agreeable to a final extension until 24/03/2023 to provide submissions, after which a decision will be reached.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <<mailto:Jeta.Ibi@enfield.gov.uk>>

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From: Andre Cummings <AndreC@Duncanlewis.com>

<<mailto:AndreC@Duncanlewis.com>> >

Sent: 07 March 2023 11:15

To: housing reviews <housingreviews@enfield.gov.uk

<<mailto:housingreviews@enfield.gov.uk>> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<<mailto:Valerie.Opara@Enfield.gov.uk>> >

Subject: RE: [B184500001] FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

Dear Sirs

27. We previously asked for an extension to provide further representation for our clients S202 review for the s184 decision from the council.
28. We originally asked for 4 week extension until 23/03/2023 explaining that our client is awaiting her medical records from the mental health team and GP and was told it could take up to 6 weeks.
29. The council granted an extension until 10/03/202. We have been contacted by our client today who stated that she has spoken to the GP and they have still not posted the medical records yet . Further our client mother is in intensive care and is highly stressed about the situation , she is trying to get the documents but it is out of her control as she waits for the GP.
30. We ask for the council to grant an extension until 24/03/2023 to provide further representation as we await the Mental health records.
31. As this review is for our client to prove she is in priority need , medical evidence for our clients case is essential.
32. The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.
33. Please confirm the extension to 24/03/2023 is agreeable , if I do not hear a response in regards to this by 8/03/2023 I will take it as agreeable .

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk> >
Sent: 24 February 2023 16:31
To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>
Subject: [B184500001] FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]
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Dear Andre Cummings
We are agreeable to 2 weeks to provide submissions. Kindly ensure all representations in support of your clients' review reach us by close of business on Friday 10th March 2023.

We look forward to your response in relation to the above. Should you have any queries please do not hesitate to contact us

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk>

London Borough of Enfield

Website:

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From: Valerie Opara <Valerie.Opara@Enfield.gov.uk <mailto:Valerie.Opara@Enfield.gov.uk> >
Sent: 24 February 2023 11:39
To: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk> >
Subject: FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]
Classification: OFFICIAL
Hi Jeta
FYI

From: Andre Cummings <AndreC@Duncanlewis.com

<mailto:AndreC@Duncanlewis.com> >

Sent: 24 February 2023 11:33

To: housing reviews <housingreviews@enfield.gov.uk>

<mailto:housingreviews@enfield.gov.uk> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk>

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT extension

Dear Sirs

I believe you did not read my email correctly, I am asking for an extension to provide further representation for our clients S202 review for the s184 decision from the council. This email has nothing to do with

the accommodation pending review.

Please see the request below

We write to you to ask for an extension to provide further representation by 27/02/2023

Our client has informed us that she has requested for her medical records from her GP and mental health records from hospital, and these records can take up to 6 weeks to be received.

We request an extension to 23/03/2023 so that we can obtain our clients medical records and put forward representations.

As our client's case is to prove she is in priority need these documents are important to her case.

The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.

Please respond to the request and confirm the extension to 23/03/2023 is agreeable, if I do not hear a response in regards to this then I will take it as agreeable

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk> >
On Behalf Of housing reviews
Sent: 24 February 2023 09:11
To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>
>
Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT
Alert: This is an external email received from outside Duncan Lewis.
Please do not click on any links in the email or open attachments unless
you are expecting this email.

Dear Andre Cummings
We acknowledge receipt of your email (below) with thanks, regarding the above subject matter.
I can confirm a decision has been reached in relation to your request for
accommodation pending review and sent via email to AndreC@Duncanlewis.com
<mailto:AndreC@Duncanlewis.com> on 16.02.2023 Kindly refer to the
decision letter issued to Deon Benjamin via email dated 16.02.2023.
Kind Regards

Jeta Ibi | Review Officer
Housing and Regeneration | Place Department
*020 8078 5901
* <mailto:Jeta.Ibi@enfield.gov.uk> Jeta.Ibi@enfield.gov.uk
London Borough of Enfield
Website:
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XvN1Zga3j%2BgHkPlo8cdQmt6mU2T5s%3D&reserved=0> www.enfield.gov.uk

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-eu.mimecast.com%2Fs%2Fk9_qC9g6jukz788F2Abmf%3Fdomain%3Deur03.safelinks.pr
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ELRzdOG9dN6lpYUovc6Vtmd5VqA%3D&reserved=0> <https://www.gov.uk/coronavirus>
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delivering excellent services and building strong communities.

From: Andre Cummings <AndreC@Duncanlewis.com

<mailto:AndreC@Duncanlewis.com> >

Sent: 23 February 2023 14:44

To: housing reviews <housingreviews@enfield.gov.uk

<mailto:housingreviews@enfield.gov.uk> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT

Dear Sirs

We write to you to ask for an extension to provide further representation by 27/02/2023

Our client has informed us that she has requested for her medical records from her GP and mental health records from hospital , and these records can take up to 6 weeks be received.

We request an extension to 23/03/2023 so that we can obtain our clients medical records and put forward representations.

As out client's case is to prove she is in priority need these documents are important to her case.

The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.

Please respond to the request and confirm the extension to 23/03/2023 is agreeable

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings
Sent: 13 February 2023 14:02
To: 'housing reviews' <housingreviews@enfield.gov.uk
<mailto:housingreviews@enfield.gov.uk> >
Cc: 'Valerie Opara' <Valerie.Opara@Enfield.gov.uk
<mailto:Valerie.Opara@Enfield.gov.uk> >
Subject: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT
Dear Sirs
We have received the housing files and will provide further representation

within the next 14 days.

In regards to our client we made an application for accommodation pending review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance. Can the council please provide a response in regards to accommodation pending review has a decision been made ?
Kind regards

Andre Cummings
Caseworker
DDI: 02072752883

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From: Andre Cummings
Sent: 10 February 2023 11:40
To: 'housing reviews' <<mailto:housingreviews@enfield.gov.uk>
housingreviews@enfield.gov.uk>
Cc: Valerie Opara <<mailto:Valerie.Opara@Enfield.gov.uk>
Valerie.Opara@Enfield.gov.uk>
Subject: RE: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989
[SEC=OFFICIAL]
Importance: High
Dear review team

We will provided further representation after 14 days of receiving our
clients housing file , we are still waiting to receive the file.
In regards to our client we made an application for accommodation pending review and submitted a GP
letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance.
Can the council please provide a response in regards to accommodation pending review.
Kind regards

Andre Cummings
Caseworker
DDI: 02072752883
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From: Valerie Opara <<mailto:Valerie.Opara@Enfield.gov.uk>

Valerie.Opara@Enfield.gov.uk> On Behalf Of housing reviews

Sent: 31 January 2023 09:03

To: Andre Cummings <<mailto:AndreC@Duncanlewis.com>

AndreC@Duncanlewis.com>

Subject: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

Alert: This is an external email received from outside Duncan Lewis.

Please do not click on any links in the email or open attachments unless you are expecting this email.

Classification: OFFICIAL

Dear Andre Cummings,

Re: Deon Benjamin - Request for a Review

I acknowledge receipt of your request for review dated 25 January 2023, of the decision on your homeless application. The contents of which have been duly noted.

I can confirm that your request for a review has been logged and will be dealt with within the 56 day stipulated time scale unless an alternative period of time is mutually agreed. You or a representative may make written submissions in support of the appeal. Please ensure any further representations are presented to the Review team mailbox <mailto:housingreviews@enfield.gov.uk>

housingreviews@enfield.gov.uk, in

good time, preferably within the next three weeks.

Client's housing file would be with you within the next 10 working days.

Yours Sincerely

Valerie Opara

Service Development Officer

Housing Advisory Service

Housing and Regeneration

Place Department

The London Borough of Enfield

Contact No: 0208 132-2833

Email: <mailto:Valerie.opara@enfield.gov.uk> Valerie.opara@enfield.gov.uk

Website:

<<https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprotect-eu.mimecast.com%2Fs%2FMEUHCi7Q0S214LLhJ8jhP%3Fdomain%3Deur03.safelinks.protection.outlook.com&data=05%7C01%7Chousingreviews%40enfield.gov.uk%7C2a8c16303e94f85465008db1efd3b60%7Ccc18b91d1bb24d9bac767a4447488d49%7C0%7C0%7C638137845194484989%7CUnknown%7CTWFPbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTil6lk1haWwiLCJXVCi6Mn0%3D%7C3000%7C%7C&sdata=cwHaEDoiMCQ3rs3d fbCXLPmTgkJTYLzozATB9irb0cA%3D&reserved=0>> www.enfield.gov.uk

Working days Monday, Tuesday, Thursday and Friday

Wednesday non-working day

From: Andre Cummings <<mailto:AndreC@Duncanlewis.com>

AndreC@Duncanlewis.com>

Sent: 30 January 2023 17:41

To: Lilian Moki <<mailto:Lilian.Moki@enfield.gov.uk>

Lilian.Moki@enfield.gov.uk>

Cc: housing reviews <<mailto:housingreviews@enfield.gov.uk>

housingreviews@enfield.gov.uk>

Subject: [B184500001]Deon Benjamin 26/08/1989

Importance: High

Dear Sirs,

We write in regards to above client , see authority and letter attached.

our client wishes to do a S202 review on the council s184 letter stating

she is not in priority need, Could the Council please provided the housing file for the client per requested.

The council stated in the S184 decision that our client still holds a releif duty to the client could you cofirm when this duty ends and what is being done to relif the client form homelessness.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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Re: [B184500001] FW: [B184500001] Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

From: deon benjamin <deonbenjamin@yahoo.com>

To: Andre Cummings <AndreC@Duncanlewis.com>

Date: Mon, 13 Mar 2023 16:24:31 +0100

34. Okay will do thank you I've got a few letters but waiting for my main letter but my mum is coming out hopefully this Monday x

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

On Monday, March 13, 2023, 3:20 pm, Andre Cummings <AndreC@Duncanlewis.com>

wrote:

Dear Deon

35. An extension was granted till 24/03/2023

36. Could you please get any medical evidence you have over to me ASAP

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk> On Behalf Of housing reviews

Sent: 08 March 2023 12:19

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: RE: [B184500001] FW: [B184500001] Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

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Dear Andre Cummings

37. We are agreeable to a final extension until 24/03/2023 to provide submissions, after which a decision will be reached.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <<mailto:Jeta.Ibi@enfield.gov.uk>>

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From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Sent: 07 March 2023 11:15

To: housing reviews <housingreviews@enfield.gov.uk

<<mailto:housingreviews@enfield.gov.uk>> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> >

Subject: RE: [B184500001] FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

Dear Sirs

38. We previously asked for an extension to provide further representation for our clients S202 review for the s184 decision from the council.
39. We originally asked for 4 week extension until 23/03/2023 explaining that
40. our client is awaiting her medical records from the mental health team and GP and was told it could take up to 6 weeks.
41. The council granted an extension until 10/03/202. We have been contacted by our client today who stated that she has spoken to the GP and they have still not posted the medical records yet . Further our client mother is in intensive care and is highly stressed about the situation , she is trying to get the documents but it is out of her control as she waits for the GP.
42. We ask for the council to grant an extension until 24/03/2023 to provide further representation as we await the Mental health records.
43. As this review is for our client to prove she is in priority need , medical evidence for our clients case is essential.
44. The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.
45. Please confirm the extension to 24/03/2023 is agreeable , if I do not hear a
46. response in regards to this by 8/03/2023 I will take it as agreeable .

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk> >

Sent: 24 February 2023 16:31

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: [B184500001] FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre Cummings

We are agreeable to 2 weeks to provide submissions. Kindly ensure all representations in support of your clients' review reach us by close of business on Friday 10th March 2023.

We look forward to your response in relation to the above. Should you have any queries please do not hesitate to contact us

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk>

London Borough of Enfield

Website:

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<https://www.gov.uk/coronavirus>

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excellent services and building strong communities.

From: Valerie Opara <Valerie.Opara@Enfield.gov.uk

<mailto:Valerie.Opara@Enfield.gov.uk> > On Behalf Of housing reviews

Sent: 24 February 2023 11:39

To: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk> >

Subject: FW: [B184500001]Deon Benjamin 26/08/1989 URGENT extension [SEC=OFFICIAL]

Classification: OFFICIAL

Hi Jeta

FYI

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 24 February 2023 11:33

To: housing reviews <housingreviews@enfield.gov.uk

<mailto:housingreviews@enfield.gov.uk> >

Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk
<mailto:Valerie.Opara@Enfield.gov.uk> >
Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT extension

Dear Sirs

I believe you did not read my email correctly, I am asking for an extension to provide further representation for our clients S202 review for the s184 decision from the council. This email has nothing to do with the accommodation pending review.

Please see the request below

We write to you to ask for an extension to provide further representation by

27/02/2023

Our client has informed us that she has requested for her medical records from her GP and mental health records from hospital, and these records can take up to 6 weeks to be received.

We request an extension to 23/03/2023 so that we can obtain our clients medical records and put forward representations.

As our client's case is to prove she is in priority need these documents are important to her case.

The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.

Please respond to the request and confirm the extension to 23/03/2023 is agreeable, if I do not hear a response in regards to this then I will take it as agreeable

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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%40enfield.gov.uk

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From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk> >
On Behalf Of housing reviews
Sent: 24 February 2023 09:11
To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >
Subject: RE: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT
Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre Cummings
We acknowledge receipt of your email (below) with thanks, regarding the above subject matter.
I can confirm a decision has been reached in relation to your request for accommodation pending review and sent via email to AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> on 16.02.2023
Kindly refer to the decision letter issued to Deon Benjamin via email dated 16.02.2023.
Kind Regards

Jeta Ibi | Review Officer
Housing and Regeneration | Place Department
*020 8078 5901
* <mailto:Jeta.Ibi@enfield.gov.uk> Jeta.Ibi@enfield.gov.uk
London Borough of Enfield
Website:

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%3D&reserved=0>
https://www.gov.uk/coronavirus
Enfield Council is committed to serving the whole borough fairly, delivering
excellent services and building strong communities.

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >
Sent: 23 February 2023 14:44
To: housing reviews <housingreviews@enfield.gov.uk
<mailto:housingreviews@enfield.gov.uk> >
Cc: Valerie Opara <Valerie.Opara@Enfield.gov.uk
<mailto:Valerie.Opara@Enfield.gov.uk> >

Dear Sirs

We write to you to ask for an extension to provide further representation by
27/02/2023

Our client has informed us that she has requested for her medical records from her GP and mental health records from hospital , and these records can take up to 6 weeks be received.

We request an extension to 23/03/2023 so that we can obtain our clients medical records and put forward representations.

As out client's case is to prove she is in priority need these documents are important to her case.

The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case. Please respond to the request and confirm the extension to 23/03/2023 is agreeable

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings

Sent: 13 February 2023 14:02

To: 'housing reviews' <housingreviews@enfield.gov.uk>

<mailto:housingreviews@enfield.gov.uk> >
Cc: 'Valerie Opara' <Valerie.Opara@Enfield.gov.uk
<mailto:Valerie.Opara@Enfield.gov.uk> >
Subject: [B184500001]RE: Deon Benjamin 26/08/1989 URGENT
Dear Sirs

We have received the housing files and will provide further representation within the next 14 days.

In regards to our client we made an application for accommodation pending review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance. Can the council please provide a response in regards to accommodation pending review has a decision been made ?

Kind regards

Andre Cummings
Caseworker
DDI: 02072752883

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From: Andre Cummings
Sent: 10 February 2023 11:40
To: 'housing reviews' <<mailto:housingreviews@enfield.gov.uk>
housingreviews@enfield.gov.uk>
Cc: Valerie Opara <<mailto:Valerie.Opara@Enfield.gov.uk>
Valerie.Opara@Enfield.gov.uk>

Subject: RE: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

Importance: High

Dear review team

We will provided further representation after 14 days of receiving our clients housing file , we are still waiting to receive the file.

In regards to our client we made an application for accommodation pending review and submitted a GP letter supporting our client is vulnerable. Our client is still homeless on the street and needs assistance.

Can the council please provide a response in regards to accommodation pending review.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Valerie Opara <<<mailto:Valerie.Opara@Enfield.gov.uk>

Valerie.Opara@Enfield.gov.uk> On Behalf Of housing reviews

Sent: 31 January 2023 09:03

To: Andre Cummings <<<mailto:AndreC@Duncanlewis.com>

AndreC@Duncanlewis.com>

Subject: [B184500001] RE: [B184500001]Deon Benjamin 26/08/1989

[SEC=OFFICIAL]

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Classification: OFFICIAL

Dear Andre Cummings,

Re: Deon Benjamin - Request for a Review

I acknowledge receipt of your request for review dated 25 January 2023, of the decision on your homeless application. The contents of which have been duly noted.

I can confirm that your request for a review has been logged and will be dealt with within the 56 day stipulated time scale unless an alternative period of time is mutually agreed. You or a representative may make written submissions in support of the appeal. Please ensure any further representations are presented to the Review team mailbox <mailto:housingreviews@enfield.gov.uk> housingreviews@enfield.gov.uk, in good time, preferably within the next three weeks.

Client's housing file would be with you within the next 10 working days.

Yours Sincerely

Valerie Opara

Service Development Officer

Housing Advisory Service

Housing and Regeneration

Place Department

The London Borough of Enfield

Contact No: 0208 132-2833

Email: <<mailto:Valerie.opara@enfield.gov.uk>> Valerie.opara@enfield.gov.uk

Website:

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Working days Monday, Tuesday, Thursday and Friday

Wednesday non-working day

From: Andre Cummings <<mailto:AndreC@Duncanlewis.com>>

AndreC@Duncanlewis.com>

Sent: 30 January 2023 17:41

To: Lilian Moki <<mailto:Lilian.Moki@enfield.gov.uk>>

Lilian.Moki@enfield.gov.uk>

Cc: housing reviews <<mailto:housingreviews@enfield.gov.uk>>

housingreviews@enfield.gov.uk>

Subject: [B184500001]Deon Benjamin 26/08/1989

Importance: High

Dear Sirs,

We write in regards to above client , see authority and letter attached.

our client wishes to do a S202 review on the council s184 letter stating she

is not in priority need, Could the Council please provided the housing file

for the client per requested.

The council stated in the S184 decision that our client still holds a relief duty to the client could you confirm when this duty ends and what is being done to relieve the client from homelessness.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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**DR D ABIDOYE
DR Y CHONG**

**NIGHTINGALE HOUSE SURGERY
1-3 NIGHTINGALE ROAD
EDMONTON
LONDON N9 8AJ
Tel: 0208 805 9997
www.nightingalehousesurgery.nhs.uk**

16 March 2023

PRIVATE & CONFIDENTIAL

Re: Miss DB dob ** NHS No: 434 75**** 23 Byron Terrace, Hertford Road,
London, N9 7DG**

I can confirm that the above ***-year-old lady is a patient registered at our practice.

Going through her medical records she has a history of depression since 2008.

She was assaulted on 26th November 2022 and was admitted to North Middlesex Hospital A&E department with bleeding in the right hand. She was examined by the surgeons and had a rupture of the flexor digitorum superficialis tendon and was treated with antibiotics and bandaging. She notes that she had a form of surgery initially in November 2022 and she has been having hand therapy since.

According to the patient, following review, they are going to have to operate on the injury to repair the tendon in March 2023.

Due to the assault, she has been suffering an acute exacerbation of her mental health issues. She informs us that the police have assessed her flat and deemed it unsafe to live in and therefore currently she is homeless and has to stay sometimes with friends in the day. She has to leave the friends at night and stays in the streets and sometimes wherever she can.

She is struggling to sleep. She was very tearful when she spoke to my colleague Priya Sharma and was started on anti-depressants Mirtazapine On 7th December 2022. When she was reviewed by Miss Sharma on 21st December she was extremely

and is waiting therapy from the mental health team. She is very stressed about her homeless situation.

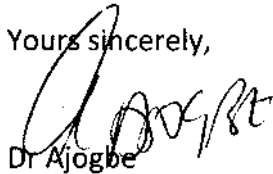
She is having repeated flashbacks and dreams about the assault. She feels low when these happen, with nausea and sickness. She has dreams about people stabbing her and has significant numbness in the hand. She has seen the Enfield Community Psychiatric nurse, Kris Gopaulen who has noted that "her presentation is suggestive of traits of PTSD" and the Clinical Psychologist at Royal free Hospital Lisa Goodman, has also seen DB. She scored 67 on the PCL-5 test by Lisa Goodman which she has stated indicates "symptoms consistent with PTSD", see reports attached. As such, DB has been referred to IAPT for PTSD management.

DB has had a recent pelvic scan. This has shown a 3cm ovarian cyst. She will need to be scanned again in 3 months. She has complained of pelvic pain.

We would be grateful if she could be provided suitable accommodation as soon as possible due to the impact it is having on her mental health and as well as her recovery from the hand injury

Many thanks,

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Dr. Ajogbe', written over the printed name.

Dr Ajogbe
Salaried GP

DB
FAO: Andre Cummings

Please reply to: Jeta Ibi
Civic Centre
Silver Street
Enfield
EN1 3XA

Phone: 0208 078 5901
Ref: 743*****
Date: 20.03.2023

Sent by email to: E-mail: Jeta.Ibi@enfield.gov.uk
AndreC@Duncanlewis.com

Dear Miss Benjamin

Re: The Homelessness (Review Procedure etc.) Regulations 2018, Regulation 7 (2)

47. I write further to your request for a review of the decision that you are not in priority need dated 25th January 2023. I have considered the original decision letter and the representations on review. I note that on review your representative submitted a report from your GP Dr Ajogbe dated 26th January 2023 in relation to your mental health deteriorating due to the assault you experienced at the Goat pub, that you have been suffering an acute exacerbation of your mental health issues and you are struggling to sleep, that in light of the more recent information that you have provided, you should be treated as being in priority need of accommodation.
48. In accordance with the Homelessness (Review Procedure etc.) Regulations 2018, Regulation 7 (2); if the reviewer considers that there is a deficiency or irregularity in the original decision, or in the manner in which it was made, but is minded nonetheless to make a decision which is against the interests of the applicant on one or more issues, the reviewer must notify the applicant that the reviewer is so minded and the reasons why and that the applicant, or someone acting on their behalf, may make representations to the reviewer orally or in writing or both orally and in writing.
49. I am writing to advise that I have considered your representations; however, I am minded to make an adverse decision on your homelessness application and find that you are not in priority need for accommodation. The reasons for this are outlined below.

Sarah Cary
Executive Director
Place
Enfield Council
Civic Centre, Silver
www.enfield.gov.uk

? If you need this document in another language or format contact the service using the details above.

50. Please note that this letter should be read in conjunction with the S.184 decision letter of the 25th January 2023.

Equality Act 2010

51. In carrying out the review I have had due regard to S.149 of the Equality Act 2010. I can confirm that I have reached the current position with the equality duty well in mind and carried out this exercise in substance, with rigour, and with an open mind. I have focused very sharply on (i) whether you are under a disability (or has another relevant protected characteristic), (ii) the extent of such disability, (iii) the likely effect of the disability, when taken together with any other features of her application.
52. I note that you are a 33-year-old female British citizen. It was also disclosed that you have history of depression since 2008 and have recurring insomnia which affects your sleep since December 2007, which is noted to have been adequately managed by your GP through prescribed medication and via counselling. You have been suffering an acute exacerbation of your mental health issues due to the assault on 26th November 2022, you had a rupture of the flexor digitorum superficialis tendon and was treated with antibiotics and bandaging.
53. I note that you had a form of surgery initially in November 2022 and you have continued with hand therapy. It is also noted in the GP's letter dated 26th January 2023, you advised that following your medical review, you will be undergoing an operation on your injury to repair the tendon in March 2023. It is noted on 7th December 2022 you were prescribed with Mirtazapine an anti-depressant, used to treat depression, which can also be helpful with difficulties getting to sleep, furthermore you were reviewed by Miss Sharma on 21st December, as you were reported to be getting thoughts of self-harm also awaiting therapy from the mental health team. I also note you have been diagnosed with Asthma since birth and use standard inhaler medication to combat the symptoms of your illness and you do not require profound degrees of ventilatory support to maintain standard functioning, nor do you have a history of urgent respiratory interventions.
54. Having carefully considered the above stated medical diagnosis, I am satisfied that you do not have protected characteristic of a disability. This is based on the above medical history and information that has been obtained, I can confirm the information will be fully considered in this letter. I am also of the opinion that you have the other relevant protected characteristics such as sex, race, religion, belief, and age. I have taken these into account, along with your personal circumstances, when considering the review and whether you are vulnerable and in priority need.

55. I am satisfied that your case has been assessed fairly and you have had the opportunity to make submissions throughout the homeless application and review. I am satisfied that when compared to people without the same protected characteristics the manner in which the Council has treated your application demonstrates that you have not been treated less favourably than those with or without similar protected characteristics. When carrying out the review I am satisfied that your circumstances and protected characteristics have been fully considered and taken into account.
56. However, having weighed up the information and focused sharply on the factors set out by the courts, I am of the view that you do not have a priority need for accommodation and I do not consider that you should be treated more favourably as a result of the protected characteristics that you have. The reasons for this provisional decision will be explained in this letter. In my view and on a review of your case, I am satisfied that, you are not significantly more vulnerable than ordinarily vulnerable when I compare you to the ordinary person if homeless.
57. The Council acknowledges that you have reported experiencing issues of selfharm, though there is no evidence of current self-harming behaviour, we strongly urge you to immediately visit hospital or contact the emergency services if you are feeling unwell or have thoughts of self-harm.

Background to homelessness application and review

58. It is recorded that you approached Enfield Council for housing assistance on 20th December 2022, as you were a victim of an attack at a nearby pub and now do not feel safe to return to your current accommodation at 7 Tennyson Close, Enfield EN3 4SN where you are a tenant of registered provider London & Quadrant Housing Trust (L&Q) and have an assured tenancy with L&Q.
59. On 27th November 2022 you sustained a hand injury due to a stabbing at the Goat Pub, which is in close proximity to your accommodation. As a result of this injury, you were admitted to hospital and discharged the same day, however you have not gone back to your property through fear of further violence from the perpetrators of the attack. It has been established that the perpetrators live in proximity to your property and you believe that returning to the property will entice a further attack

suspects of the investigation and the mental/physical toll the incident has been on you. Additionally in an email dated 14th December 2022, Nazma Sharif L&Q Caseworker mentioned that L&Q will be referring your case to their high harm panel to consider a long-term priority move for you, which seems to be a more appropriate and lasting way to resolve this issue.

1. Additionally, from information provided by the Met Police and yourself, this attack was perpetrated by individuals who you previously did not know, and this was not a planned or premeditated assault. There were no previous threats of violence from the perpetrators, nor has there been any further instances of violence, either actual or threatened, since this attack. The altercation at the Goat Pub has been deemed, both by you and the Police, as a spontaneous dispute that quickly escalated
2. You stated that you are single and have several medical conditions such as Depression, hand Injury and Asthma, you advised that you were assaulted on 26th November 2022 and was admitted to North Middlesex Hospital A&E department with bleeding in the right hand. You were examined by the surgeons, and you had a rupture of the flexor digitorum superficialis tendon and was treated with antibiotics and bandaging.
3. I also note in your GP report that due to the assault; you have been suffering an acute exacerbation of your mental health issues. you informed your GP that the police have assessed your flat and deemed it unsafe to live in and therefore currently you are homeless, and you have to stay sometimes with friends in the day and leave your friends at night and stay in the streets and sometimes wherever you can.
4. Enquiries into your homelessness was conducted. Consideration was given to the fact that you had stated that you have been rough sleeping in and around the Borough since November 2022, however during the enquiries with rough sleeper's team to ascertain if you are known to them and have a chain number, they advised that you are not known to them and have never been counted as a rough sleeper in the Borough.
5. It is recorded that you were provided with interim accommodation at 53 Travelodge Enfield, Lumina Park, Great Cambridge, EN1 1FS pending further enquiries into your application. Following the conclusion of these enquiries, in the section 184 decision letter dated the 25th January 2023 the Caseworker advised that you were

not in priority need for housing. You requested a review of the decision on the 26th January 2023.

Summary of medical information and personal circumstances

6. In reaching the current position on review I can confirm that I have considered the medical documents, reports, and your opinions, as well as disclosures made by you. I can confirm that I have considered the following key documents (and in no particular order):
 1. Your homeless application, housing forms and file notes.
 2. Section 184 decision dated 25th January 2023.
 3. Now Medical assessment dated 24th January 2023
 4. Royal Free appointment letter dated 12th January 2023
 5. Plastic Surgery Team appointment letter dated 2nd December 2022
 6. Hospital discharge papers dated 27th November 2022
 7. Medical Notes dated 4th March 2022
 8. Vulnerability questionnaire dated 21st December 2022
 9. The relevant case laws.
 10. The above-mentioned Act.
 11. The Homelessness Code of Guidance for Local Authorities 2018.
 12. The Equality Act 2010.

16. In his report dated the 24th January 2023 Dr Ash Thakore acknowledged your history of anxiety and depression and sleep problems. He notes you are being prescribed standard anti-depressant medication and medication to help with sleep. your ability to think rationally or your cognitive thought processing appear to be unabated. The Doctor advised that there are no unstable psychotic tendencies or active suicidal thoughts to consider, and you are not on an enhanced care plan.
17. Dr Ash Thakore considered your history of asthma. He notes you are in receipt of standard inhaled medication. Dr Thakore advised that urgent respiratory interventions or profound degrees of ventilatory support are not required. You have not had repeated hospitalisations due to ongoing infective exacerbations of a poorly controlled underlying asthma diagnosis.
18. Dr Ash Thakore also considered you sustained an injury to your right hand in November 2022. The Doctor noted you required a surgical procedure and you have had physiotherapy. Additionally, he notes you report you are awaiting further surgery on 28th February. However, Dr Thakore did not see evidence to suggest that you have any profound unstable degree of neurological compromise or that you are in receipt of any specialist day to day care service input that we would associate with someone which has a significant inability to function due to a secondary mobility disorder.
19. Dr Thakore was of the opinion that your medical issues do not confer you with a medical priority. Dr Thakore went on to advise that compared to any ordinary person made homeless, your issues do not constitute any significance and the doctor made no housing recommendations on health grounds.

The Law and Guidance

20. The following categories listed below are people considered to be in priority need as defined in s.189 of the above Act:
 1. A pregnant woman or a person with whom she resides or might reasonably be expected to reside.
 2. A person with whom dependent children resides or might reasonably be expected to reside.
 3. A person who is vulnerable as a result of old age, mental illness or handicap or physical disability or other special reason, or with whom such a person resides or might reasonably be expected to reside.

4. A person who is homeless or threatened with homelessness as a result of an emergency such as flood, fire or other disaster.
5. A person aged 16 or 17 who is not a 'relevant child' or a child in need to whom a local authority owes a duty under s.20 of the Children Act 1989.
6. A person under 21, who was (but is no longer) looked after, accommodated or fostered between the ages of 16 and 18 (except a person who is a 'relevant student');
7. A person aged over 21 who is vulnerable as a result of having been looked after, accommodated or fostered (except a person who is a 'relevant student').
8. A person who is vulnerable as a result of having been a member of Her Majesty's regular naval, military or air forces.
9. A person who is vulnerable as a result of having served a custodial sentence, been committed for contempt of court or other kindred offence or having been remanded in custody.
10. A person who is vulnerable as a result of leaving accommodation because of violence or threats of violence that is likely to be carried out.
11. I have considered whether you fall under any of the above categories and, in particular, whether you could be vulnerable as a result of physical health issues, mental health issues.
12. The Homelessness Code of Guidance for Local Authorities 2018 advises that I should take into account all relevant factors, including the nature and extent of an applicant's conditions along with the relationship between the conditions, their housing difficulties and any other factors that may be relevant.

Test of vulnerability

13. In the cases of *Hotak v London Borough of Southwark*; *Kanu v London Borough of Southwark*; *Johnson v Solihull Metropolitan Borough Council* (2015) the Supreme Court highlighted that when assessing vulnerability, an authority must pay close attention to the particular circumstances of the applicant. It was noted that virtually everyone who is homeless suffers harm by undergoing the experience.

14. The Council needs to ask itself whether an applicant would be significantly more vulnerable than ordinarily vulnerable as a result of being rendered homeless when compared to an ordinary person if made homeless. This was confirmed in the court judgment of *Jesse Panayiotou V Waltham Forest et al (2017)*.
15. I have considered whether you fall under any of the above categories and in particular, whether you fall under category c.
16. It was made clear at paragraph 42 of the *Hotak* judgement that "street homelessness" is not found in the 1996 Act and "homelessness" is an adjective which can cover a number of different situations. The consideration of whether an applicant is vulnerable and in priority need takes into account and then considers that they will be without accommodation as a result of the decision that they are not in priority need for accommodation. However, I have considered the various scenarios of homelessness, including you being without accommodation, in order to consider the affects and risk of harm toward you.
17. In paragraph 62 of the *Hotak* judgement it is stated: 'As explained in para 37 above, an applicant's vulnerability under section 189(1)(c) has to be assessed by reference to his situation if and when homeless. In other words, it is not so much a clinical assessment of his physical and mental ability (to use a shorthand expression): it is a contextual and practical assessment of his physical and mental ability if he is rendered homeless (which, as just explained, must be compared with the ability of an ordinary person if rendered homeless). The fact that it is a contextual and practical question points strongly in favour of the conclusion that, when deciding if he is "vulnerable", one must take into account such services and support that would be available to the applicant if he were homeless.'
18. At paragraph 63 amongst other things, it goes on to say: 'Virtually everyone is better off housed than homeless, but it is those people who will be more vulnerable in practice if they are homeless who could be expected to receive priority treatment. It would seem contrary to common sense if one were to ignore any aspect of the actual or anticipated factual situation when assessing vulnerability. It is also relevant to note that paras (a), (b) and (d) of section 189(1) are all concerned with practical situations.'
19. At paragraph 64 amongst other things, it is stated: 'As Lord Wilson pointed out, this conclusion is supported by considering an applicant with a physical or mental condition which, if not treated, would render him vulnerable, but which can be satisfactorily treated by regular medication. If such an applicant, when homeless,

would be perfectly capable of visiting a doctor to obtain a prescription and a pharmacist to collect his medication, and then of administering the medication to himself, it would be unrealistic to describe him as "vulnerable", when compared with an ordinary person when homeless'.

20. I have also considered paragraph 70, which states the following: '...in some cases, the support may be every bit as good as the applicant would receive if he were housed, but it would still not prevent him from being vulnerable. Accordingly, the reviewing officer must always consider very carefully whether the applicant would be vulnerable, after taking into account any support which would be available.'
21. The assessment is not a clinical assessment, it should be a practical assessment of your situation and what has occurred or could occur when compared to an ordinary person, if homeless. This assessment should pay close attention and show due consideration to your medical conditions and any other relevant factors.
22. Therefore, in addition to the medical information provided, I have considered what you have done and achieved with your conditions and personal circumstances while rendered homeless and facing housing uncertainty. I have taken into consideration the services and support available if you were without accommodation.

Consideration of the information

A person who is vulnerable as a result of old age, mental illness or handicap or physical disability or other special reason, or with whom such a person resides or might reasonably be expected to reside.

Medical Issues

23. It is accepted that you suffer from the aforementioned conditions. I also note that other social stressors such as homelessness. I note the challenges you reported with regards to managing your day-to-day affairs as you described yourself as being of low mood. And you had suffered a significant exacerbation of your mental health issues following the assault you experienced in November 2022, and you were also getting thoughts of self-harming.
24. I have considered all the report from treating professionals who are either directly or indirectly involved in your care, including support offered by your close friends. Despite this, I am not satisfied that you are significantly more vulnerable than

ordinarily vulnerable, when I compare you to an ordinary person, if rendered homeless.

1. In reaching the view that you are not in priority need for housing, I have considered the level of support, which is available to and accessed by you, your past accomplishments despite suffering from the above stated medical issues, *whether* you have been rendered vulnerable as a result of your medical conditions and suffering experience of the assault. I have considered the fact that at present you are not engaging with any mental health programme and have declined help from L&Q so that they can provide you with the support as your Caseworker mentioned that they will be referring your case to their high harm panel to consider a longterm priority move, which seems to be a more appropriate and lasting way to resolve this issue.
2. You provided a letter from Nightingale House Surgery from your GP dated the 26th January 2023, Dr Ajogbe advised that you have a history of depression, you were also getting thoughts of self-harm and you are waiting therapy from the mental health team. Given this information I am of the opinion that you are able to manage your medical conditions without assistance.
3. During the conversation in December 2022 when you approached the council, you advised that you had been sleeping rough and using facilities from different friends' accommodation available to you, which demonstrates your awareness of the facilities available to you if without accommodation.
4. I have considered the information held on your housing file and have carried out an analysis of the practical and contextual activities that you had shown in a situation of homeless. I have noted that you had advised that you had been without accommodation since your assault in November 2022, As stated earlier, we were unable to verify you are sleeping rough with the rough sleeper's team.
5. Regardless, I have considered that you have the skills, understanding, resources as well as the assistance available to resolve your homelessness, you could access different friends' accommodation if required. You have also demonstrated that you have engaged with your GP, Police when required, maintained your finances, and engaged with the Council regarding your housing issue since November 2022. You have sought the services of the solicitors to advocate on your behalf, you provided submissions in writing and are able to advocate independently with or without support.

1. It is clear from the information available that you are able to advocate on the type of property that you would prefer to live in and have rejected the offer made by L&Q, although this would have resolved your homelessness.
2. Even though stable accommodation makes access to services easier, I am satisfied if you should find yourself without accommodation, you would still be able to maintain appointments, manage your affairs and continue to engage with the relevant services if homeless as you had previously demonstrated and have also advised that you have been without accommodation since November 2022. Whilst it may not be ideal, if you were without accommodation, there are a number of services such as night shelters and services offered by the StreetLink <https://www.streetlink.london> or call 0300 500 0914, (Shp) Single Homeless Project 0204 509 8300, Riverside is a floating support group and can be contacted on 0208 443 7500, The Edmonton Homeless Resource Centre is a drop-in center where homeless people can access advice, counselling, advocacy and assistance in securing alternative accommodation and can be contacted on 0208 884 1838.
3. When I balance and weigh up the information on file, I am of the view that your medical conditions and personal circumstances do not impact you to such an extent that you should be considered to be in priority need for housing. As such, when I assess your medical conditions and personal circumstances practically, I form the view that you are not significantly more vulnerable than ordinarily vulnerable when compared with an ordinary person, if rendered homeless.

Other special reason

4. I have taken into account all of the information from your, medical professionals, support letters, and submissions. I have carefully considered your medical issues and personal circumstances in order to assess how they have affected you and could affect you if homeless. However, I am satisfied that the appropriate medical support would continue to be available to you in order to monitor and manage your conditions so that you would not be at more risk of harm when without accommodation than an ordinary person. You have been able to maintain your medical care, obtain your prescriptions, collect these and self-medicate as required. You also report having consistent support from friends.
5. When considering the information, I note that the NowMedical doctor who completed their report did not interview or examine you in person, whereas the other medical professionals in your care and assessment have done. However,

their report was prepared after taking into consideration information directly from you and the treating professionals and support services.

1. After consideration of all the facts of your case and your submissions on review, I am satisfied that you are not in priority need. However, prior to making the final S.203 decision, you or someone acting on your behalf, may make further oral and/or written representations regarding the issues raised in this letter. Please ensure that I am in receipt of any further submissions by **5pm on Friday the 24th March 2023**. Please note that unless an extension of this deadline has been agreed, I reserve the right to make a decision on review any time after that date based on the information currently available.
2. Please send any correspondence regarding the review to Mrs Jeta Ibi by either email at Jeta.Ibi@enfield.gov.uk

Yours sincerely

Jetalbi

Jeta Ibi
Housing Review Officer
Housing & Regeneration
LONDON BOROUGH OF ENFIELD

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FW: [B184500001] Reg7 - Miss Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Tue, 21 Mar 2023 13:14:49 +0100

Attachments: Deon Benjamin Reg7.pdf

Dear Deon

3. Please see regulation 7 letter, could you please take a read of this
4. documents and provide a response to the points when you can
5. I will request an extension as giving 4 days is not enough

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk>

Sent: 20 March 2023 19:11

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: [B184500001] Reg7 - Miss Deon Benjamin

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Dear Andre Cummings

6. Please see correspondence attached for your attention.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <<mailto:Jeta.Ibi@enfield.gov.uk>>

London Borough of Enfield

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FW: [B184500001] Miss Deon Benjamin extension

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Tue, 21 Mar 2023 13:18:29 +0100

Dear Deon

7. Please see below email sent requesting for extension until 5/4/2023

8. Have you received the medical information yet

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings

Sent: 21 March 2023 12:06

To: 'Jeta Ibi' <Jeta.Ibi@enfield.gov.uk>

Subject: RE: [B184500001] Miss Deon Benjamin extension

Dear Jeta Ibi

9. Having seen the contents of the regulation 7 we will need time to obtain further instruction from our client.

10. Our client is still awaiting the medical evidence to support her review which she has requested over 4 weeks ago.

11. Our clients mother is of ill health and had an heart operation In which she is still hospitalised.

12. Our client is trying to assist her mother as much as possible and I'm sure the council can appreciate why taking instruction may take some time. Our client is battling with her mother's ill health , her own mental health and our client has learning difficulties

13. Based on this information we are requesting an extension.

14. We are requesting an extension to provide further representation by end of day 5/04/2023.

15. The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.

16. Please note I am away on annual leave from 27/03/2023 and will return back on 3/04/2023

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <<mailto:Jeta.Ibi@enfield.gov.uk>> >

Sent: 20 March 2023 19:11

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: [B184500001] Reg7 - Miss Deon Benjamin

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Dear Andre Cummings

17. Please see correspondence attached for your attention.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk>

London Borough of Enfield

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FW: [B184500001] Miss Deon Benjamin extension

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Wed, 22 Mar 2023 11:47:15 +0100

Dear Deon

18. Extension has been agreed till 5/4/2023

19. Please could you and your mum go through the reg 7 letter I forward yesterday and give your thoughts and responses to it, could you get your response to me by 30/03/2023

20. I am on leave from 27/3/2023-3/4/23 so I will look at it as soon as I get back.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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eater-london>

From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk>

Sent: 22 March 2023 10:38

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: RE: [B184500001] Miss Deon Benjamin extension

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Dear Andre Cummings

21. Extension agreed until 05/04/2023.

22. Please note this is the final extension, kindly ensure that I am in receipt of any further submissions by 5pm on Wednesday the 5th April 2023, after which the final decision will be reached.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <<mailto:Jeta.Ibi@enfield.gov.uk>>

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From: Andre Cummings <AndreC@Duncanlewis.com>

<<mailto:AndreC@Duncanlewis.com>> >

Sent: 21 March 2023 12:06

To: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <<mailto:Jeta.Ibi@enfield.gov.uk>> >

Subject: RE: [B184500001] Miss Deon Benjamin extension

Dear Jeta Ibi

23. Having seen the contents of the regulation 7 we will need time to obtain further instruction from our client .
24. Our client is still awaiting the medical evidence to support her review which she has requested over 4 weeks ago.
25. Our clients mother is of ill health and had an heart operation In which she is still hospitalised.
26. Our client is trying to assist her mother as much as possible and I'm sure
27. the council can appreciate why taking instruction may take some time. Our client is battling with her mother's ill health , her own mental health and our client has learning difficulties
28. Based on this information we are requesting an extension.
29. We are requesting an extension to provide further representation by end of day 5/04/2023.
30. The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.
31. Please note I am away on annual leave from 27/03/2023 and will return back on 3/04/2023

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk> >

Sent: 20 March 2023 19:11

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: [B184500001] Reg7 - Miss Deon Benjamin

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Dear Andre Cummings

32. Please see correspondence attached for your attention.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk>

London Borough of Enfield

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WFpbGZsb3d8eyJWljoiMC4wLjAwMDAiLCJQljoiv2luMzliLCJBTil6lk1haWwiLCJXVCI6Mn0

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FW: [B184500001] Reg7 - Miss Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Tue, 21 Mar 2023 13:14:49 +0100

Attachments:

Deon Benjamin Reg7.pdf

Dear Deon

33. Please see regulation 7 letter, could you please take a read of this

34. documents and provide a response to the points when you can

35. I will request an extension as giving 4 days is not enough

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk>

Sent: 20 March 2023 19:11

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: [B184500001] Reg7 - Miss Deon Benjamin

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Dear Andre Cummings

36. Please see correspondence attached for your attention.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <<mailto:Jeta.Ibi@enfield.gov.uk>>

London Borough of Enfield

Website: <<http://www.enfield.gov.uk/>> www.enfield.gov.uk

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Automatic reply: [B184500001] Reg7 - Miss Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Thu, 30 Mar 2023 11:23:02 +0000

37. I am away on leave untill 3/4/23

38. anything urgent please contact our switch board team

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RE: [B184500001] Reg7 - Miss Deon Benjamin

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>

Date: Thu, 30 Mar 2023 12:21:42 +0100

Dear Andre

Please see reply Our reply

39. I do not feel as if Enfield Council has taken everything into consideration within this.
40. Regulations 2018, Regulation 7 letter. I feel from the start of this process Enfield Council has bushed everything under the Carpet, and tried there hardest to put it back on to L&Q knowing L&Q does not have any housing. Leaving a vulnerable person in priority need homeless on the street.
41. There is proof she self-harms so why is it saying there is no evidence? Deon has self-harmed since she was a child.
42. Enfield Council knew about Deon before the attack on 25/11/2023, Deon was attacked at her flat, in 2017 by 3 males which should be well documented at Enfield Council as she was given points to bid. Enfield Council is also aware of all the issues Deon had with her neighbor down stairs and give her more points to bid, due to what it was doing to her mental health.
43. How Enfield Council is saying the attack on Deon was not premeditated on the 25/11/2023 is beyond me, the people left the pub, then came back to the pub and this is when the attack happened.
44. It seems that the medical records Enfield Council are using are incorrect. Deon got attacked on the 26/11/2023, the hospital could not stop the bleeding, North Middlesex could not deal with the injury and had to send her to the royal free, the royal free never had any beds, so she stayed at north Middlesex until they were able to stem the bleeding, give her blood transfusions send her home to go to the royal free in the morning, she went but there was no doctor to do the operation needed to the hand, so she went back on the 27/11/2023 were the operation was carried out.
45. Why did Enfield Council not tell Deon about the rough sleeping team as if
46. she had known she could have got some help? Deon has been walking the streets at night and sleeping in the day.
47. Deon has always had mental health issues since she was a child, it seems records are missing I have requested an SAR from all the mental health services but as of yet have not got anything back. Deon mental health has got a lot worse in fact and that is what the documents have said.
48. Dr Ash Thakore seems to have done a paper base review how is any doctor meant to get the full picture of someone mental health with a paper base review yet not see the person. So its only a paper base review?
49. I believe section 27 / J is what deon comes under.
50. It is now also stated Deon had PTSD which she is waiting for treatment along with other treatment for her mental health.
51. Enfield Council seem to think Deon is doing everything herself as that is what has been stated by them, yet it has been her family that has got her a solicitor and heling her to write things up and make calls, there is nothing about Deon's dyslexia learning difficulty. Deon has never been able to deal with things herself since she was a young child and has always needed a great deal of help. And it has been her family that are the ones that help her.
52. What offer has Deon rejected? L&Q has not offered her anything only told her it would be around 3 years to rehome her. That's why L&Q went to Enfield Council for help.
53. I am not happy with this whole Regulations 2018, Regulation 7 letter it seems it has been rushed so Enfield council can wash there hands of Deon and leave her on the streets. So much has been missed out.

regards

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 21 March 2023 12:15

To: 'deon benjamin' <deonbenjamin@yahoo.com>; 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: FW: [B184500001] Reg7 - Miss Deon Benjamin

Dear Deon

54. Please see regulation 7 letter, could you please take a read of this documents and provide a response to the points when you can

55. I will request an extension as giving 4 days is not enough

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <<mailto:Jeta.Ibi@enfield.gov.uk>> >

Sent: 20 March 2023 19:11

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Subject: [B184500001] Reg7 - Miss Deon Benjamin

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Dear Andre Cummings

56. Please see correspondence attached for your attention.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <<mailto:Jeta.Ibi@enfield.gov.uk>>

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RE: [B184500001] Miss Deon Benjamin

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>

Date: Mon, 03 Apr 2023 16:10:03 +0100

Dear Andre

57. I just wanted to update you L&Q have said they are going to house Deon which Enfield Council stated in there reg 7 letter, but that could be some time away as they have not got the housing and Deon is in a list, Deon is waiting on a letter to confirm this.

58. Was the reply to the reg 7 letter ok can you let me know please.

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 30 March 2023 12:22

To: 'Andre Cummings' <AndreC@Duncanlewis.com>

Subject: RE: [B184500001] Reg7 - Miss Deon Benjamin

Dear Andre

Please see reply

Our reply

59. I do not feel as if Enfield Council has taken everything into consideration within this
60. Regulations 2018, Regulation 7 letter. I feel from the start of this process
61. Enfield Council has bushed everything under the Carpet and tried there hardest to put it back on to L&Q knowing L&Q does not have any housing. Leaving a vulnerable person in priority need homeless on the street.
62. There is proof she self-harms so why is it saying there is no evidence? Deon
63. has self-harmed since she was a child.
64. Enfield Council knew about Deon before the attack on 25/11/2023, Deon was attacked at her flat, in 2017 by 3 males which should be well documented at Enfield Council as she was given points to bid. Enfield Council is also aware of all the issues Deon had with her neighbor down stairs and give her more points to bid, due to what it was doing to her mental health.
65. How Enfield Council is saying the attack on Deon was not premeditated on the 25/11/2023 is beyond me, the people left the pub, then came back to the pub and this is when the attack happened.
66. It seems that the medical records Enfield Council are using are incorrect. Deon got attacked on the 26/11/2023, the hospital could not stop the bleeding, North Middlesex could not deal with the injury and had to send her to the royal free, the royal free never had any beds, so she stayed at north Middlesex until they were able to stem the bleeding, give her blood transfusions send her home to go to the royal free in the morning, she went but there was no doctor to do the operation needed to the hand, so she went back on the 27/11/2023 were the operation was carried out.
67. Why did Enfield Council not tell Deon about the rough sleeping team as if she had known she could have got some help? Deon has been walking the streets at night and sleeping in the day.
68. Deon has always had mental health issues since she was a child, it seems records are missing I have requested an SAR from all the mental health services but as of yet have not got anything back. Deon mental health has got a lot worse in fact and that is what the documents have said.
69. Dr Ash Thakore seems to have done a paper base review how is any doctor meant to get the full picture of someone mental health with a paper base review yet not see the person. So its only a paper base review?
70. I believe section 27 / J is what deon comes under.
71. It is now also stated Deon had PTSD which she is waiting for treatment along with other treatment for her mental health.
72. Enfield Council seem to think Deon is doing everything herself as that is what has been stated by them, yet it has been her family that has got her a solicitor and heling her to write things up and make calls, there is nothing about Deon's dyslexia learning difficulty. Deon has never been able to deal with things herself since she was a young child and has always needed a great deal of help. And it has been her family that are the ones that help her.

73. What offer has Deon rejected? L&Q has not offered her anything only told her
74. it would be around 3 years to rehome her. That's why L&Q went to Enfield Council for help.
75. I am not happy with this whole Regulations 2018, Regulation 7 letter it seems it has been rushed so Enfield council can wash there hands of Deon and leave her on the streets. So much has been missed out.

Regards

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >
Sent: 21 March 2023 12:15
To: 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com>
>; 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >
Subject: FW: [B184500001] Reg7 - Miss Deon Benjamin

Dear Deon

Please see regulation 7 letter, could you please take a read of this documents and provide a response to the points when you can
I will request an extension as giving 4 days is not enough
Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk> >

Sent: 20 March 2023 19:11

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: [B184500001] Reg7 - Miss Deon Benjamin

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Dear Andre Cummings

Please see correspondence attached for your attention.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <<mailto:Jeta.Ibi@enfield.gov.uk>>

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Read: RE: [B184500001] Miss Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Tue, 04 Apr 2023 09:30:26 +0000

76. Your message

RE: [B184500001] urgent Miss Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Tue, 04 Apr 2023 09:33:06 +0000

Dear Lorraine

77. I was away on emergency leave due to a passing of a family member.

78. I am currently catching up with the emails

79. I can see you have given a response to the reg 7 and will use this.

80. Have you or deon received any medical evidence as I am still awaiting updated medical evidence from deon.

81. She did mention that she was waiting for some evidence preciously.

82. Please get this to me asap

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 03 April 2023 16:10

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: RE: [B184500001] Miss Deon Benjamin

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Dear Andre

83. I just wanted to update you L&Q have said they are going to house Deon which

84. Enfield Council stated in there reg 7 letter, but that could be some time

85. away as they have not got the housing and Deon is in a list, Deon is waiting

86. on a letter to confirm this.

87. Was the reply to the reg 7 letter ok can you let me know please.

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 30 March 2023 12:22

To: 'Andre Cummings' <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Subject: RE: [B184500001] Reg7 - Miss Deon Benjamin

Dear Andre

Please see reply

Our reply

I do not feel as if Enfield Council has taken everything into consideration within this

Regulations 2018, Regulation 7 letter. I feel from the start of this process Enfield Council

has bushed everything under the Carpet, and tried there hardest to put it back on to L&Q

knowing L&Q does not have any housing. Leaving a vulnerable person in

priority need

homeless on the street.

There is proof she self-harms so why is it saying there is no evidence? Deon has self-harmed since she was a child.

Enfield Council knew about Deon before the attack on 25/11/2023, Deon was attacked at her flat, in 2017 by 3 males which should be well documented at Enfield Council as she was given points to bid. Enfield Council is also aware of all the issues Deon had with her neighbor down stairs and give her more points to bid, due to what it was doing to her mental health.

How Enfield Council is saying the attack on Deon was not premeditated on the 25/11/2023 is beyond me, the people left the pub, then came back to the pub and this is when the attack happened.

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Deon has always had mental health issues since she was a child, it seems records are missing I have requested an SAR from all the mental health

services but as of yet have not got anything back. Deon mental health has got a lot worse in fact and that is what the documents have said.

Dr Ash Thakore seems to have done a paper base review how is any doctor meant to get the full picture of someone mental health with a paper base review yet not see the person. So its only a paper base review?

I believe section 27 / J is what deon comes under.

It is now also stated Deon had PTSD which she is waiting for treatment along with other treatment for her mental health.

Enfield Council seem to think Deon is doing everything herself as that is what has been stated by them, yet it has been her family that has got her a

solicitor and heling her to write things up and make calls, there is nothing about Deon's dyslexia learning difficulty. Deon has never been able to deal with things herself since she was a young child and has always needed a great deal of help. And it has been her family that are the ones that help her.

What offer has Deon rejected? L&Q has not offered her anything only told her it would be around 3 years to rehome her. That's why L&Q went to Enfield Council for help.

I am not happy with this whole Regulations 2018, Regulation 7 letter it seems it has been rushed so Enfield council can wash there hands of Deon and leave her on the streets. So much has been missed out.

regards

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 21 March 2023 12:15

To: 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com>

<mailto:lorraine32@blueyonder.co.uk> >

Subject: FW: [B184500001] Reg7 - Miss Deon Benjamin

Dear Deon

Please see regulation 7 letter, could you please take a read of this documents and provide a response to the points when you can

I will request an extension as giving 4 days is not enough

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&

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From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk> <<mailto:Jeta.Ibi@enfield.gov.uk>> >

Sent: 20 March 2023 19:11

To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >

Subject: [B184500001] Reg7 - Miss Deon Benjamin

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Dear Andre Cummings

Please see correspondence attached for your attention.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <<mailto:Jeta.Ibi@enfield.gov.uk>>

London Borough of Enfield

Website: <<http://www.enfield.gov.uk/>> www.enfield.gov.uk

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RE: [B184500001]urgent Miss Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Tue, 04 Apr 2023 13:07:34 +0100

Dear Lorraine

88. Is the doctor able to provide a attendance note to say she visited the gp due to being homeless which resulting in her having chest infection.

89. We will need to submit a response to the minded to letter tomorrow to the council.

90. I will see what can be done in regards to this.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 04 April 2023 10:42

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: Re: [B184500001]urgent Miss Deon Benjamin

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Dear Andre

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93. As for the SAR I have had nothing back I have emailed them but have heard nothing if I Dont hear in the next few days I will email the ICO.

94. Deon ATM if very ill due to having no where to stay with a bad chest infection that won't clear up she on meds from her GP but it's not clearing up.

Regards

Lorraine

Sent from my iPhone

On 4 Apr 2023, at 10:33, Andre Cummings <AndreC@duncanlewis.com>

<<mailto:AndreC@duncanlewis.com>> > wrote:

Dear Lorraine

95. I was away on emergency leave due to a passing of a family member.

96. I am currently catching up with the emails

97. I can see you have given a response to the reg 7 and will use this.

98. Have you or deon received any medical evidence as I am still awaiting updated medical evidence from deon.

99. She did mention that she was waiting for some evidence preciously.

100. Please get this to me asap

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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<image004.jpg>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 03 April 2023 16:10

To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >

Subject: RE: [B184500001] Miss Deon Benjamin

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Dear Andre

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102. Enfield Council stated in there reg 7 letter, but that could be some time away as they have not got the housing and Deon is in a list, Deon is waiting on a letter to confirm this.

103. Was the reply to the reg 7 letter ok can you let me know please.

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 30 March 2023 12:22

To: 'Andre Cummings' <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>>

>

Subject: RE: [B184500001] Reg7 - Miss Deon Benjamin

Dear Andre

Please see reply

Our reply

I do not feel as if Enfield Council has taken everything into consideration within this

Regulations 2018, Regulation 7 letter. I feel from the start of this process

Enfield Council

has bushed everything under the Carpet, and tried there hardest to put it back on to L&Q knowing L&Q does not have any housing. Leaving a vulnerable person in priority need homeless on the street.

There is proof she self-harms so why is it saying there is no evidence? Deon has self-harmed since she was a child.

Enfield Council knew about Deon before the attack on 25/11/2023, Deon was attacked at her flat, in 2017 by 3 males which should be well documented at Enfield Council as she was given points to bid. Enfield Council is also

aware of all the issues Deon had with her neighbor down stairs and give her

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It seems that the medical records Enfield Council are using are incorrect. Deon got attacked on the 26/11/2023, the hospital could not stop the bleeding, North Middlesex could not deal with the injury and had to send her to the royal free, the royal free never had any beds, so she stayed at north Middlesex until they were able to stem the bleeding, give her blood transfusions send her home to go to the royal free in the morning, she went but there was no doctor to do the operation needed to the hand, so she went

back on the 27/11/2023 were the operation was carried out.

Why did Enfield Council not tell Deon about the rough sleeping team as if she had known she could have got some help? Deon has been walking the streets at night and sleeping in the day.

Deon has always had mental health issues since she was a child, it seems records are missing I have requested an SAR from all the mental health services but as of yet have not got anything back. Deon mental health has got a lot worse in fact and that is what the documents have said.

Dr Ash Thakore seems to have done a paper base review how is any doctor meant to get the full picture of someone mental health with a paper base review yet not see the person. So its only a paper base review?

I believe section 27 / J is what deon comes under.

It is now also stated Deon had PTSD which she is waiting for treatment along with other treatment for her mental health.

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Sent: 21 March 2023 12:15

To: 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com>

>; 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

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Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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<image004.jpg>

From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <<mailto:Jeta.Ibi@enfield.gov.uk>> >

Sent: 20 March 2023 19:11

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Subject: [B184500001] Reg7 - Miss Deon Benjamin

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Dear Andre Cummings

Please see correspondence attached for your attention.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <<mailto:Jeta.Ibi@enfield.gov.uk>>

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RE: [B184500001] Re: [B184500001] urgent Miss Deon

Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Tue, 04 Apr 2023 13:09:53 +0100

Dear Lorraine

104. In regards to doctors notes I have only received a doctor's note which deon sent me whilst you was in hospital .

105. I haven't received anything since then.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 04 April 2023 10:42

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: [B184500001] Re: [B184500001] urgent Miss Deon Benjamin

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Dear Andre

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Regards

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Sent from my iPhone

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Caseworker

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<image004.jpg>

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<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 03 April 2023 16:10

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<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 30 March 2023 12:22

To: 'Andre Cummings' <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >

Subject: RE: [B184500001] Reg7 - Miss Deon Benjamin

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I am not happy with this whole Regulations 2018, Regulation 7 letter it seems it has been rushed so Enfield council can wash there hands of Deon and

leave her on the streets. So much has been missed out.
regards

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >
Sent: 21 March 2023 12:15
To: 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com>
>; 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >
Subject: FW: [B184500001] Reg7 - Miss Deon Benjamin
Dear Deon

Please see regulation 7 letter, could you please take a read of this documents and provide a response to the points when you can

I will request an extension as giving 4 days is not enough
Kind regards
Andre Cummings
Caseworker
DDI: 02072752883
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<https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>
<image003.jpg>
<image004.jpg>

From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <<mailto:Jeta.Ibi@enfield.gov.uk>> >
Sent: 20 March 2023 19:11
To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >
Subject: [B184500001] Reg7 - Miss Deon Benjamin
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Dear Andre Cummings

Please see correspondence attached for your attention.
Kind Regards
Jeta Ibi | Review Officer
Housing and Regeneration | Place Department
*020 8078 5901
*Jeta.Ibi@enfield.gov.uk <<mailto:Jeta.Ibi@enfield.gov.uk>>
London Borough of Enfield
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RE: [B184500001] Re: [B1 84500001]urgent Miss Deon

Benjamin letters

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>

Date: Tue, 04 Apr 2023 13:39:33 +0100

Attachments:

116. Dr-Abidoye-08-03-2023.pdf,

117. Dr-Abidoye-16-03-2023.pdf,

118. Lisa Goodman-Royal Free-24-02-2023.pdf, med-letters-002.pdf, med-letters-003.pdf

Dear Andre

119. Unsure why you did not get the letters please see attached.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 04 April 2023 13:10

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: RE: [B184500001] Re: [B184500001]urgent Miss Deon Benjamin

Dear Lorraine

120. In regards to doctors notes I have only received a doctor's note which deon sent me whilst you was in hospital .

121. I haven't received anything since then.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 04 April 2023 10:42

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Subject: [B184500001] Re: [B184500001]urgent Miss Deon Benjamin

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Dear Andre

122. I sent you over I think was 4 updated doctors letter which also included

123. Deon has PTSD, and is waiting for treatment.

124. As for the SAR I have had nothing back I have emailed them but have heard nothing if I Dont hear in the next few days I will email the ICO.

125. Deon ATM if very ill due to having no where to stay with a bad chest infection that won't clear up she on meds from her GP but it's not clearing up.

Regards

Lorraine

Sent from my iPhone

On 4 Apr 2023, at 10:33, Andre Cummings <AndreC@duncanlewis.com
<mailto:AndreC@duncanlewis.com> > wrote:

Dear Lorraine

- 126. I was away on emergency leave due to a passing of a family member.
- 127. I am currently catching up with the emails
- 128. I can see you have given a response to the reg 7 and will use this.
- 129. Have you or deon received any medical evidence as I am still awaiting updated medical evidence from deon.
- 130. She did mention that she was waiting for some evidence preciously.
- 131. Please get this to me asap

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
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<image004.jpg>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 03 April 2023 16:10

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500001] Miss Deon Benjamin

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Dear Andre

- 132. I just wanted to update you L&Q have said they are going to house Deon which Enfield Council stated in there reg 7 letter, but that could be some time away as they have not got the housing and Deon is in a list, Deon is waiting on a letter to confirm this.
- 133. Was the reply to the reg 7 letter ok can you let me know please.

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 30 March 2023 12:22

To: 'Andre Cummings' <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500001] Reg7 - Miss Deon Benjamin

Dear Andre

Please see reply

Our reply

- 134. I do not feel as if Enfield Council has taken everything into consideration within this
- 135. Regulations 2018, Regulation 7 letter. I feel from the start of this process Enfield Council
- 136. has bushed everything under the Carpet, and tried there hardest to put it back on to L&Q
- 137. knowing L&Q does not have any housing. Leaving a vulnerable person in
- 138. priority need homeless on the street.
- 139. There is proof she self-harms so why is it saying there is no evidence? Deon has self-harmed

since she was a child.

140. Enfield Council knew about Deon before the attack on 25/11/2023, Deon was attacked at her flat, in 2017 by 3 males which should be well documented at Enfield Council as she was given points to bid. Enfield Council is also aware of all the issues Deon had with her neighbor down stairs and give her more points to bid, due to what it was doing to her mental health.
141. How Enfield Council is saying the attack on Deon was not premeditated on the 25/11/2023 is beyond me, the people left the pub, then came back to the pub and this is when the attack happened.

It seems that the medical records Enfield Council are using are incorrect.

Deon got attacked on the 26/11/2023, the hospital could not stop the bleeding, North Middlesex could not deal with the injury and had to send her to the royal free, the royal free never had any beds, so she stayed at north Middlesex until they were able to stem the bleeding, give her blood transfusions send her home to go to the royal free in the morning, she went but there was no doctor to do the operation needed to the hand, so she went back on the 27/11/2023 were the operation was carried out.

Why did Enfield Council not tell Deon about the rough sleeping team as if she had known she could have got some help? Deon has been walking the streets at night and sleeping in the day.

Deon has always had mental health issues since she was a child, it seems records are missing I have requested an SAR from all the mental health services but as of yet have not got anything back. Deon mental health has

got a lot worse in fact and that is what the documents have said.

Dr Ash Thakore seems to have done a paper base review how is any doctor meant to get the full picture of someone mental health with a paper base review yet not see the person. So its only a paper base review?

I believe section 27 / J is what deon comes under.

It is now also stated Deon had PTSD which she is waiting for treatment along with other treatment for her mental health.

Enfield Council seem to think Deon is doing everything herself as that is what has been stated by them, yet it has been her family that has got her a solicitor and heling her to write things up and make calls, there is nothing

about Deon's dyslexia learning difficulty. Deon has never been able to deal

with things herself since she was a young child and has always needed a great deal of help. And it has been her family that are the ones that help her.

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I am not happy with this whole Regulations 2018, Regulation 7 letter it seems it has been rushed so Enfield council can wash there hands of Deon and leave her on the streets. So much has been missed out.

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>

Sent: 21 March 2023 12:15

To: 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com>

>; 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: FW: [B184500001] Reg7 - Miss Deon Benjamin

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From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk> >

Sent: 20 March 2023 19:11

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: [B184500001] Reg7 - Miss Deon Benjamin

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Dear Andre Cummings

Please see correspondence attached for your attention.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

*Jeta.Ibi@enfield.gov.uk <mailto:Jeta.Ibi@enfield.gov.uk>

London Borough of Enfield

Website: www.enfield.gov.uk <<http://www.enfield.gov.uk>>

Visit: <https://www.gov.uk/coronavirus>

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Duncan Lewis

Review Team

London borough of Haringey

E-Mail only

Jeta.Ibi@enfield.gov.uk

Correspondence Address:

Civil Legal Advice Sackville
House 143-149 Fenchurch
Street

London

EC3M 6BL

DX 1074 CDE

Andre Cummings

Housing

City office

Our ref: ANDREC/B1****1/DB

Date: 5th April 2023

REVIEW UNDER THE HOUSING ACT 1996 PART VII S202

Dear Sirs

RE: DB

NFA

D O B 12/08/1988

We continue to act for the above-mentioned client in relation to his review under S202 of

Housing Act 1996. We write further to our previous communications to submit further Representations in support of our request for a review of the council S184 decision finding Miss DB not in priority need. We have perused our clients housing file and taken further instructions from her. Our client instructs that she is in priority need and a further understanding of her medical condition needs to be shown.

We want to thank you for agreeing to our request for an extension of time.

The purpose of this review is to address the council Non priority need decision on 25th January 2023



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and to respond to the councils minded to letter dated 20th march 2023. Our client will first address the points of the council's regulation 7 letter and then address points regarding non priority need.

Background

Our client is 33 year old female , Our client moved into 7 tenneyson close , Scotland green road Enfield EN3 4SN on 9/08/2011. Our client was subject to an attacked in November 2017 by three men which was documents to Enfield council as our client was awarded with 150 bidding points in letter dated 13 September 2021 (see attached). Our client was attacked on 25th November 2022, this attack resulted in our client being stabbed in the hand and required surgery (see attached). Our client states London and quadrant housing association submitted an urgent application for assistance under section 183 housing act 1996 on 9th December 2022. They asked Enfield council for assistance as they no longer had housing to place our client as the police stated the property was not safe. (See attached). This submission included Enfield council to provide interim accommodation under s188. Enfield council issued a letter to you on 28th December 2022 stating that they would be offering our client with interim accommodation under section 188(1) pending enquiries into her case. The council provided our client with a travel lodge, our client states during her stay at the travel lodge she was sexually assaulted whilst waiting for food at the hotel restaurant/ bar. Our client states hotel room was broken into and her partner was assaulted trying to protect her. Our client state since this incident, she has been made homeless and the council stopped provided accommodation. Our client has been street homeless since 16 January 2023. On the 25th January 2023 the council issued our client with a S184 non priority decision letter and declined our client application for accommodation pending review.





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Regulation 7

Client response to minded regulation points 1- 26.

Point 11 states the following:

The Council acknowledges that you have reported experiencing issues of self-harm, though there is no evidence of current self-harming behaviour, we strongly urge you to immediately visit hospital or contact the emergency services if you are feeling unwell or have thoughts of self-harm.

Our client mother has instructed that our client has been self-harming since she was a child, in letter dated 24/02/2023 it is reported that our client has a history of self-harm, involving horizontal cutting of her arms. See attached letter. Further our client has made a SAR request on 26th January 2023 and still awaiting further medical evidence to support this history of self-harm and mental health. Our client will put forward further evidence upon receipt.

In regard to point 13 which states:

On 27th November 2022 you sustained a hand injury due to a stabbing at the Goat Pub, which is in close proximity to your accommodation. As a result of this injury, you were admitted to hospital and discharged the same day, however you have not gone back to your property through fear of further





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violence from the perpetrators of the attack. It has been established that the perpetrators live in proximity to your property, and you believe that returning to the property will entice a further attack

as you feel you will inevitably come into contact with these people.

Our client instructs she was attacked on 25 November 2022 and not the 27th November 2022 as stated. Our client states the council seem to be using incorrect information's, our client was attacked on 25 November 2022, the hospital could not stop the bleeding. North Middlesex could not deal with the injury and had to send our client to the royal free hospital. The royal free hospital did not have any beds so our client had to stay at north Middlesex until they were able to stop the bleeding. Our client was then given blood transfusions and sent home, our client was informed that she should go to the royal free hospital in the morning. Our client went to the royal free hospital the next day but there was no doctor there to do the operation she needed to the hand. Our client went back to the royal free hospital again on 27th November 2023 and an operation was carried out on her hand.

Further our client states she did not return to the property due to the advice from the police. (see attached letter).

In regards to point 15 which states the following

additionally, from information provided by the Met Police and yourself, this attack was perpetrated by individuals who you previously did not know, and this was not a planned or premeditated assault. There were no previous threats of violence from the perpetrators, nor has there been any further instances of violence, either actual or threatened, since this attack. The altercation at the Goat Pub has been deemed, both by you and the Police, as a spontaneous dispute that quickly escalated.





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Our client mother instructs that although she did not know her attackers who assaulted her on 25/11/2022, one of the suspect of the assault lives on our client block of flats which lead to the police deeming the property to be unsafe for her to live in. our client states the police advised and made a recommendation to Enfield council on 8th December 2022 that she should be moved due to the proximity of the suspect of the investigation and the mental/ physical toll the incident has on Ms DB.

In regards to point 23 and 24

142. *In his report dated the 24th January 2023 Dr Ash Thakore acknowledged your history of anxiety and depression and sleep problems. He notes you are being prescribed standard anti-depressant medication and medication to help with sleep.*

Your ability to think rationally or your cognitive thought processing appear to be unabated. The Doctor advised that there are no unstable psychotic tendencies or active suicidal thoughts to consider, and you are not on an enhanced care plan.

143. *Dr Ash Thakore considered your history of asthma. He notes you are in receipt of standard inhaled medication. Dr Thakore advised that urgent respiratory interventions or profound degrees of ventilatory support are not required. You have not had repeated hospitalizations due to ongoing infective exacerbations of a poorly controlled underlying asthma diagnosis.*

It is now also stated DB had PTSD which she is waiting for treatment along with other treatment for her mental health.





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Our client states in the letter dated by Dr Abidoye on 26th January 2023 it is stated that our client has reported that she has thoughts of self-harm and waiting therapy from the mental health team. The doctor asked if our client could be provided suitable accommodation as soon as possible due to the impact it is having on her mental health and recovery from hand injury.

Our client position

The review officer correctly mention that the test to be used to assess whether or not Miss DB is deemed to be vulnerable in accordance with Section 189(1) (c) of the housing act 1996 is laid down by the Supreme Court in the cases of *Hotak v London Borough of Southwark; Kanu v London Borough of Southwark; Johnson v Solihull Metropolitan Borough Council* [2015] UKSC 30; [2015] 2 WLR 1341. In deciding whether a person is vulnerable in accordance with Section 189(1) (c) of the above Act the Council must ask itself whether the applicant, as a result of being rendered homeless, is ‘significantly more vulnerable than ordinarily vulnerable’.

Paragraphs 1 to 53 the Supreme Courts set out the history and background in relation to vulnerability and the defining paragraph, which sets out what the definition of vulnerable is in paragraph 53. In this paragraph Lord Neuberger states

“Accordingly, I consider that the approach consistently adopted by the Court of Appeal that “vulnerable” in section 189(1) (c) connotes “significantly more vulnerable than ordinarily vulnerable” as a result of being rendered homeless, is correct”.



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Lord Neuberger stated significantly and more vulnerable means - *Virtually everyone who is homeless suffers “harm” by undergoing the experience, and therefore one is thrown back on the notion of a homeless person who suffers more harm than many others in the same position*”.

It is noted that the reviewing officer stated under Section 189(1) (c) that they are not satisfied that our client would suffer more harm than an ordinary person if made homeless. Our client’s instructions are that this notion is rebutted and she is currently homeless and more vulnerable.

Medical condition and circumstances

The review officer has stated in points 40 and 41 that it is accepted that our client suffers from the aforementioned condition and other social stressors such as homelessness and have noted the challenges our client face on a day to day basis. The review officer states that along with this and considering medical reports our client would not be significantly more vulnerable than ordinary person.

In regards to management on her own if made homeless our client has stated this is not the case. On our client's Personal independence payment plan assessment awarded in 2020 states that our client needs supervision or assistance from another person to prepare or cook a simple meal (see attached). The letter further states that in regard to washing and bathing , our client will need supervision or prompting from another person to wash or bathe, this supports the notion that now our client street





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homeless she is struggling to gather good and keep her hygiene. Further it is stated in regard to dressing and undressing, our client either needs another person to tell her how to get dress or

undressed, how to do it or when to keep her clothes on. Our client needs prompting or assistance selecting appropriate clothing. Our client needs support in making complex budgeting decisions and cannot undertake journeys alone as it will cause overwhelming psychological stress.

For these above reasons when compared to an ordinary person our client is in priority need. An ordinary person does not need support to eat their food, bathe, dress, undress or support with mixing people.

Our client states that they have not declined the help and support from L&Q and information of point 42 is incorrect, our client was previously housed by L & Q for 11 years and if help is offered to relief her homelessness she would accept.

Our client states what is stated in point 46 is incorrect, it is stated :

Regardless, I have considered that you have the skills, understanding, resources as well as the assistance available to resolve your homelessness, you could access different friends' accommodation if required. You have also demonstrated that you have engaged with your GP, Police when required, maintained your finances, and engaged with the Council regarding your housing issue since November 2022. You have sought the services of the solicitors to advocate on your behalf, you provided submissions in writing and are able to advocate independently with or without support.





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Our client mother has instructed that the council are incorrect, our client has not been the one doing everything, and her family has been supporting her as she cannot do things on her own. Our client needs assistance in making calls, writing due to her dyslexia learning difficulty. Our client has never been able to deal with things herself since she was a child and has always needed great deal of help. Our client is unable to receive this help when homeless as she has nowhere to sleep.

Other special reasons

Our client states that they disagree with point 51 that a person can assess someone's mental health without conducting a interview or examining in person.

Our client states Dr Ash Thakore has done a paper review for the council and a doctor is unable to get a full picture this ways.

New medical evidence

Our client instructs she suffers from, learning difficulties , mental health, asthma, insomnia and physical medical needs due to attack that took place on 25th November 2022. Our client traumatic memories from the attack are triggered easily especially when she walks past the incident site. Our client was referred to the plastic surgery psychology service following her attack. Our client conducted an psychological assessment on 16th February 2023 at the royal free London hospital. The





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assessment results showed that our client is suffering from symptoms consistent with PTSD. The report states that our client does not want to care for her injured hand as she feels it is not hers, this highlights our clients mental health struggles. The report supports that our client has history of selfharm, an ordinary person if made homeless would not self-harm. The assessment stated that our client needs to be stable under community services before psychological therapy in relation to her hand. Our clients PHQ-9 were 17/24 and GAD-7 19/21 which shows our client suffers from server depression and server anxiety. Lisa Goodman the clinical psychosis stated that when our client is stable she can return to the plastic surgery psychology service for support.(see attached) our client mental health shows that she is in priority need , a ordinary person would not suffer from anxiety and depression and be told to return when they are stable. Our client is homeless and her mental health suffers more and more every day.

Our client GP letter dated 16 march 2023 the letter states our will have to operate on her injury to repair the tendon in her hand. The letter supports that suitable accommodation soon as possible would be suitable due to the impact being homeless is having on our clients mental health and allow her to recover from her injury.

The law

The homelessness code of guidance for local authorities chapter 8 states the following in regard to priority need.

8.17 When assessing an applicant's vulnerability, a housing authority may take into account the



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services and support available to them from a third party, including their family. This would involve considering the needs of the applicant, the level of support being provided to them, and whether with such support they would or would not be significantly more vulnerable than an ordinary person if made homeless. In order to reach a decision that a person is not vulnerable because of the support they receive the housing authority must be satisfied that the third party will provide the support on a consistent and predictable basis. In each case a housing authority should consider whether the applicant, even with support, would be vulnerable.

Mental illness or learning disability or physical disability

1. Housing authorities should have regard to any advice from medical professionals, social services or current providers of care and support. In cases where there is doubt as to the extent of any vulnerability authorities may also consider seeking a clinical opinion. However, the final decision on the question of vulnerability will rest with the housing authority. In considering whether such applicants are vulnerable, authorities will need to take account of all relevant factors including:
 144. the nature and extent of the illness and/or disability;
5. the relationship between the illness and/or disability and the individual's housing difficulties; and,
6. the relationship between the illness and/or disability and other factors such as drug/alcohol misuse, offending behaviour, challenging behaviour, age and personality disorder.

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1. Assessment of vulnerability due to mental health problems will require co-operation between housing authorities, social services authorities and mental health agencies. Housing authorities should consider carrying out joint assessments or using a trained mental health practitioner as part of an assessment team. NHS mental health services provide help under the [Care Programme Approach \(CPA\)](#) for eligible patients, including people with severe mental illness (including personality disorder), who also have problems with housing. People who are homeless on discharge from hospital following a period of treatment for mental illness are likely to be vulnerable. Effective arrangements for liaison between housing, social services and mental health services will be essential in such cases but authorities will also need to be sensitive to direct approaches from former patients who have been discharged and may be homeless.
2. Learning or physical disabilities or long-term or acute illnesses which give rise to vulnerability may be readily discernible, but advice from health or social services should be sought wherever necessary.

Having left accommodation because of violence

3. A person has a priority need if they are vulnerable as a result of having to leave accommodation because of violence (other than domestic abuse) from another person, or threats of violence from another person that are likely to be carried out. It will usually be apparent from the assessment of the reason for homelessness whether the applicant has had to leave accommodation because of violence or threats of violence. In cases involving violence, the safety of the applicant and ensuring confidentiality must be of paramount concern.



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4. Note, in this context violence does not include violence which relates to domestic abuse. For further guidance on dealing with cases involving

Conclusion

In regards to chapter 8.17 of homelessness code of guidance for local authorities, our client mother underwent heart surgery and was in hospitals for a long period of time since our client has been homeless, our client cannot rely on the consistent assistance from her mother as she is battling with her own health conditions.

As stated previously in *Hotak v London Borough of Southwark*, *Kanu v London Borough of Southwark*, *Johnson v Solihull Metropolitan Borough Council* [2015] UKSC 30 that when determining whether a person is “vulnerable” within the meaning of section 189(1)(c), a local housing authority “must pay close attention to the particular circumstances of the individual”. We believe that the local authority has acted incompetently in this sense and has completely disregarded our client’s individual circumstances and she is indeed in priority need and in need of accommodation.

Our client states that on 21 October 2019 she was awarded medical priority from L & Q after a medical assessment (see attached). Our client states her medical condition has thus become worse since this point and should be considered in priority need by the council.

If you have any queries, please contact me by telephone on 02072752883. Please ensure that you quote our reference number above in all correspondence and communications with this office.





**Duncan Lewis
Solicitors**

Yours faithfully

Duncan Lewis

Duncan Lewis



[B184500001] Reg 7 response

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Wed, 05 Apr 2023 15:28:51 +0000

Attachments:

147. Deon Benjamin Reg7 (004).pdf

Dear Deon

148. Please see attached the planned reg 7 response to send to the council

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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RE: [B184500001] Reg 7 response

From: Andre Cummings <AndreC@Duncanlewis.com> To: 'Lorraine Cordell'

<lorraine32@blueyonder.co.uk>

Date: Wed, 05 Apr 2023 15:51:16 +0000

Attachments: Regulation 7 response.pdf

Dear deon

149. See attached

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 05 April 2023 16:38

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: Re: [B184500001]Reg 7 response

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Dear Andre

150. I think you resent the councils reg 7 letter not the reply to it.

Regards

Lorraine

Sent from my iPhone

On 5 Apr 2023, at 16:29, Andre Cummings <AndreC@duncanlewis.com

<<mailto:AndreC@duncanlewis.com>> > wrote:

Dear Deon

151. Please see attached the planned reg 7 response to send to the council

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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FW: [B184500001] RE: [B184500001] Miss Deon Benjamin extension

From: Andre Cummings <AndreC@Duncanlewis.com> To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk> Date: Wed, 05 Apr 2023 17:33:08 +0100

Dear Lorraine

152. Please see council response

153. Please try and get the mental health documents to me asap before this time

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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eater-london>

From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk>

Sent: 05 April 2023 17:30

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: RE: [B184500001] RE: [B184500001] Miss Deon Benjamin extension

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Dear Andre Cummings

154. Documents received with thanks. We will now conclude the review based on the updated representation and documents you have submitted in support of

155. your client's review.

156. We are anticipating completing the review by Friday 14th April 2023.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

* <<mailto:Jeta.Ibi@enfield.gov.uk>> Jeta.Ibi@enfield.gov.uk

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From: Andre Cummings <AndreC@Duncanlewis.com>

<<mailto:AndreC@Duncanlewis.com>> >

Sent: 05 April 2023 16:58

To: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <<mailto:Jeta.Ibi@enfield.gov.uk>> >

Subject: RE: [B184500001] RE: [B184500001] Miss Deon Benjamin extension

Dear Jeta

157. Please find attached our client response to Regulation 7 and supportive documents

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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tps%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-gr eater-london>

From: Jeta Ibi <<<mailto:Jeta.Ibi@enfield.gov.uk>> Jeta.Ibi@enfield.gov.uk>

Sent: 22 March 2023 10:38

To: Andre Cummings <<<mailto:AndreC@Duncanlewis.com>>

AndreC@Duncanlewis.com>

Subject: [B184500001] RE: [B184500001] Miss Deon Benjamin extension

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Dear Andre Cummings

159. Extension agreed until 05/04/2023.

160. Please note this is the final extension, kindly ensure that I am in receipt of any further submissions by 5pm on Wednesday the 5th

161. April 2023, after which the final decision will be reached.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

* <<mailto:Jeta.Ibi@enfield.gov.uk>> Jeta.Ibi@enfield.gov.uk

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From: Andre Cummings <<<mailto:AndreC@Duncanlewis.com>>

AndreC@Duncanlewis.com>

Sent: 21 March 2023 12:06

To: Jeta Ibi <<<mailto:Jeta.Ibi@enfield.gov.uk>> Jeta.Ibi@enfield.gov.uk>

Subject: RE: [B184500001] Miss Deon Benjamin extension

Dear Jeta Ibi

162. Having seen the contents of the regulation 7 we will need time to obtain further instruction from our client

163. Our client is still awaiting the medical evidence to support her review which she has requested over 4 weeks ago.

164. Our clients mother is of ill health and had an heart operation In which she is still hospitalised.

165. Our client is trying to assist her mother as much as possible and I'm sure the council can appreciate why taking instruction may take some time. Our client is battling with her mother's ill health , her own mental health and our client has learning difficulties

166. Based on this information we are requesting an extension.

167. We are requesting an extension to provide further representation by end of day 5/04/2023.

168. The client's position would be prejudiced if the extension request is not granted, as client has this only opportunity to put forward his case.

169. Please note I am away on annual leave from 27/03/2023 and will return back on 3/04/2023

Andre Cummings

Caseworker

DDI: 02072752883

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&reserved=0>

From: Jeta Ibi <<mailto:Jeta.Ibi@enfield.gov.uk> Jeta.Ibi@enfield.gov.uk>

Sent: 20 March 2023 19:11

To: Andre Cummings <<mailto:AndreC@Duncanlewis.com>

AndreC@Duncanlewis.com>

Subject: [B184500001] Reg7 - Miss Deon Benjamin

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Dear Andre Cummings

Please see correspondence attached for your attention.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

* <mailto:Jeta.Ibi@enfield.gov.uk> Jeta.Ibi@enfield.gov.uk

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Wednesday, 19 April 2023

Dear Miss DB,

Re: Priority Needs Panel – Rehousing Approval.

In line with our new criteria for rehousing, your case was presented to our Priority Needs Panel and I am pleased to inform that it has been agreed that you will be given one direct offer of suitable accommodation.

What are the next steps?

1. You have been placed on our Rehousing List for urgent rehousing.
2. The property offered will have the same number of bedrooms as your current home. Our Rehousing Service is not able to resolve issues of overcrowding and the priority is to move you to an area of safety.
3. You will be rehoused outside of the risk areas as identified by your Neighbourhood Housing Lead and/or ASB Case Worker.
4. You will only be made one offer of accommodation. If you choose not to accept the offer made, you will have the option to appeal by submitting in writing the reasons for the refusal within 5 days. The property will be held pending the outcome of the appeal which will be represented to an independent panel for consideration.
5. You will be expected to sign a new tenancy. As part of this process, you will be required to

Head Office
29-35 West Ham Lane
Stratford, London E15

T. 0300 456 9998
E. info@lqgroup.org.uk
lqgroup.org.uk

Registered Office: 29-35 West Ham Lane London E15
4PH
Social Housing Regulator (L4517)

If you have any safety concerns while you wait to be rehoused, please contact your Neighbourhood Housing Lead and/or the allocated ASB Case Worker as they will remain your point of contact.

All rehousing cases are placed in date order of approval and will be reviewed every 3-6 months. Should your circumstances change, it is imperative to keep us updated.

The Rehousing Team will only contact you once a suitable property is available.

Please rest assured that every effort will be made to rehouse you.

Yours sincerely,

Priority Needs Panel

RE: Sol Letter

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 06 Apr 2023 10:19:47 +0100

Attachments:

6. Regulation 7 response.pdf

1. See attached

RE: [B184500001] RE: [B184500001] Miss Deon Benjamin extension

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Tue, 11 Apr 2023 09:37:51 +0100

Dear Lorraine and deon

2. Do you have an update in regards to the SAR request, I have ask the council to delay their decision and await their response in regards to this.
3. We need to try get the SAR asap this week.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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eater-london>

From: Andre Cummings

Sent: 05 April 2023 17:33

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: FW: [B184500001] RE: [B184500001] Miss Deon Benjamin extension

Dear Lorraine

4. Please see council response
5. Please try and get the mental health documents to me asap before this time

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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eater-london>

From: Jeta Ibi <Jeta.Ibi@enfield.gov.uk>

Sent: 05 April 2023 17:30

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: RE: [B184500001] RE: [B184500001] Miss Deon Benjamin extension

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Dear Andre Cummings

1. Documents received with thanks. We will now conclude the review based on the updated representation and documents you have submitted in support of your client's review.
2. We are anticipating completing the review by Friday 14th April 2023.

Kind Regards
Jeta Ibi | Review Officer
Housing and Regeneration | Place Department

*020 8078 5901

* <<mailto:Jeta.Ibi@enfield.gov.uk>> Jeta.Ibi@enfield.gov.uk
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From: Andre Cummings <AndreC@Duncanlewis.com
<<mailto:AndreC@Duncanlewis.com>> >

Sent: 05 April 2023 16:58

To: Jeta Ibi <Jeta.Ibi@enfield.gov.uk <<mailto:Jeta.Ibi@enfield.gov.uk>> >

Subject: RE: [B184500001] RE: [B184500001] Miss Deon Benjamin extension

Dear Jeta

Please find attached our client response to Regulation 7 and supportive documents

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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tps%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-gr eater-london>

From: Jeta Ibi <<mailto:Jeta.Ibi@enfield.gov.uk>> Jeta.Ibi@enfield.gov.uk>

Sent: 22 March 2023 10:38

To: Andre Cummings <<mailto:AndreC@Duncanlewis.com>>

AndreC@Duncanlewis.com>

Subject: [B184500001] RE: [B184500001] Miss Deon Benjamin extension

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Dear Andre Cummings

Extension agreed until 05/04/2023.

Please note this is the final extension, kindly ensure that I am in
receipt of any further submissions by 5pm on Wednesday the 5th

April 2023, after which the final decision will be reached.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

* <<mailto:Jeta.Ibi@enfield.gov.uk>> Jeta.Ibi@enfield.gov.uk

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From: Andre Cummings <<<mailto:AndreC@Duncanlewis.com>>
AndreC@Duncanlewis.com>
Sent: 21 March 2023 12:06
To: Jeta Ibi <<<mailto:Jeta.Ibi@enfield.gov.uk>> Jeta.Ibi@enfield.gov.uk>
Subject: RE: [B184500001] Miss Deon Benjamin extension
Dear Jeta Ibi
Having seen the contents of the regulation 7 we will need time to obtain
further instruction from our client .

Our client is still awaiting the medical evidence to support her review
which she has requested over 4 weeks ago.
Our clients mother is of ill health and had an heart operation In which she is still hospitalised.
Our client is trying to assist her mother as much as possible and I'm sure the council can appreciate
why taking instruction may take some time. Our client is battling with her mother's ill health , her own
mental health
and our client has learning difficulties

Based on this information we are requesting an extension.
We are requesting an extension to provide further representation by end of day 5/04/2023.
The client's position would be prejudiced if the extension request is not
granted, as client has this only opportunity to put forward his case.
Please note I am away on annual leave from 27/03/2023 and will return back
on 3/04/2023

Andre Cummings
Caseworker
DDI: 02072752883
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From: Jeta Ibi <<mailto:Jeta.Ibi@enfield.gov.uk> Jeta.Ibi@enfield.gov.uk>
Sent: 20 March 2023 19:11
To: Andre Cummings <<mailto:AndreC@Duncanlewis.com> AndreC@Duncanlewis.com>
Subject: [B18450001] Reg7 - Miss Deon Benjamin
Alert: This is an external email received from outside Duncan Lewis.
Please do not click on any links in the email or open attachments unless you are expecting this email.
Dear Andre Cummings

Please see correspondence attached for your attention.

Kind Regards

Jeta Ibi | Review Officer

Housing and Regeneration | Place Department

*020 8078 5901

* <mailto:Jeta.Ibi@enfield.gov.uk> Jeta.Ibi@enfield.gov.uk

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Miss DB
7 Tenneyson Close
Enfield
London
EN3 4SN



Your tenancy ref: G8*****

Wednesday, 19 April 2023

Dear Miss DB,

Re: Priority Needs Panel – Rehousing Approval.

In line with our new criteria for rehousing, your case was presented to our Priority Needs Panel and I am pleased to inform that it has been agreed that you will be given one direct offer of suitable accommodation.

What are the next steps?

3. You have been placed on our Rehousing List for urgent rehousing.
4. The property offered will have the same number of bedrooms as your current home. Our Rehousing Service is not able to resolve issues of overcrowding and the priority is to move you to an area of safety.
5. You will be rehoused outside of the risk areas as identified by your Neighbourhood Housing Lead and/or ASB Case Worker.
6. You will only be made one offer of accommodation. If you choose not to accept the offer made, you will have the option to appeal by submitting in writing the reasons for the refusal within 5 days. The property will be held pending the outcome of the appeal which will be represented to an independent panel for consideration.
7. You will be expected to sign a new tenancy. As part of this process, you will be required to complete a new housing application form along with providing proof of ID, income details and proof of address for everyone within the original household.

We are not able to give a timescale as to when a suitable property will be located, as we are reliant on existing

Head Office
29-35 West Ham Lane
Stratford, London E15

T. 0300 456 9998
E. info@lqgroup.org.uk
lqgroup.org.uk

Registered Office: 29-35 West Ham Lane London E15
4PH
Social Housing Regulator (L4517)

residents moving out of our homes. L&Q have a very small proportion of properties that can be used to rehouse existing residents who urgently need to move, as most properties must be offered to the local authority. It is also heavily dependent on the size of the property and can take up to and beyond two years to be moved.

If you have any safety concerns while you wait to be rehoused, please contact your Neighbourhood Housing Lead and/or the allocated ASB Case Worker as they will remain your point of contact.

All rehousing cases are placed in date order of approval and will be reviewed every 3-6 months. Should your circumstances change, it is imperative to keep us updated.

The Rehousing Team will only contact you once a suitable property is available.

Please rest assured that every effort will be made to rehouse you.

Yours sincerely,

Priority Needs Panel

Our reply

I do not feel as if Enfield Council has taken everything into consideration within this Regulations 2018, Regulation 7 letter. I feel from the start of this process Enfield Council has bushed everything under the Carpet, and tried there hardest to put it back on to L&Q knowing L&Q does not have any housing. Leaving a vulnerable person in priority need homeless on the street.

There is proof she self-harms so why is it saying there is no evidence?

Enfield Council knew about Deon before the attack on 25/11/2023, Deon was attacked at her flat, in 2017 by 3 males which should be well documented at Enfield Council as she was given points to bid. Enfield Council is also aware of all the issues Deon had with her neighbor down stairs and give her more points to bid, due to what it was doing to her mental health.

How Enfield Council is saying the attack on Deon was not premeditated on the 25/11/2023 is beyond me, the people left the pub, then came back to the pub and this is when the attack happened.

It seems that the medical records Enfield Council are using are incorrect. Deon got attacked on the 26/11/2023, the hospital could not stop the bleeding, North Middlesex could not deal with the injury and had to send her to the royal free, the royal free never had any beds, so she stayed at north Middlesex until they were able to stem the bleeding, give her blood transfusions send her home to go to the royal free in the morning, she went but there was no doctor to do the operation needed to the hand, so she went back on the 27/11/2023 were the operation was carried out.

Why did Enfield Council not tell Deon about the rough sleeping team as if she had known she could have got some help? Deon has been walking the streets at night and sleeping in the day.

Deon has always had mental health issues since she was a child, it seems records are missing I have requested an SAR from all the mental health services but as of yet have not got anything back. Deon mental health has got a lot worse in fact and that is what the documents have said.

Dr Ash Thakore seems to have done a paper base review how is any doctor meant to get the full picture of someone mental health with a paper base review yet not see the person. So its only a paper base review?

I believe section 27 / J is what deon comes under.

It is now also stated Deon had PTSD which she is waiting for treatment along with other treatment for her mental health.

Enfield Council seem to think Deon is doing everything herself as that is what has been stated by them, yet it has been her family that has got her a solicitor and heling her to write things up and make calls, there is nothing about Deon's dyslexia learning difficulty. Deon has never been able to deal with things herself since she was a young child and has always needed a great deal of help. And it has been her family that are the ones that help her.

What offer has Deon rejected? L&Q has not offered her anything only told her it would be around 3 years to rehome her. That's why L&Q went to Enfield Council for help.

I am not happy with this whole Regulations 2018, Regulation 7 letter it seems it has been rushed so Enfield council can wash there hands of Deon and leave her on the streets. So much has been missed out.

Read: FW: [B184500001] Council NP decision

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Thu, 20 Apr 2023 08:34:38 +0000

8. Your message

[B184500001]Council NP decision

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Mon, 17 Apr 2023 10:00:34 +0000

Attachments:

9. Deon Benjamin s203 NP Final.pdf

Dear Deon and Lorraine

10. The council have made a decision and have held deon to not be in priority need.

11. Please find attached letter , please read and let me know if you wish to see if you can challenge it.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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RE: [B184500001]Council NP decision

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Thu, 20 Apr 2023 08:39:54 +0000

Dear Lorraine

12. In order to appeal the decision we will need to obtain a barrister opinion , the barrister will access whether there is merit to bring the case to court.
13. If there is no merit then we cannot proceed, if there is merit then we can

Please forward the following :

14. 3 months up to-date bank statement from All accounts including saving accounts (20 January 2023 - 20th April 2023) Can get this printed from the bank or use online banking.
15. Up to-date proof of pass porting benefits letter from this month or last month if this month is not available i.e., Income Support, Guaranteed Pension Credit, Universal Credit, Job Seekers Allowance (Income Based) or Employment Support Allowance (Income Based).
16. Updated benefits letter

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 20 April 2023 08:09

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: FW: [B184500001]Council NP decision

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Dear Andre

17. As stated in the below Email Deon would like to challenge Enfield Council last letter, It seems Enfield Council have come up with a lot of
18. assumptions that are not true. Could you let us know the next steps please and what will need to be done.
19. Deon also got a letter from L&Q please see attached, it is funny how L&Q Priority Needs Panel can see Deon has Priority Needs but Enfield Council can not or do not want to find she does. Deon does not know how long it will take when she spoke to L&Q they stated they had no where and it could take a few years that's why L&Q went to Enfield Council.
20. Deon has also had contract with the mental health crisis team, they are not happy she has just been left and are looking at placing her in a mental health medical unit, they have called her GP and it seems that now her GP wants to help, which they should have been doing for over a year now, nothing has been confirm as yet but when it does I keep you updated.
21. I am still waiting to get Deon's Files from the SAR I am going to write to the ICO as it been way too long.
22. If you could give me an update I would be grateful

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Date: 17 April 2023 at 11:59:15 BST

To: Andre Cummings <AndreC@duncanlewis.com <mailto:AndreC@duncanlewis.com> >

Subject: Re: [B184500001]Council NP decision

Dear Andre

1. Thank you for the updated letter, Deon would like to challenge this, I have
2. came up with a lot of assumptions that are not true. Could you let us know the next steps please.

Regards

Lorraine

Sent from my iPhone

On 17 Apr 2023, at 11:02, Andre Cummings <AndreC@duncanlewis.com <mailto:AndreC@duncanlewis.com> > wrote:

Dear Deon and Lorraine

The council have made a decision and have held deon to not be in priority need.

Please find attached letter , please read and let me know if you wish to see if you can challenge it.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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Notice of Housing Appeal

In the County Court at Central London	
Claim Number	K40****
Date	20 June 2023



DB	r' Claimant Ref B 18*****
THE LONDON BOROUGH OF ENFIELD	1st Defendant Ref 74****

TAKE NOTICE that the Housing Appeal will take place on

23 November 2023 at 10:30 AM

at the County Court at Central London, Thomas More Building, Royal Courts Of Justice, Strand, London, WC2A 2LL

When you should attend

1 day has been allowed for the Housing Appeal

Please Note: This case may be released to another Judge, possibly at a different Court

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Parties should be aware that this case may be one of several cases that have been listed to commence at this time. This may mean that your case will not be called immediately at the time scheduled, but may be heard later in the day. We will try to ensure that if your case is listed in the morning it is heard by 1 pm and if your case is listed in the afternoon it is heard by 4pm. In some circumstances it is possible that your hearing could overrun. You and any witnesses should therefore be available until the end of these periods or even later.

If there are special reasons why this is inconvenient you may make a short notice application to a circuit judge to adjourn. Ordinary inconvenience arising from the fact of being in the unassigned list will not be sufficient reason for an adjournment, nor will the fact that both parties agree to an adjournment.

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DB
7 Tennyson Cl Scotland
Green Rd Enfield
EN3 4SN 0035151358



Information about your benefit entitlement

Please read this letter in full

www.gov.uk

Telephone: 0800 169 0310
Textphone: 0800 169 0314

Your reference:
JH*****

Dear DB

20 April 2023

Please find the information you requested below.

We have many different ways we can communicate with you.

If you would like Braille, British Sign Language, a hearing loop, translations, large print, audio or something else please tell us using the phone number at the top of this letter.

Your entitlement details

You were awarded Income-related Employment And Support Allowance.

Entitlement start date: 31-Jul-2012

Current amount: £225.45 Weekly

Reporting changes

You must tell us straightaway if there is a change in your circumstances. If you give wrong or incomplete information, or you do not report changes, you may be paid more or less money than you should. You will have to pay back overpaid money when told to do so. You could also be prosecuted or need to pay a financial penalty. If we pay you less money than we should we may pay you this money back.

Please turn over

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DWPLOEA Page
1 of 2

RE: [B184500001] Council NP decision

From: Andre Cummings <AndreC@DuncanLewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Thu, 27 Apr 2023 10:07:31 +0100

Dear Lorraine

3. As stated previously In order to appeal the decision we will need to obtain a barrister opinion , the barrister will access whether there is merit to bring the case to court.
4. If there is no merit then we cannot proceed, if there is merit then we can
5. Please forward the following :
6. 3 months up to-date bank statement from All accounts including saving accounts (27 January 2023 - 27th April 2023) . Can get this printed from the bank or use online banking.
7. Up to-date proof of pass porting benefits letter from this month or last month if this month is not available i.e., Income Support, Guaranteed Pension Credit, Universal Credit, Job Seekers Allowance (Income Based) or Employment Support Allowance (Income Based).
8. It has been a week and I have not heard from you , please get these documents to me by 1pm tomorrow

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings

Sent: 20 April 2023 09:40

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: RE: [B184500001]Council NP decision

Dear Lorraine

9. In order to appeal the decision we will need to obtain a barrister opinion , the barrister will access whether there is merit to bring the case to court.
10. If there is no merit then we cannot proceed, if there is merit then we can
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 3. Updated benefits letter

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >

Sent: 20 April 2023 08:09

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: FW: [B184500001]Council NP decision

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If you could give me an update I would be grateful

Regards

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >

Date: 17 April 2023 at 11:59:15 BST

To: Andre Cummings <AndreC@duncanlewis.com <mailto:AndreC@duncanlewis.com> >

Subject: Re: [B184500001]Council NP decision

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Regards

Lorraine

Sent from my iPhone

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Please find attached letter , please read and let me know if you wish to see if you can challenge it.

Kind regards

Andre Cummings

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DDI: 02072752883

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<Deon Benjamin s203 NP Final.pdf>

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(No subject)

From: deon benjamin <deonbenjamin@yahoo.com>
To: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: Thu, 27 Apr 2023 10:16:56 +0100

Attachments:

4. TXN_27032023_27042023_27042023_NatWest.pdf
5. Bank

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

RE: [B184500001] Council NP decision

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>

Date: Thu, 27 Apr 2023 10:19:37 +0100

Dear Andre

6. I unsure why you did not get my email but I did send one to say Deon had ordered her DWP letter but it could take up to 2 weeks to get here and we would send the other documents once we had it. Deon still has not had the DWP letter yet and not sure if it will be here by tomorrow. I was thinking legal aid had been granted for this case, when we sent the last lot of documents, the DPW does not send letters out each month you have to order it like Deon has done, but as said above that can take 2 weeks to get here.

7. Please tell us what can be done.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 27 April 2023 10:08

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Cc: 'deon benjamin' <deonbenjamin@yahoo.com>

Subject: RE: [B184500001]Council NP decision

Importance: High

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13. It has been a week and I have not heard from you , please get these documents to me by 1pm tomorrow

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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<<mailto:lorraine32@blueyonder.co.uk>> >

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Subject: FW: [B184500001]Council NP decision

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<mailto:lorraine32@blueyonder.co.uk> >

Date: 17 April 2023 at 11:59:15 BST

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Caseworker

DDI: 02072752883

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(No subject)

From: deon benjamin <deonbenjamin@yahoo.com>
To: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: Thu, 27 Apr 2023 10:26:50 +0100

Attachments:

- 14. TXN_27102022_27042023_27042023_NatWest.pdf
- 15. Banks 2

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

Read: RE: [B184500001] Council NP decision

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Thu, 27 Apr 2023 11:36:47 +0000

16. Your message

RE: [B184500001] Council NP decision

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Thu, 27 Apr 2023 16:04:59 +0100

Dear Lorraine

17. In order to get a barrister advice that is covered by different form of legal aid as it could go to court.

18. Do you have benefit statement for last month.

19. The deadline to appeal is 4th May , I will discuss with supervisor options

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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Sent: 27 April 2023 10:20

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Subject: RE: [B184500001]Council NP decision

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Cc: 'deon benjamin' <deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

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Caseworker

DDI: 02072752883

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VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>
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From: Andre Cummings <AndreC@Duncanlewis.com>

Date: Thu, 27 Apr 2023 16:10:01 +0100

22. As the deadline is 4th May we may not have enough time to issue the appeal as we do not have the POM , this deadline is set by the court.

Kind regards

Caseworker

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: Andre Cummings <AndreC@Duncanlewis.com>

Importance: High

Dear Andre

25. Please tell us what can be done.

Lorraine

Sent: 27 April 2023 10:08

<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500001]Council NP decision

Dear Lorraine

If there is no merit then we cannot proceed, if there is merit then we can

3 months up to-date bank statement from All accounts including saving accounts (27 January 2023 - 27th April 2023) . Can get this printed from the bank or use online banking.

- Up to-date proof of pass porting benefits letter from this month

or last month if this month is not available i.e., Income Support, Guaranteed Pension Credit, Universal Credit, Job Seekers Allowance (Income Based) or Employment Support Allowance (Income Based).
It has been a week and I have not heard from you , please get these

documents to me by 1pm tomorrow

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings

Sent: 20 April 2023 09:40

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Subject: RE: [B184500001]Council NP decision

Dear Lorraine

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Please forward the following :

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Updated benefits letter

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 20 April 2023 08:09

To: Andre Cummings <AndreC@duncanlewis.com <mailto:AndreC@duncanlewis.com> >

Subject: FW: [B184500001]Council NP decision

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expecting this email.

Dear Andre

As stated in the below Email Deon would like to challenge Enfield Council last letter, It seems Enfield Council have come up with a lot of assumptions that are not true. Could you let us know the next steps please and what will need to be done.

Deon also got a letter from L&Q please see attached, it is funny how L&Q Priority Needs Panel can see Deon has Priority Needs but Enfield Council can not or do not want to find she does. Deon does not know how long it will take when she spoke to L&Q they stated they had no where and it could take a few years that's why L&Q went to Enfield Council.

Deon has also had contract with the mental health crisis team, they are not happy she has just been left and are looking at placing her in a mental health medical unit, they have called her GP and it seems that now her GP wants to help, which they should have been doing for over a year now, nothing has been confirm as yet but when it does I keep you updated.

I am still waiting to get Deon's Files from the SAR I am going to write to the ICO as it been way too long.

If you could give me an update I would be grateful

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Date: 17 April 2023 at 11:59:15 BST

To: Andre Cummings <AndreC@duncanlewis.com <mailto:AndreC@duncanlewis.com> >

Subject: Re: [B184500001]Council NP decision

Dear Andre

Thank you for the updated letter, Deon would like to challenge this, I have came up with a lot of assumptions that are not true. Could you let us know the next steps please.

Regards

Lorraine

Sent from my iPhone

On 17 Apr 2023, at 11:02, Andre Cummings <AndreC@duncanlewis.com

<mailto:AndreC@duncanlewis.com> > wrote:

Dear Deon and Lorraine

The council have made a decision and have held deon to not be in priority need.

Please find attached letter , please read and let me know if you wish to see if you can challenge it.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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Read: RE: [B184500001] Council NP decision

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Fri, 28 Apr 2023 11:23:32 +0000

26. Your message

[DL Admin] URGENT Council NP decision

From: Zuhail Saglam <Zuhals@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Fri, 28 Apr 2023 11:44:39 +0000

Dear Lorraine

27. I am writing to you as I will be assisting with the appeal.
28. As you know, we are very tight with deadline. We have asked for the statements by no later than 10:30 today. I have just been passed on bank statements for Natwest and Barclays account. The Barclays statements are only from Jan-Feb which will not be accepted by legal aid agency. We would need it to cover until 28 April 2023.
29. I also note that on the Natwest account there are various transfers to another account ending with 8161. The legal aid agency would want 3 months statement for this account too covering 28 Jan - 28 April 2023.
30. The deadline to lodge appeal would be by hand on 4 May 2023. It will be very difficult to find counsel on short notice to give opinion if I do not instruct one today.
31. I would need the missing documents by no later than 2PM today otherwise we may not be able to assist.
32. I will enquire with counsel now to see if they have capacity to assist on a short notice but please send the complete statements by no later than 2PM today as it is bank holiday on Monday.

Regards

Zuhail Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 27 April 2023 10:20

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: RE: [B184500001]Council NP decision

Importance: High

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Dear Andre

33. I unsure why you did not get my email but I did send one to say Deon had ordered her DWP letter but it could take up to 2 weeks to get here and we would send the other documents once we had it. Deon still has not had the DWP letter yet and not sure if it will be here by tomorrow. I was thinking legal aid had been granted for this case, when we sent the last lot of documents, the DPW does not send letters out each month you have to order it like Deon has done, but as said above that can take 2 weeks to get here.
34. Please tell us what can be done.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>>

>

Sent: 27 April 2023 10:08

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

<mailto:lorraine32@blueyonder.co.uk> >

Cc: 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [B184500001]Council NP decision

Importance: High

Dear Lorraine

As stated previously In order to appeal the decision we will need to obtain a barrister opinion , the barrister will access whether there is merit to bring the case to court.

If there is no merit then we cannot proceed, if there is merit then we can

Please forward the following :

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It has been a week and I have not heard from you , please get these documents to me by 1pm tomorrow

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings

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Updated benefits letter

Kind regards

Andre Cummings

Caseworker
DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

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Regards

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<<mailto:lorraine32@blueyonder.co.uk>> >

Date: 17 April 2023 at 11:59:15 BST

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the next steps please.

Regards

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Zuhal Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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Andre Cummings

Caseworker

DDI: 02072752883

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<Deon Benjamin s203 NP Final.pdf>

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28 April 2023

Miss Deon Benjamin 23 BYRON TERRACE HERTFORD ROAD LONDON
N9 7DG

Tel: 020 7443 9757

Hospital Number: 50369287 NHS No.: 434 751 8617

Dear Miss Benjamin

CHANGE OF OUTPATIENT APPOINTMENT

Unfortunately due to unforeseen circumstances, it has been necessary for us to change your Plastic Surgery Service appointment scheduled for: 22 May 2023 at 15:15

Your new appointment has been arranged for: -

Date/Time: Friday 30 June 2023 at 12:00

At: Clinic 4, 1st Floor
Royal Free Hospital
Pond Street

London, NW3 2QG

When attending Clinic please bring this letter with you and present it to the receptionist on duty.

If you need to cancel or reschedule this appointment please contact us on the telephone number above, as if you fail to notify us and do not attend this appointment, you may be discharged back to the care of your GP.

Please Note: If you are late for this appointment there is a risk that you will not be seen and your appointment will have to be rescheduled.

For further information about The Royal Free London, our Sites and Services, Transport Links and Parking etc. please visit our website.

<https://www.royalfree.nhs.uk>

Please accept our apologies for any inconvenience caused.

If you have patient transport booked please call them to cancel/reschedule your journey.

Please let us know on the above number if your contact details have changed.

Yours sincerely

Outpatient Appointment Centre

RE: [B184500001] Council NP decision

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>

Date: Fri, 28 Apr 2023 12:20:52 +0100

Attachments:

35. NatWest-new.pdf,

36. Deon_Passport.pdf,

37. barcleys-Jan-to-April-2023.pdf

Dear Andre

38. Please see attached documents as soon as the benefit letter is here I will send it, Sorry its late
Deon went down to the job centre today to see if they can print it off for her but they cant it can only
come in the post.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 27 April 2023 17:00

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Cc: 'deon benjamin' <deonbenjamin@yahoo.com>

Subject: RE: [B184500001]Council NP decision

Importance: High

Dear Lorraine

39. Could you please get the bank account over to me by 10:30am tomorrow and we will require the
benefit letter as soon as it comes

40. Please provide the following dates 27 January 2023 - 27th April 2023 of all bank accounts

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba

VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&

%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Andre Cummings

Sent: 27 April 2023 16:10

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Cc: 'deon benjamin' <deonbenjamin@yahoo.com> <<mailto:deonbenjamin@yahoo.com>>

Subject: RE: [B184500001]Council NP decision

Dear Lorraine

41. As the deadline is 4th May we may not have enough time to issue the appeal as we do not have
the POM , this deadline is set by the court.

42. I will discuss with supervisor and update you

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings
Sent: 20 April 2023 09:40
To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>
<<mailto:lorraine32@blueyonder.co.uk>> >
Subject: RE: [B184500001]Council NP decision
Dear Lorraine

In order to appeal the decision we will need to obtain a barrister opinion ,
the barrister will access whether there is merit to bring the case to court.
If there is no merit then we cannot proceed, if there is merit then we can
Please forward the following :

3 months up to-date bank statement from All accounts including saving accounts (20 January 2023 - 20th April 2023) . Can get this printed from the bank or use online banking.
Up to-date proof of pass porting benefits letter from this month

or last month if this month is not available i.e., Income Support,
Guaranteed Pension Credit, Universal Credit, Job Seekers Allowance (Income Based) or Employment Support Allowance (Income Based).
Updated benefits letter
Kind regards
Andre Cummings
Caseworker
DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
<<mailto:lorraine32@blueyonder.co.uk>> >
Sent: 20 April 2023 08:09
To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >
Subject: FW: [B184500001]Council NP decision

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do not click on any links in the email or open attachments unless you are expecting this email.
Dear Andre

As stated in the below Email Deon would like to challenge Enfield Council last letter, It seems Enfield Council have come up with a lot of assumptions that are not true. Could you let us know the next steps please and what will need to be done.

Deon also got a letter from L&Q please see attached, it is funny how L&Q

Priority Needs Panel can see Deon has Priority Needs but Enfield Council can not or do not want to find she does. Deon does not know how long it will

take when she spoke to L&Q they stated they had no where and it could take a few years that's why L&Q went to Enfield Council.

Deon has also had contract with the mental health crisis team, they are not happy she has just been left and are looking at placing her in a mental health medical unit, they have called her GP and it seems that now her GP wants to help, which they should have been doing for over a year now, nothing has been confirm as yet but when it does I keep you updated.

I am still waiting to get Deon's Files from the SAR I am going to write to the ICO as it been way too long. If you could give me an update I would be grateful

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Date: 17 April 2023 at 11:59:15 BST

To: Andre Cummings <AndreC@duncanlewis.com <mailto:AndreC@duncanlewis.com> >

Subject: Re: [B184500001]Council NP decision

Dear Andre

Thank you for the updated letter, Deon would like to challenge this, I have came up with a lot of assumptions that are not true. Could you let us know the next steps please.

Regards

Lorraine

Sent from my iPhone

On 17 Apr 2023, at 11:02, Andre Cummings <AndreC@duncanlewis.com

<mailto:AndreC@duncanlewis.com> > wrote:

Dear Deon and Lorraine

The council have made a decision and have held deon to not be in priority

need.

Please find attached letter , please read and let me know if you wish to see if you can challenge it.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0glORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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From: Andre Cummings

Sent: 27 April 2023 16:10

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Cc: 'deon benjamin' <deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>>

>

Subject: RE: [B184500001]Council NP decision

Dear Lorraine

As the deadline is 4th May we may not have enough time to issue the appeal as we do not have the POM, this deadline is set by the court.

I will discuss with supervisor and update you

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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[trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 27 April 2023 10:20

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Subject: RE: [B184500001]Council NP decision

Importance: High

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Dear Andre

I unsure why you did not get my email but I did send one to say Deon had ordered her DWP letter but it could take up to 2 weeks to get here and we would send the other documents once we had it. Deon still has not had the DWP letter yet and not sure if it will be here by tomorrow. I was thinking legal aid had been granted for this case, when we sent the last lot of documents, the DPW does not send letters out each month you have to order

it like Deon has done, but as said above that can take 2 weeks to get here.

Please tell us what can be done.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Sent: 27 April 2023 10:08

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Cc: 'deon benjamin' <deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 20 April 2023 08:09

To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >

Subject: FW: [B184500001]Council NP decision

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Dear Andre

As stated in the below Email Deon would like to challenge Enfield Council last letter, It seems Enfield Council have come up with a lot of assumptions that are not true. Could you let us know the next steps please and what will need to be done.

Deon also got a letter from L&Q please see attached, it is funny how L&Q Priority Needs Panel can see Deon has Priority Needs but Enfield Council can not or do not want to find she does. Deon does not know how long it will take when she spoke to L&Q they stated they had no where and it could take a few years that's why L&Q went to Enfield Council.

Deon has also had contract with the mental health crisis team, they are not happy she has just been left and are looking at placing her in a mental health medical unit, they have called her GP and it seems that now her GP

wants to help, which they should have been doing for over a year now,

nothing has been confirm as yet but when it does I keep you updated.

I am still waiting to get Deon's Files from the SAR I am going to write to the ICO as it been way too long.

If you could give me an update I would be grateful

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Date: 17 April 2023 at 11:59:15 BST

To: Andre Cummings <AndreC@duncanlewis.com> <<mailto:AndreC@duncanlewis.com>> >

Subject: Re: [B184500001]Council NP decision

Dear Andre

Thank you for the updated letter, Deon would like to challenge this, I have came up with a lot of assumptions that are not true. Could you let us know the next steps please.

Regards

Lorraine

Sent from my iPhone

On 17 Apr 2023, at 11:02, Andre Cummings <AndreC@duncanlewis.com>

<<mailto:AndreC@duncanlewis.com>> > wrote:

Dear Deon and Lorraine

The council have made a decision and have held deon to not be in priority need.

Please find attached letter , please read and let me know if you wish to see if you can challenge it.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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Banks

From: deon benjamin <deonbenjamin@yahoo.com>
To: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: Fri, 28 Apr 2023 13:47:47 +0100

Attachments:

- 51. Statement 06-FEB-23 AC 00935867 08042805 2.pdf,
- 52. Statement 06-MAR-23 AC 00935867 08041525.pdf,
- 53. Statement 06-APR-23 AC 00935867 08042309.pdf,
- 54. Statement 06-JAN-23 AC 00935867 08042616.pdf,
- 55. Statement 06-FEB-23 AC 00935867 08042805.pdf,
- 56. TXN_28102022_28042023_28042023_NatWest.pdf

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

RE: [DL Admin] URGENT Council NP decision

From: Zuhail Saglam <Zuhals@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>, Andre Cummings <AndreC@Duncanlewis.com>

Date: Fri, 28 Apr 2023 14:09:57 +0000

Hi Lorraine

57. Please note that we are trying our best to work on this matter on very short notice, without the benefit letter.
58. The DWP usually send the letters out within 7-10 days. I do recall Andre emailing you on two occasions asking for the documents and in particular the bank statement not sure why these were not sent until recently.
59. In terms of the decision letter, I have just checked and it was sent to Andre after 8:30PM on 14 April 2023 so it may be that we count the 21 days from 17 April 2023.
60. There are bank holidays as well, so regardless the deadline is next week and
61. I have got counsel on hold who is happy to look at the papers on short notice. He requires these on Tuesday morning.
62. We have asked you to provide bank statements by 10:30AM today, and then I emailed saying I would need it by 2PM latest but I still do not have the documents so I cannot proceed at this moment.
63. Once I have the statements I intend to making the legal aid application, would need the form signed back from you and then I will send all necessary papers and instruct the barrister on Tuesday.

Regards

Zuhail Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QsJNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QsJNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 28 April 2023 14:46

To: Zuhail Saglam <Zuhals@Duncanlewis.com>; Andre Cummings

<AndreC@Duncanlewis.com>

Subject: RE: [DL Admin] URGENT Council NP decision

Importance: High

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre and Zuhals

64. Thank you for your emails, not sure what's gone on with the Barclays account as Deon went down to the bank today and asked them to print it off.
65. Deon done statements for the 8161 account and she is back on her way to Barclays to get the 3 months statement from them which I will send as soon as I get it.
66. What I don't understand is we only got Enfield Councils decision letter on the 17/04/2023 which was dated the 14/04/2023 so I do not understand why there is such a short timeframe.
67. I believe you would know that the DWP does not send letters out every month to show your on benefits they only do this yearly if you need proof of benefits you need to call and ask them to send this and that can take 2 weeks to get.
68. This is setting people up to fail with legal aid and there cases.

Regards

Lorraine

From: Zuhail Saglam <Zuhals@Duncanlewis.com <mailto:Zuhals@Duncanlewis.com> >
Sent: 28 April 2023 12:45
To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >
Cc: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >
Subject: [DL Admin] URGENT Council NP decision

Dear Lorraine

69. I am writing to you as I will be assisting with the appeal.
70. As you know, we are very tight with deadline. We have asked for the statements by no later than 10:30 today. I have just been passed on bank statements for Natwest and Barclays account. The Barclays statements are only from Jan-Feb which will not be accepted by legal aid agency. We would need it to cover until 28 April 2023.
71. I also note that on the Natwest account there are various transfers to another account ending with 8161. The legal aid agency would want 3 months statement for this account too covering 28 Jan - 28 April 2023.
72. The deadline to lodge appeal would be by hand on 4 May 2023. It will be very difficult to find counsel on short notice to give opinion if I do not instruct one today.
73. I would need the missing documents by no later than 2PM today otherwise we may not be able to assist.
74. I will enquire with counsel now to see if they have capacity to assist on a short notice but please send the complete statements by no later than 2PM today as it is bank holiday on Monday.

Regards

Zuhail Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >
Sent: 27 April 2023 10:20
To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >
Subject: RE: [B184500001]Council NP decision
Importance: High

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Dear Andre

75. I unsure why you did not get my email but I did send one to say Deon had
76. ordered her DWP letter but it could take up to 2 weeks to get here and we would send the other documents once we had it. Deon still has not had the DWP letter yet and not sure if it will be here by tomorrow. I was thinking legal aid had been granted for this case, when we sent the last lot of documents, the DPW does not send letters out each month you have to order it like Deon has done, but as said above that can take 2 weeks to get here.
77. Please tell us what can be done.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

>

Sent: 27 April 2023 10:08

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Cc: 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [B184500001]Council NP decision

Importance: High

Dear Lorraine

As stated previously In order to appeal the decision we will need to obtain a barrister opinion , the barrister will access whether there is merit to bring the case to court.

If there is no merit then we cannot proceed, if there is merit then we can

Please forward the following :

3 months up to-date bank statement from All accounts including saving accounts (27 January 2023 - 27th April 2023) . Can get this printed from the bank or use online banking.

• Up to-date proof of pass porting benefits letter from this month or last month if this month is not available i.e., Income Support, Guaranteed Pension Credit, Universal Credit, Job Seekers Allowance (Income Based) or Employment Support Allowance (Income Based).

It has been a week and I have not heard from you , please get these documents to me by 1pm tomorrow

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings

Sent: 20 April 2023 09:40

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500001]Council NP decision

Dear Lorraine

In order to appeal the decision we will need to obtain a barrister opinion , the barrister will access whether there is merit to bring the case to court.

If there is no merit then we cannot proceed, if there is merit then we can

Please forward the following :

3 months up to-date bank statement from All accounts including saving accounts (20 January 2023 - 20th April 2023) . Can get this printed from the bank or use online banking.

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Credit, Job Seekers Allowance (Income Based) or Employment Support Allowance (Income Based).
Updated benefits letter
Kind regards
Andre Cummings
Caseworker
DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 20 April 2023 08:09

To: Andre Cummings <AndreC@duncanlewis.com> <<mailto:AndreC@duncanlewis.com>> >
Subject: FW: [B184500001]Council NP decision

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre

As stated in the below Email Deon would like to challenge Enfield Council last letter, It seems Enfield Council have come up with a lot of assumptions that are not true. Could you let us know the next steps please and what will need to be done.

Deon also got a letter from L&Q please see attached, it is funny how L&Q

Priority Needs Panel can see Deon has Priority Needs but Enfield Council can not or do not want to find she does. Deon does not know how long it will take when she spoke to L&Q they stated they had no where and it could take a few years that's why L&Q went to Enfield Council.

Deon has also had contract with the mental health crisis team, they are not happy she has just been left and are looking at placing her in a mental health medical unit, they have called her GP and it seems that now her GP wants to help, which they should have been doing for over a year now, nothing has been confirm as yet but when it does I keep you updated.

I am still waiting to get Deon's Files from the SAR I am going to write to the ICO as it been way too long. If you could give me an update I would be grateful

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
<<mailto:lorraine32@blueyonder.co.uk>> >

Date: 17 April 2023 at 11:59:15 BST

To: Andre Cummings <AndreC@duncanlewis.com> <<mailto:AndreC@duncanlewis.com>> >

Subject: Re: [B184500001]Council NP decision

Dear Andre

Thank you for the updated letter, Deon would like to challenge this, I have came up with a lot of assumptions that are not true. Could you let us know

the next steps please.

Regards

Lorraine

Zuhal Saglam Bas
Solicitor / Supervisor
DDI: 02079238408

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Email_Signature_2023.jpg>

On 17 Apr 2023, at 11:02, Andre Cummings <AndreC@duncanlewis.com>
<<mailto:AndreC@duncanlewis.com>> > wrote:

Dear Deon and Lorraine

The council have made a decision and have held deon to not be in priority
need.

Please find attached letter , please read and let me know if you wish to see
if you can challenge it.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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RE: [DL Admin] URGENT Council NP decision

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Zuhal Saglam' <Zuhals@Duncanlewis.com>, 'Andre Cummings' <AndreC@Duncanlewis.com>

Date: Fri, 28 Apr 2023 14:46:15 +0100

Attachments: TXN_28102022_28042023_28042023_NatWest.pdf

Dear Andre and Zuhals

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Regards

Lorraine

From: Zuhal Saglam <Zuhals@Duncanlewis.com>

Sent: 28 April 2023 12:45

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Cc: Andre Cummings <AndreC@Duncanlewis.com>

Subject: [DL Admin] URGENT Council NP decision

Dear Lorraine

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Zuhal Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 27 April 2023 10:20

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500001]Council NP decision

Importance: High

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Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 27 April 2023 10:08

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Cc: 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [B184500001]Council NP decision

Importance: High

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Caseworker

DDI: 02072752883

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From: Andre Cummings

Sent: 20 April 2023 09:40

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500001]Council NP decision

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Updated benefits letter

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLf8UgAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 20 April 2023 08:09

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: FW: [B184500001]Council NP decision

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Dear Andre

As stated in the below Email Deon would like to challenge Enfield Council

last letter, It seems Enfield Council have come up with a lot of assumptions that are not true. Could you let us know the next steps please and what will need to be done.

Deon also got a letter from L&Q please see attached, it is funny how L&Q Priority Needs Panel can see Deon has Priority Needs but Enfield Council can not or do not want to find she does. Deon does not know how long it will take when she spoke to L&Q they stated they had no where and it could take a few years that's why L&Q went to Enfield Council.

Deon has also had contract with the mental health crisis team, they are not happy she has just been left and are looking at placing her in a mental health medical unit, they have called her GP and it seems that now her GP wants to help, which they should have been doing for over a year now, nothing has been confirm as yet but when it does I keep you updated.

If you could give me an update I would be grateful

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Date: 17 April 2023 at 11:59:15 BST

To: Andre Cummings <AndreC@duncanlewis.com <mailto:AndreC@duncanlewis.com> >

Subject: Re: [B184500001]Council NP decision

Dear Andre

Thank you for the updated letter, Deon would like to challenge this, I have came up with a lot of assumptions that are not true. Could you let us know the next steps please.

Regards

Lorraine

Zuhal Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

<file:///d:/dfs03/EmailSig/chandu/Email%20signatur%20with%20Modern%20law/

Email_Signature_2023.jpg>

On 17 Apr 2023, at 11:02, Andre Cummings <AndreC@duncanlewis.com>

<mailto:AndreC@duncanlewis.com> > wrote:

Dear Deon and Lorraine

The council have made a decision and have held deon to not be in priority need.

Please find attached letter , please read and let me know if you wish to see if you can challenge it.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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<Deon Benjamin s203 NP Final.pdf>

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(No subject)

From: deon benjamin <deonbenjamin@yahoo.com>
To: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: Fri, 28 Apr 2023 16:32:56 +0100

Attachments:

92. Scanned Documents.pdf

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

bank new

From: deon benjamin <deonbenjamin@yahoo.com>
To: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: Fri, 28 Apr 2023 16:37:14 +0100

Attachments:

93. Scanned Documents.pdf

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

RE: [DL Admin] URGENT Council NP decision

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Zuhal Saglam' <Zuhals@Duncanlewis.com>, 'Andre Cummings' <AndreC@Duncanlewis.com>

Date: Fri, 28 Apr 2023 16:42:54 +0100

Attachments: barcleys-Jan-to-April-2023-001.pdf, Deon_Passport.pdf, NatWest-new.pdf,

TXN_28102022_28042023_28042023_NatWest.pdf

Dear Andre and Zuhals

94. Please see attached Barclays document. And I included all the other

95. documents again, the only document we have not got is the benefits letter.

Regards

Lorraine

From: Zuhal Saglam <Zuhals@Duncanlewis.com>

Sent: 28 April 2023 15:10

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; Andre Cummings

<AndreC@Duncanlewis.com>

Subject: RE: [DL Admin] URGENT Council NP decision

Hi Lorraine

96. Please note that we are trying our best to work on this matter on very short notice, without the benefit letter.

97. The DWP usually send the letters out within 7-10 days. I do recall Andre emailing you on two occasions asking for the documents and in particular the bank statement not sure why these were not sent until recently.

98. In terms of the decision letter, I have just checked and it was sent to

99. Andre after 8:30PM on 14 April 2023 so it may be that we count the 21 days from 17 April 2023.

100. There are bank holidays as well, so regardless the deadline is next week and I have got counsel on hold who is happy to look at the papers on short notice. He requires these on Tuesday morning.

101. We have asked you to provide bank statements by 10:30AM today, and then I emailed saying I would need it by 2PM latest but I still do not have the documents so I cannot proceed at this moment.

102. Once I have the statements I intend to making the legal aid application,

103. would need the form signed back from you and then I will send all necessary papers and instruct the barrister on Tuesday.

Regards

Zuhal Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 28 April 2023 14:46

To: Zuhal Saglam <Zuhals@Duncanlewis.com <<mailto:Zuhals@Duncanlewis.com>> >;

Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Subject: RE: [DL Admin] URGENT Council NP decision

Importance: High

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Dear Andre and Zuhals

104. Thank you for your emails, not sure what's gone on with the Barclays account as Deon went down to the bank today and asked them to print it off.
105. Deon done statements for the 8161 account and she is back on her way to
106. Barclays to get the 3 months statement from them which I will send as soon as I get it.
107. What I don't understand is we only got Enfield Councils decision letter on
108. the 17/04/2023 which was dated the 14/04/2023 so I do not understand why there is such a short timeframe.
109. I believe you would know that the DWP does not send letters out every month to show your on benefits they only do this yearly if you need proof of benefits you need to call and ask them to send this and that can take 2 weeks to get.
110. This is setting people up to fail with legal aid and there cases.

Regards

Lorraine

From: Zuhail Saglam <Zuhals@Duncanlewis.com <mailto:Zuhals@Duncanlewis.com> >

Sent: 28 April 2023 12:45

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Cc: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: [DL Admin] URGENT Council NP decision

Dear Lorraine

I am writing to you as I will be assisting with the appeal.

As you know, we are very tight with deadline. We have asked for the statements by no later than 10:30 today. I have just been passed on bank statements for Natwest and Barclays account. The Barclays statements are only from Jan-Feb which will not be accepted by legal aid agency. We would

need it to cover until 28 April 2023.

I also note that on the Natwest account there are various transfers to another account ending with 8161. The legal aid agency would want 3 months statement for this account too covering 28 Jan - 28 April 2023. The deadline to lodge appeal would be by hand on 4 May 2023. It will be very difficult to find counsel on short notice to give opinion if I do not instruct one today.

I would need the missing documents by no later than 2PM today otherwise we may not be able to assist. I will enquire with counsel now to see if they have capacity to assist on a

short notice but please send the complete statements by no later than 2PM today as it is bank holiday on Monday.

Regards

Zuhail Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 27 April 2023 10:20

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500001]Council NP decision

Importance: High

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Dear Andre

I unsure why you did not get my email but I did send one to say Deon had ordered her DWP letter but it could take up to 2 weeks to get here and we would send the other documents once we had it. Deon still has not has not had the DWP letter yet and not sure if it will be here by tomorrow. I was thinking legal aid had been granted for this case, when we sent the last lot of documents, the DPW does not send letters out each month you have to order it like Deon has done, but as said above that can take 2 weeks to get here.

Please tell us what can be done.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 27 April 2023 10:08

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Cc: 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [B184500001]Council NP decision

Importance: High

Dear Lorraine

As stated previously In order to appeal the decision we will need to obtain a barrister opinion , the barrister will access whether there is merit to bring the case to court. If there is no merit then we cannot proceed, if there is merit then we can

Please forward the following :

3 months up to-date bank statement from All accounts including saving accounts (27 January 2023 - 27th April 2023) . Can get this printed from the bank or use online banking.

Up to-date proof of pass porting benefits letter from this month or last month if this month is not available i.e., Income Support, Guaranteed Pension Credit, Universal Credit, Job Seekers Allowance (Income Based) or Employment Support Allowance (Income Based). It has been a week and I have not heard from you , please get these documents to me by 1pm tomorrow

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba)

VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Andre Cummings

Sent: 20 April 2023 09:40

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500001]Council NP decision

Dear Lorraine

In order to appeal the decision we will need to obtain a barrister opinion , the barrister will access whether there is merit to bring the case to court.

If there is no merit then we cannot proceed, if there is merit then we can

Please forward the following :

3 months up to-date bank statement from All accounts including saving accounts (20 January 2023 - 20th April 2023) . Can get this printed from the bank or use online banking.

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Updated benefits letter

Kind regards

Andre Cummings

Caseworker

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VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 20 April 2023 08:09

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: FW: [B184500001]Council NP decision

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Dear Andre

As stated in the below Email Deon would like to challenge Enfield Council last letter, It seems Enfield Council have come up with a lot of assumptions that are not true. Could you let us know the next steps please and what will need to be done.

Deon also got a letter from L&Q please see attached, it is funny how L&Q Priority Needs Panel can see Deon has Priority Needs but Enfield Council can not or do not want to find she does. Deon does not know how long it will take when she spoke to L&Q they stated they had no where and it could take a few years that's why L&Q went to Enfield Council.

Deon has also had contract with the mental health crisis team, they are not happy she has just been left and are looking at placing her in a mental health medical unit, they have called her GP and it seems that

now her GP wants to help, which they should have been doing for over a year now,
nothing has been confirm as yet but when it does I keep you updated.
I am still waiting to get Deon's Files from the SAR I am going to write to
the ICO as it been way too long.
If you could give me an update I would be grateful
Regards
Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >
Date: 17 April 2023 at 11:59:15 BST
To: Andre Cummings <AndreC@duncanlewis.com <mailto:AndreC@duncanlewis.com> >
Subject: Re: [B184500001]Council NP decision

Dear Andre

111. Thank you for the updated letter, Deon would like to challenge this, I have came up with a lot of assumptions that are not true. Could you let us know the next steps please.

Regards

Lorraine

Zuhal Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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<file:///d:/dfs03/EmailSig/chandu/Email%20signatur%20with%20Modern%20law/

Email_Signature_2023.jpg>

On 17 Apr 2023, at 11:02, Andre Cummings <AndreC@duncanlewis.com
<mailto:AndreC@duncanlewis.com> > wrote:

Dear Deon and Lorraine

112. The council have made a decision and have held deon to not be in priority need.

113. Please find attached letter , please read and let me know if you wish to see if you can challenge it.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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VnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
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<Deon Benjamin s203 NP Final.pdf>

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RE: [DL Admin] URGENT Council NP decision

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Zuhal Saglam' <Zuhals@Duncanlewis.com>, 'Andre Cummings' <AndreC@Duncanlewis.com>

Date: Fri, 28 Apr 2023 16:46:01 +0100

Attachments:

1. Deon_Passport.pdf,
2. barcleys-Jan-to-April-2023-001.pdf,
3. NatWest-new.pdf,
4. TXN_28102022_28042023_28042023_NatWest.pdf

Dear Andre and Zuhals

1. Please see attached Barclays document. And I included all the other documents again, the only document we have not got is the benefits letter which we are waiting on.

Regards

Lorraine

From: Zuhal Saglam <Zuhals@Duncanlewis.com <mailto:Zuhals@Duncanlewis.com> >

Sent: 28 April 2023 15:10

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >; Andre Cummings

<AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [DL Admin] URGENT Council NP decision

Hi Lorraine

2. Please note that we are trying our best to work on this matter on very short notice, without the benefit letter.
3. The DWP usually send the letters out within 7-10 days. I do recall Andre emailing you on two occasions asking for the documents and in particular the bank statement not sure why these were not sent until recently.
4. In terms of the decision letter, I have just checked and it was sent to
5. Andre after 8:30PM on 14 April 2023 so it may be that we count the 21 days from 17 April 2023.
6. There are bank holidays as well, so regardless the deadline is next week and I have got counsel on hold who is happy to look at the papers on short notice. He requires these on Tuesday morning.
7. We have asked you to provide bank statements by 10:30AM today, and then I emailed saying I would need it by 2PM latest but I still do not have the documents so I cannot proceed at this moment.
8. Once I have the statements I intend to making the legal aid application, would need the form signed back from you and then I will send all necessary papers and instruct the barrister on Tuesday.

Regards

Zuhal Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 28 April 2023 14:46

To: Zuhail Saglam <Zuhals@Duncanlewis.com <mailto:Zuhals@Duncanlewis.com> >;

Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [DL Admin] URGENT Council NP decision

Importance: High

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are

expecting this email.

Dear Andre and Zuhail

Thank you for your emails, not sure what's gone on with the Barclays account as Deon went down to the bank today and asked them to print it off.

Deon done statements for the 8161 account and she is back on her way to

Barclays to get the 3 months statement from them which I will send as soon as I get it.

What I don't understand is we only got Enfield Councils decision letter on

the 17/04/2023 which was dated the 14/04/2023 so I do not understand why there is such a short timeframe.

I believe you would know that the DWP does not send letters out every month

to show your on benefits they only do this yearly if you need proof of benefits you need to call and ask them to send this and that can take 2 weeks to get.

This is setting people up to fail with legal aid and there cases.

Regards

Lorraine

From: Zuhail Saglam <Zuhals@Duncanlewis.com <mailto:Zuhals@Duncanlewis.com> >

Sent: 28 April 2023 12:45

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Cc: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: [DL Admin] URGENT Council NP decision

Dear Lorraine

I am writing to you as I will be assisting with the appeal.

As you know, we are very tight with deadline. We have asked for the

statements by no later than 10:30 today. I have just been passed on bank

statements for Natwest and Barclays account. The Barclays statements are

only from Jan-Feb which will not be accepted by legal aid agency. We would need it to cover until 28 April 2023.

I also note that on the Natwest account there are various transfers to another account ending with 8161.

The legal aid agency would want 3 months statement for this account too covering 28 Jan - 28 April 2023.

The deadline to lodge appeal would be by hand on 4 May 2023. It will be very difficult to find counsel on short notice to give opinion if I do not instruct one today.

I would need the missing documents by no later than 2PM today otherwise we may not be able to assist.

I will enquire with counsel now to see if they have capacity to assist on a

short notice but please send the complete statements by no later than 2PM today as it is bank holiday on Monday.

Regards

Zuhail Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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[trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 27 April 2023 10:20

To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >

Subject: RE: [B184500001]Council NP decision

Importance: High

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre

I unsure why you did not get my email but I did send one to say Deon had ordered her DWP letter but it could take up to 2 weeks to get here and we would send the other documents once we had it. Deon still has not has not had the DWP letter yet and not sure if it will be here by tomorrow. I was thinking legal aid had been granted for this case, when we sent the last lot of documents, the DPW does not send letters out each month you have to order it like Deon has done, but as said above that can take 2 weeks to get here.

Please tell us what can be done.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >

Sent: 27 April 2023 10:08

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Cc: 'deon benjamin' <deonbenjamin@yahoo.com> <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: [B184500001]Council NP decision

Importance: High

Dear Lorraine

As stated previously In order to appeal the decision we will need to obtain a barrister opinion , the barrister will access whether there is merit to bring the case to court.

If there is no merit then we cannot proceed, if there is merit then we can

Please forward the following :

3 months up to-date bank statement from All accounts including saving accounts (27 January 2023 - 27th April 2023) . Can get this printed from the bank or use online banking.

Up to-date proof of pass porting benefits letter from this month

or last month if this month is not available i.e., Income Support, Guaranteed Pension Credit, Universal Credit, Job Seekers Allowance (Income Based) or Employment Support Allowance (Income Based).

It has been a week and I have not heard from you , please get these documents to me by 1pm tomorrow

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings

Sent: 20 April 2023 09:40

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Subject: RE: [B184500001]Council NP decision

Dear Lorraine

In order to appeal the decision we will need to obtain a barrister opinion , the barrister will access whether there is merit to bring the case to court.

If there is no merit then we cannot proceed, if there is merit then we can

Please forward the following :

3 months up to-date bank statement from All accounts including saving accounts (20 January 2023 - 20th April 2023) . Can get this printed from the bank or use online banking.

- Up to-date proof of pass porting benefits letter from this month or last month if this month is not available i.e., Income Support, Guaranteed Pension Credit, Universal Credit, Job Seekers Allowance (Income Based) or Employment Support Allowance (Income Based).

Updated benefits letter

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 20 April 2023 08:09

To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >

Subject: FW: [B184500001]Council NP decision

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Dear Andre

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RE: [B184500001] Council NP decision

From: Andre Cummings <AndreC@Duncanlewis.com> To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk> Date: Thu, 27 Apr 2023 17:00:03 +0100

Dear Lorraine

9. Could you please get the bank account over to me by 10:30am tomorrow
10. And we will require the benefit letter as soon as it comes
11. Please provide the following dates
12. 27 January 2023 - 27th April 2023 of all bank accounts

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings

Sent: 27 April 2023 16:10

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Cc: 'deon benjamin' <deonbenjamin@yahoo.com>

Subject: RE: [B184500001]Council NP decision

Dear Lorraine

1. As the deadline is 4th May we may not have enough time to issue the appeal as we do not have the POM, this deadline is set by the court. I will discuss with supervisor and update you

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 27 April 2023 10:20

To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >

Subject: RE: [B184500001]Council NP decision

Importance: High

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Dear Andre

2. I unsure why you did not get my email but I did send one to say Deon had ordered her DWP letter but it could take up to 2 weeks to get here and we would send the other documents once we had it. Deon still has not had the DWP letter yet and not sure if it will be here by tomorrow. I was thinking legal aid had been granted for this case, when we sent the last lot of documents, the DPW does not send letters out each month you have to order
3. it like Deon has done, but as said above that can take 2 weeks to get here.
4. Please tell us what can be done.

Regards
Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >
Sent: 27 April 2023 10:08
To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk <mailto:lorraine32@blueyonder.co.uk> >
Cc: 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Subject: RE: [B184500001]Council NP decision
Importance: High

Dear Lorraine

As stated previously In order to appeal the decision we will need to obtain a barrister opinion , the barrister will access whether there is merit to bring the case to court.

If there is no merit then we cannot proceed, if there is merit then we can

Please forward the following :

3 months up to-date bank statement from All accounts including saving

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It has been a week and I have not heard from you , please get these documents to me by 1pm tomorrow

Kind regards

Andre Cummings

Caseworker

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From: Andre Cummings

Sent: 20 April 2023 09:40

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500001]Council NP decision

Dear Lorraine

In order to appeal the decision we will need to obtain a barrister opinion , the barrister will assess whether there is merit to bring the case to court.

If there is no merit then we cannot proceed, if there is merit then we can

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Updated benefits letter

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3toIqAyYI0gfIWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 20 April 2023 08:09

To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >

Subject: FW: [B184500001]Council NP decision

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Dear Andre

As stated in the below Email Deon would like to challenge Enfield Council

last letter, It seems Enfield Council have come up with a lot of assumptions that are not true. Could you let us know the next steps please and what will need to be done.

Deon also got a letter from L&Q please see attached, it is funny how L&Q Priority Needs Panel can see Deon has Priority Needs but Enfield Council can not or do not want to find she does. Deon does not know how long it will take when she spoke to L&Q they stated they had no where and it could take a few years that's why L&Q went to Enfield Council.

Deon has also had contract with the mental health crisis team, they are not happy she has just been left and are looking at placing her in a mental health medical unit, they have called her GP and it seems that now her GP wants to help, which they should have been doing for over a year now, nothing has been confirm as yet but when it does I keep you updated.

I am still waiting to get Deon's Files from the SAR I am going to write to the ICO as it been way too long.

If you could give me an update I would be grateful

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<mailto:lorraine32@blueyonder.co.uk> >

Date: 17 April 2023 at 11:59:15 BST

To: Andre Cummings <AndreC@duncanlewis.com <mailto:AndreC@duncanlewis.com> >

Subject: Re: [B184500001]Council NP decision

Dear Andre

Thank you for the updated letter, Deon would like to challenge this, I have came up with a lot of assumptions that are not true. Could you let us know the next steps please.

Regards

Lorraine

Sent from my iPhone

On 17 Apr 2023, at 11:02, Andre Cummings <AndreC@duncanlewis.com

<mailto:AndreC@duncanlewis.com> > wrote:

Dear Deon and Lorraine

The council have made a decision and have held deon to not be in priority need.

Please find attached letter , please read and let me know if you wish to see if you can challenge it.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLIf8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london

<image003.jpg>

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<Deon Benjamin s203 NP Final.pdf>

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(No subject)

From: deon benjamin <deonbenjamin@yahoo.com>
To: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: Fri, 28 Apr 2023 21:35:03 +0100

Attachments:

5. Scanned Documents.pdf

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

Read: [B184500001] RE: [DL Admin] URGENT Council NP decision

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Tue, 02 May 2023 08:44:27 +0000

6. Your message

Benefit letter

From: deon benjamin <deonbenjamin@yahoo.com> To: Lorraine Cordell
<lorraine32@blueyonder.co.uk>

Date: Tue, 02 May 2023 11:08:12 +0100

Attachments:

7. More information.pdf, DEON BENJAMIN.pdf

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

(No subject)

From: deon benjamin <deonbenjamin@yahoo.com> To: Lorraine Cordell
<lorraine32@blueyonder.co.uk>

Date: Tue, 02 May 2023 11:09:16 +0100

Attachments:

8. More information.pdf, DEON BENJAMIN.pdf

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

RE: [DL Admin] URGENT Council NP decision Benefits Letter

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Zuhal Saglam' <Zuhals@Duncanlewis.com>, 'Andre Cummings' <AndreC@Duncanlewis.com> Date: Tue, 02 May 2023 11:14:45 +0100

Attachments: Deon-Benefits-Letter.pdf

Dear Andre and Zuhals

9. Please see attached benefits letter it come today.

Regards

Lorraine

From: Zuhal Saglam <Zuhals@Duncanlewis.com>

Sent: 28 April 2023 15:10

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; Andre Cummings <AndreC@Duncanlewis.com>

Subject: RE: [DL Admin] URGENT Council NP decision

Hi Lorraine

10. Please note that we are trying our best to work on this matter on very short notice, without the benefit letter.
11. The DWP usually send the letters out within 7-10 days. I do recall Andre emailing you on two occasions asking for the documents and in particular the bank statement not sure why these were not sent until recently.
12. In terms of the decision letter, I have just checked and it was sent to Andre after 8:30PM on 14 April 2023 so it may be that we count the 21 days from 17 April 2023.
13. There are bank holidays as well, so regardless the deadline is next week and I have got counsel on hold who is happy to look at the papers on short notice. He requires these on Tuesday morning.
14. We have asked you to provide bank statements by 10:30AM today, and then I emailed saying I would need it by 2PM latest but I still do not have the documents so I cannot proceed at this moment.
15. Once I have the statements I intend to making the legal aid application, would need the form signed back from you and then I will send all necessary papers and instruct the barrister on Tuesday.

Regards

Zuhal Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 28 April 2023 14:46

To: Zuhal Saglam <Zuhals@Duncanlewis.com <<mailto:Zuhals@Duncanlewis.com>> >;

Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Subject: RE: [DL Admin] URGENT Council NP decision

Importance: High

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Dear Andre and Zuhals

16. Thank you for your emails, not sure what's gone on with the Barclays account as Deon went down to the bank today and asked them to print it off.
17. Deon done statements for the 8161 account and she is back on her way to Barclays to get the 3 months statement from them which I will send as soon as I get it.
18. What I don't understand is we only got Enfield Councils decision letter on the 17/04/2023 which was dated the 14/04/2023 so I do not understand why there is such a short timeframe.
19. I believe you would know that the DWP does not send letters out every month to show your on benefits they only do this yearly if you need proof of benefits you need to call and ask them to send this and that can take 2 weeks to get.
20. This is setting people up to fail with legal aid and there cases.

Regards

Lorraine

From: Zuhail Saglam <Zuhals@Duncanlewis.com <mailto:Zuhals@Duncanlewis.com> >

Sent: 28 April 2023 12:45

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >

Cc: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: [DL Admin] URGENT Council NP decision

Dear Lorraine

I am writing to you as I will be assisting with the appeal.

As you know, we are very tight with deadline. We have asked for the statements by no later than 10:30 today. I have just been passed on bank

statements for Natwest and Barclays account. The Barclays statements are only from Jan-Feb which will not be accepted by legal aid agency. We would need it to cover until 28 April 2023.

I also note that on the Natwest account there are various transfers to another account ending with 8161. The legal aid agency would want 3 months statement for this account too covering 28 Jan - 28 April 2023. The deadline to lodge appeal would be by hand on 4 May 2023. It will be very difficult to find counsel on short notice to give opinion if I do not instruct one today.

I would need the missing documents by no later than 2PM today otherwise we may not be able to assist.

I will enquire with counsel now to see if they have capacity to assist on a short notice but please send the complete statements by no later than 2PM today as it is bank holiday on Monday.

Regards

Zuhail Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >
Sent: 27 April 2023 10:20
To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >
Subject: RE: [B184500001]Council NP decision
Importance: High
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Dear Andre

I unsure why you did not get my email but I did send one to say Deon had ordered her DWP letter but it could take up to 2 weeks to get here and we would send the other documents once we had it. Deon still has not had the DWP letter yet and not sure if it will be here by tomorrow. I was thinking legal aid had been granted for this case, when we sent the last lot of documents, the DPW does not send letters out each month you have to order it like Deon has done, but as said above that can take 2 weeks to get here.

Please tell us what can be done.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >
Sent: 27 April 2023 10:08
To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >
Cc: 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Subject: RE: [B184500001]Council NP decision
Importance: High

Dear Lorraine

As stated previously In order to appeal the decision we will need to obtain a barrister opinion , the barrister will access whether there is merit to bring the case to court.

If there is no merit then we cannot proceed, if there is merit then we can

Please forward the following :

3 months up to-date bank statement from All accounts including saving accounts (27 January 2023 - 27th April 2023) . Can get this printed from the bank or use online banking.

Up to-date proof of pass porting benefits letter from this month or last month if this month is not available i.e., Income Support, Guaranteed Pension Credit, Universal Credit, Job Seekers Allowance (Income Based) or Employment Support Allowance (Income Based). It has been a week and I have not heard from you , please get these documents to me by 1pm tomorrow

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba)

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From: Andre Cummings

Sent: 20 April 2023 09:40

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500001]Council NP decision

Dear Lorraine

In order to appeal the decision we will need to obtain a barrister opinion , the barrister will access whether there is merit to bring the case to court.

If there is no merit then we cannot proceed, if there is merit then we can

Please forward the following :

3 months up to-date bank statement from All accounts including saving accounts (20 January 2023 - 20th April 2023) . Can get this printed from the bank or use online banking.

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Updated benefits letter

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 20 April 2023 08:09

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: FW: [B184500001]Council NP decision

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Dear Andre

As stated in the below Email Deon would like to challenge Enfield Council last letter, It seems Enfield Council have come up with a lot of assumptions that are not true. Could you let us know the next steps please and what will need to be done.

Deon also got a letter from L&Q please see attached, it is funny how L&Q Priority Needs Panel can see Deon has Priority Needs but Enfield Council can not or do not want to find she does. Deon does not know how long it will take when she spoke to L&Q they stated they had no where and it could take a few years that's why L&Q went to Enfield Council.

Deon has also had contract with the mental health crisis team, they are not happy she has just been left and are looking at placing her in a mental

health medical unit, they have called her GP and it seems that now her GP

wants to help, which they should have been doing for over a year now,
nothing has been confirm as yet but when it does I keep you updated.
I am still waiting to get Deon's Files from the SAR I am going to write to the ICO as it been way too long.
If you could give me an update I would be grateful
Regards
Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >
Date: 17 April 2023 at 11:59:15 BST
To: Andre Cummings <AndreC@duncanlewis.com <mailto:AndreC@duncanlewis.com> >
Subject: Re: [B184500001]Council NP decision

Dear Andre
Thank you for the updated letter, Deon would like to challenge this, I have came up with a lot of assumptions that are not true. Could you let us know the next steps please.
Regards
Lorraine

Zuhail Saglam Bas
Solicitor / Supervisor
DDI: 02079238408

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%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater- london>
<file:///d:/dfs03/EmailSig/chandu/Email%20signatur%20with%20Modern%20law/
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On 17 Apr 2023, at 11:02, Andre Cummings <AndreC@duncanlewis.com
<mailto:AndreC@duncanlewis.com> > wrote:
Dear Deon and Lorraine
The council have made a decision and have held deon to not be in priority need.
Please find attached letter , please read and let me know if you wish to see if you can challenge it.
Kind regards

Andre Cummings
Caseworker
DDI: 02072752883
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RE: [DL Admin] URGENT Council NP decision Benefits Letter

From: Zuhail Saglam <Zuhals@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Tue, 02 May 2023 11:24:28 +0100

Dear Lorraine

Thank you for sending this over. I have also looked at the statements, which is fine.

I am now applying for legal aid funding and I will send 2 pages to you in the next 40 mins so that

Deon can sign and date and return to me.

Once I have this, I will send all papers to counsel for their opinion on the appeal. I have counsel on hold waiting so hopefully you can get Deon to send over the signed pages urgently.

Thanks

Zuhal Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 02 May 2023 11:15

To: Zuhail Saglam <Zuhails@Duncanlewis.com>; Andre Cummings

<AndreC@Duncanlewis.com>

Subject: RE: [DL Admin] URGENT Council NP decision Benefits Letter

Importance: High

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre and Zuhals

Please see attached benefits letter it come today.

Regards

Lorraine

From: Zuhail Saglam <Zuhals@Duncanlewis.com <<mailto:Zuhals@Duncanlewis.com>> >

Sent: 28 April 2023 15:10

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >; Andre Cummings

<AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [DL Admin] URGENT Council NP decision

Hi Lorraine

Please note that we are trying our best to work on this matter on very short notice, without the benefit letter.

The DWP usually send the letters out within 7-10 days. I do recall Andre emailing you on two occasions asking for the documents and in particular the bank statement not sure why these were not sent until recently.

In terms of the decision letter, I have just checked and it was sent to

Andre after 8:30PM on 14 April 2023 so it may be that we count the 21 days from 17 April 2023.

There are bank holidays as well, so regardless the deadline is next week and I have got counsel on hold who is happy to look at the papers on short notice. He requires these on Tuesday morning.

We have asked you to provide bank statements by 10:30AM today, and then I emailed saying I would need it by 2PM latest but I still do not have the documents so I cannot proceed at this moment.

Once I have the statements I intend to making the legal aid application, would need the form signed back from you and then I will send all necessary papers and instruct the barrister on Tuesday.

Regards

Zuhal Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 28 April 2023 14:46

To: Zuhail Saglam <Zuhail@Duncanlewis.com <mailto:Zuhail@Duncanlewis.com> >;

Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [DL Admin] URGENT Council NP decision

Importance: High

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Dear Andre and Zuhals

Thank you for your emails, not sure what's gone on with the Barclays account as Deon went down to the bank today and asked them to print it off.

Deon done statements for the 8161 account and she is back on her way to Barclays to get the 3 months statement from them which I will send as soon as I get it.

What I don't understand is we only got Enfield Councils decision letter on the 17/04/2023 which was dated the 14/04/2023 so I do not understand why there is such a short timeframe.

I believe you would know that the DWP does not send letters out every month

to show your on benefits they only do this yearly if you need proof of benefits you need to call and

ask them to send this and that can take 2 weeks to get.

This is setting people up to fail with legal aid and there cases.

Regards

Lorraine

From: Zuhail Saglam <Zuhals@Duncanlewis.com <<mailto:Zuhals@Duncanlewis.com>> >

Sent: 28 April 2023 12:45

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Cc: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: [DL Admin] URGENT Council NP decision

Dear Lorraine

I am writing to you as I will be assisting with the appeal.

As you know, we are very tight with deadline. We have asked for the statements by no later than 10:30 today. I have just been passed on bank statements for Natwest and Barclays account. The Barclays statements are only from Jan-Feb which will not be accepted by legal aid agency. We would need it to cover until 28 April 2023.

I also note that on the Natwest account there are various transfers to another account ending with 8161. The legal aid agency would want 3 months statement for this account too covering 28 Jan – 28 April 2023.

The deadline to lodge appeal would be by hand on 4 May 2023. It will be very difficult to find counsel on short notice to give opinion if I do not instruct one today.

I would need the missing documents by no later than 2PM today otherwise we may not be able to assist.

I will enquire with counsel now to see if they have capacity to assist on a short notice but please send the complete statements by no later than 2PM today as it is bank holiday on Monday.

Regards

Zuhal Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 27 April 2023 10:20

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500001]Council NP decision

Importance: High

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Dear Andre

I unsure why you did not get my email but I did send one to say Deon had ordered her DWP letter but it could take up to 2 weeks to get here and we would send the other documents once we had it. Deon still has not has not had the DWP letter yet and not sure if it will be here by tomorrow. I was thinking legal aid had been granted for this case, when we sent the last lot of documents, the DPW does not send letters out each month you have to order it like Deon has done, but as said above that can take 2 weeks to get here.

Please tell us what can be done.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 27 April 2023 10:08

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Cc: 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [B184500001]Council NP decision

Importance: High

Dear Lorraine

As stated previously In order to appeal the decision we will need to obtain

a barrister opinion , the barrister will assess whether there is merit to bring the case to court.

If there is no merit then we cannot proceed, if there is merit then we can

Please forward the following :

3 months up to-date bank statement from All accounts including saving accounts (27 January 2023 – 27th April 2023) . Can get this printed from the bank or use online banking.

Up to-date proof of passporting benefits letter from this month
or last month if this month is not available i.e., Income Support,

Guaranteed Pension Credit, Universal Credit, Job Seekers Allowance (Income Based) or Employment Support Allowance (Income Based).

It has been a week and I have not heard from you , please get these documents to me by 1pm tomorrow

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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From: Andre Cummings

Sent: 20 April 2023 09:40

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500001]Council NP decision

Dear Lorraine

In order to appeal the decision we will need to obtain a barrister opinion , the barrister will access whether there is merit to bring the case to court.

If there is no merit then we cannot proceed, if there is merit then we can

Please forward the following :

3 months up to-date bank statement from All accounts including saving

accounts (20 January 2023 – 20th April 2023) . Can get this printed from the bank or use online banking.

- Up to-date proof of pass porting benefits letter from this month

or last month if this month is not available i.e., Income Support,

Guaranteed Pension Credit, Universal Credit, Job Seekers Allowance (Income Based) or Employment Support Allowance (Income Based).

Updated benefits letter

Kind regards

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8ba
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%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-
london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 20 April 2023 08:09

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: FW: [B184500001]Council NP decision

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Dear Andre

As stated in the below Email Deon would like to challenge Enfield Council

last letter, It seems Enfield Council have come up with a lot of

assumptions that are not true. Could you let us know the next steps please
and what will need to be done.

Deon also got a letter from L&Q please see attached, it is funny how L&Q Priority Needs Panel
can see Deon has Priority Needs but Enfield Council can not or do not want to find she does.
Deon does not know how long it will take when she spoke to L&Q they stated they had no where
and it could take a few years that's why L&Q went to Enfield Council.

Deon has also had contract with the mental health crisis team, they are not happy she has just
been left and are looking at placing her in a mental health medical unit, they have called her GP
and it seems that now her GP wants to help, which they should have been doing for over a year
now, nothing has been confirm as yet but when it does I keep you updated.

I am still waiting to get Deon's Files from the SAR I am going to write to

the ICO as it been way too long.

If you could give me an update I would be grateful

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Date: 17 April 2023 at 11:59:15 BST

To: Andre Cummings <AndreC@duncanlewis.com <mailto:AndreC@duncanlewis.com> >

Subject: Re: [B184500001]Council NP decision

Dear Andre

Thank you for the updated letter, Deon would like to challenge this, I have came up with a lot of assumptions that are not true. Could you let us know the next steps please.

Regards

Lorraine

Zuhal Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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On 17 Apr 2023, at 11:02, Andre Cummings <AndreC@duncanlewis.com>

<<mailto:AndreC@duncanlewis.com>> > wrote:

Dear Deon and Lorraine

The council have made a decision and have held deon to not be in priority need.

Please find attached letter , please read and let me know if you wish to see if you can challenge it.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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<Deon Benjamin s203 NP Final.pdf>

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[DL Admin] RE: Deon Benjamin

From: Zuhail Saglam <Zuhails@Duncanlewis.com> To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Tue, 02 May 2023 11:26:35 +0000

Attachments: Page 1.png, Page 2.png

Dear Deon

21. Please find attached 2 pages form the legal aid application.
22. I need you to sign BOTH of them please and put the date as 27/04/2023 (as this is when the statements were provided).
23. Please can you do this ASAP and send to me so I can submit the application
24. online.
25. Thank you

Zuhal Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: deon benjamin <deonbenjamin@yahoo.com>

Sent: 02 May 2023 12:10

To: Zuhail Saglam <Zuhails@Duncanlewis.com>

Subject: Deon Benjamin

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Read: RE: [DL Admin] RE: Deon Benjamin

From: Zuhail Saglam <Zuhals@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Tue, 02 May 2023 12:12:43 +0000

26. Your message

From: deon benjamin <deonbenjamin@yahoo.com>
To: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: Tue, 02 May 2023 12:34:12 +0100

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

On Tuesday, May 2, 2023, 12:26 pm, Zuhail Saglam <Zuhals@Duncanlewis.com> wrote:

27. Please find attached 2 pages form the legal aid application.

29. Please can you do this ASAP and send to me so I can submit the application online.

Zuhal Sağlam Bas

DDI: 02079238408

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| trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnl0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8ba | |

From: deon benjamin <deonbenjamin@yahoo.com>

To: Zuhail Saglam <Zuhails@Duncanlewis.com>

Subject: Deon Benjamin

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

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RE: [DL Admin] RE: Deon Benjamin

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Zuhal Saglam' <Zuhals@Duncanlewis.com>

Date: Tue, 02 May 2023 12:51:02 +0100

Attachments:

30. legal-Aid-signed.pdf

Dear Zuhal

31. Please see attached legal Aid form signed and dated.

Regards

Lorraine

From: Zuhal Saglam <Zuhals@Duncanlewis.com>

Sent: 02 May 2023 12:27

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: [DL Admin] RE: Deon Benjamin

Dear Deon

32. Please find attached 2 pages form the legal aid application.

33. I need you to sign BOTH of them please and put the date as 27/04/2023 (as this is when the statements were provided).

34. Please can you do this ASAP and send to me so I can submit the application online.

Thank you

Zuhal Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: deon benjamin <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Sent: 02 May 2023 12:10

To: Zuhal Saglam <Zuhals@Duncanlewis.com <mailto:Zuhals@Duncanlewis.com> >

Subject: Deon Benjamin

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RE: [DL Admin] RE: Deon Benjamin

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Zuhal Saglam' <Zuhals@Duncanlewis.com>

Date: Tue, 02 May 2023 13:04:21 +0100

Attachments: legal-Aid-signed.pdf

Dear Zuhal

35. Please see attached both pages have been signed and dated did not release both pages needed to be signed and dated the last email only had one page done.

Regards

Lorraine

From: Zuhal Saglam <Zuhals@Duncanlewis.com>

Sent: 02 May 2023 12:27

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: [DL Admin] RE: Deon Benjamin

Dear Deon

36. Please find attached 2 pages form the legal aid application.

37. I need you to sign BOTH of them please and put the date as 27/04/2023 (as this is when the statements were provided).

38. Please can you do this ASAP and send to me so I can submit the application online.

Thank you

Zuhal Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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trk=gf&trklInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: deon benjamin <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Sent: 02 May 2023 12:10

To: Zuhal Saglam <Zuhals@Duncanlewis.com <mailto:Zuhals@Duncanlewis.com> >

Subject: Deon Benjamin

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RE: [DL Admin] RE: Deon Benjamin

From: Zuhail Saglam <Zuhals@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Tue, 02 May 2023 13:13:12 +0100

Amazing Lorraine

39. Thank you so much.

Zuhail Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 02 May 2023 13:04

To: Zuhail Saglam <Zuhals@Duncanlewis.com>

Subject: RE: [DL Admin] RE: Deon Benjamin

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Dear Zuhail

40. Please see attached both pages have been signed and dated did not release both pages needed to be signed and dated the last email only had one page done.

Regards

Lorraine

From: Zuhail Saglam <Zuhals@Duncanlewis.com <mailto:Zuhals@Duncanlewis.com> >

Sent: 02 May 2023 12:27

To: 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: [DL Admin] RE: Deon Benjamin

Dear Deon

41. Please find attached 2 pages from the legal aid application.

42. I need you to sign BOTH of them please and put the date as 27/04/2023 (as this is when the statements were provided)

43. Please can you do this ASAP and send to me so I can submit the application online.

Thank you

Zuhail Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba
VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>
From: deon benjamin <deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Sent: 02 May 2023 12:10

To: Zuhail Saglam <Zuhails@Duncanlewis.com <<mailto:Zuhails@Duncanlewis.com>> >

Subject: Deon Benjamin

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**Read: RE: [DL Admin] URGENT Council NP decision
Benefits Letter**

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Tue, 02 May 2023 13:22:35 +0000

44. Your message

[B184500002] Housing Appeal

From: Zuhail Saglam <Zuhals@Duncanlewis.com> To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Tue, 02 May 2023 14:07:24 +0000

Dear Lorraine and Deon

- 45. I can confirm I have submitted the legal aid application online.
- 46. I can confirm I have instructed and sent all documents to the barrister.
- 47. I am hoping to hear back from the barrister by late tomorrow or early Thursday morning. As you know, the deadline to lodge the appeal is by 4PM on Thursday, if the barrister says there is at least 50% chance of success, then we will prepare the appeal papers and have to go to court to lodge the appeal in person due to the deadline.
- 48. If the barrister says there is low merits, then we cannot assist further.
- 49. You are reminded that the appeal is only based on point of law and not facts of the case. So this is what the barrister will give his opinion on.
- 50. If you have any questions, let me know. I will be sending your client care letter which will have more detailed advice in tomorrow.
- 51. Your appeal matter is under B18450002.

Regards

Zuhail Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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Undeliverable: RE Deon Benjamin SAR request

Date: Wed, 03 May 2023 10:27:28 +0100

Attachments:

- 52. Deon Benjamin_Authority_Letter-Mental-Health-26-01-2023.pdf,
- 53. Deon Benjamin-SAR-Mental- Health-Records-26-01-2023.pdf, Deon_Driving.pdf,
- 54. Deon_Passport.pdf, ESA-17-01-2023.pdf

Your message

To: 'records@beh-mht.nhs.uk'; 'beh-tr.information.governance@nhs.net'; 'beh-tr.records@nhs.net'; 'info@mind.org.uk'

Subject: FW: RE Deon Benjamin SAR request

Sent: 03/05/2023 10:27

FW: RE Deon Benjamin SAR request

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: records@beh-mht.nhs.uk, beh-tr.information.governance@nhs.net, beh-tr.records@nhs.net, info@mind.org.uk

Date: Wed, 03 May 2023 10:27:20 +0100

Attachments:

55. Deon Benjamin_Authority_Letter-Mental-Health-26-01-2023.pdf,

56. Deon Benjamin-SAR-Mental- Health-Records-26-01-2023.pdf,

57. Deon_Driving.pdf, Deon_Passport.pdf, ESA-17-01-2023.pdf

To whom it may concern

58. I wrote the below email on the 27/01/2023 and I am still waiting for my data, I have not heard anything and would like an update as to when I will get the data I asked for. You should have had 1 month to send me all the data and it has been well over this.

59. I would like a reply within 7 days with an update.

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 27 January 2023 13:59

To: 'records@beh-mht.nhs.uk' <records@beh-mht.nhs.uk>;

'beh-tr.information.governance@nhs.net'

<beh-tr.information.governance@nhs.net>; 'beh-tr.records@nhs.net'

<beh-tr.records@nhs.net>; 'info@mind.org.uk' <info@mind.org.uk>;

'lets-talk-enfield@nhs.net' <lets-talk-enfield@nhs.net>

Subject: RE Deon Benjamin SAR request

To whom it may concern

60. Please see attached documents regarding me requesting all my Medical

61. Records.

62. If I have not sent this SAR request to the correct email that deals with

63. SAR requests could it please be passed to the correct team.

Regards

Lorraine

[B184500002]URGENT Housing

From: Zuhail Saglam <Zuhails@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Thu, 04 May 2023 09:12:30 +0000

Dear Lorraine and Deon

64. Good news, barrister states that there are some grounds to appeal and he will be shortly sending over papers.
65. I will need to prepare the appeal application urgently so that we can lodge it at the court before 4PM today.
66. The barrister wants to know urgently please what happened with the operation on Miss Benjamin's hand, as this may impact on whether we can cite her hand as an example of a disability and/or a factor to be considered in relation
67. to vulnerability.

Please let me know urgently.

Regards

Zuhail Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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Deon letter

From: deon benjamin <deonbenjamin@yahoo.com>
To: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: Thu, 04 May 2023 10:46:31 +0100

Attachments:

68. Plastic-Surgery_Appointment-Letter_2023-04-28--18-09-08.pdf

Sent from Yahoo Mail for iPhone

<<https://mail.onelink.me/107872968?>

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

RE: [B184500002] URGENT Housing

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Zuhal Saglam' <Zuhals@Duncanlewis.com>

Date: Thu, 04 May 2023 11:01:45 +0100

Attachments: Plastic-Surgery_Appointment-Letter.pdf

Dear Zuhal

69. Thank you for the update.
70. Deon is classed as disabled due to her mental health she gets Personal Independence Payments for this already, and they are trying to admit her into hospital she is waiting for a call from the mental health team regarding this.
71. Her hand she is still having a great deal of issues with it and on her new application for Personal Independence Payment I have included her hand, due
72. to her having issues with writing, moving it and doing anything with her hand, its her right hand which is deon main hand what she did everything with before being attacked. She is also still having major nightmares about the attack and does not believe her hand is hers any longer and other issues since the attack which she is waiting for treatment for.
73. The 2nd operation which she had an date to see the doctor for on 22/05/2023 has sadly been put back until the 30 June 2023. Please see attached letter.
74. Hope this helps if you need any more information please let me know.

Regards

Lorraine

From: Zuhal Saglam <Zuhals@Duncanlewis.com>

Sent: 04 May 2023 10:13

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Cc: 'deon benjamin' <deonbenjamin@yahoo.com>

Subject: [B184500002]URGENT Housing

Dear Lorraine and Deon

75. Good news, barrister states that there are some grounds to appeal and he will be shortly sending over papers.
76. I will need to prepare the appeal application urgently so that we can lodge
77. it at the court before 4PM today.
78. The barrister wants to know urgently please what happened with the operation on Miss Benjamin's hand, as this may impact on whether we can cite her hand as an example of a disability and/or a factor to be considered in relation to vulnerability.
79. Please let me know urgently.

Regards

Zuhal Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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[B184500002] Housing

From: Zuhal Saglam <Zuhals@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Thu, 04 May 2023 14:55:31 +0000

Dear Both

80. Thank you so much for providing the instructions below.

81. I can now confirm that the appeal was lodged at court around 3:20PM before the deadline.

82. I will send your client care letter and terms of engagement tomorrow.

Regards

Zuhal Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 04 May 2023 11:02

To: Zuhal Saglam <Zuhals@Duncanlewis.com>

Subject: [B184500002] RE: [B184500002]URGENT Housing

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Dear Zuhal

83. Thank you for the update.

84. Deon is classed as disabled due to her mental health she gets Personal

85. Independence Payments for this already, and they are trying to admit her into hospital she is waiting for a call from the mental health team regarding this.

86. Her hand she is still having a great deal of issues with it and on her new application for Personal Independence Payment I have included her hand, due to her having issues with writing, moving it and doing anything with her hand, its her right hand which is deon main hand what she did everything with before being attacked. She is also still having major nightmares about the attack and does not believe her hand is hers any longer and other issues since the attack which she is waiting for treatment for.

87. The 2nd operation which she had an date to see the doctor for on 22/05/2023

88. has sadly been put back until the 30 June 2023. Please see attached letter.

89. Hope this helps if you need any more information please let me know.

Regards

Lorraine

From: Zuhail Saglam <Zuhals@Duncanlewis.com <mailto:Zuhals@Duncanlewis.com> >

Sent: 04 May 2023 10:13

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Cc: 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com>

>

Subject: [B184500002]URGENT Housing

Dear Lorraine and Deon

Good news, barrister states that there are some grounds to appeal and he will be shortly sending over papers.

I will need to prepare the appeal application urgently so that we can lodge it at the court before 4PM today.

The barrister wants to know urgently please what happened with the operation on Miss Benjamin's hand, as this may impact on whether we can cite her hand as an example of a disability and/or a factor to be considered in relation to vulnerability.

Please let me know urgently.

Regards

Zuhail Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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[B184500002] Housing Appeal

From: Zuhail Saglam <Zuhals@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Fri, 05 May 2023 10:20:26 +0000

Attachments: Initial client care to Client.pdf, Terms of Engagement - Public (1 April 2023)-05052023111330.docx

Dear Deon

90. Hope you are well.

91. Please find attached Client Care Letter and Terms of Engagement for your information.

Regards

Zuhail Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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From: Zuhail Saglam <Zuhals@Duncanlewis.com>
To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>
Date: Tue, 09 May 2023 09:28:59 +0000

trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba
VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

Lorraine

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VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
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RE: RE Deon Benjamin SAR request Rio: 1048195

From: "RECORDS (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)" <beh-tr.records@nhs.net>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>, records@beh-mht.nhs.uk, "INFORMATIONGOVERNANCE (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)" <beh-tr.information.governance@nhs.net>, "RECORDS (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)" <beh-tr.records@nhs.net>, info@mind.org.uk

Date: Tue, 09 May 2023 15:08:17 +0100

Dear Lorraine

101. Thanks for your email and I have been advised that the records were sent to you on 3/2/23 from Enfield IAPT Service (copied in to my reply to confirm).

Kind regards

Christine Devaney

Medical Records Manager

Barnet, Enfield & Haringey Mental Health NHS Trust

Mobile: 020 8702 4371

Email: <mailto:cdevaney@nhs.net> cdevaney@nhs.net

<mailto:beh-tr.records@nhs.net> beh-tr.records@nhs.net - PLEASE USE THIS EMAIL ADDRESS FOR ALL SUBJECT ACCESS REQUESTS/QUERIES ETC.

Urgent Queries / Advice : <mailto:beh-tr.information.governance@nhs.net>

beh-tr.information.governance@nhs.net

Web: www.beh-mht.nhs.uk <http://www.beh-mht.nhs.uk>

Line Manager: Lynn Blinkhorn

Transformation Business Lead

Mobile: 07392 193186 / 0208 702 6345

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 03 May 2023 10:27

To: records@beh-mht.nhs.uk; INFORMATIONGOVERNANCE (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST) <beh-tr.information.governance@nhs.net>;

RECORDS (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)

<beh-tr.records@nhs.net>; info@mind.org.uk

Subject: FW: RE Deon Benjamin SAR request Rio: 1048195

You don't often get email from lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> .

<https://aka.ms/LearnAboutSenderIdentification> Learn why this is important

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To whom it may concern

102. I wrote the below email on the 27/01/2023 and I am still waiting for my data, I have not heard anything and would like an update as to when I will get the data I asked for. You should have had 1 month to send me all the data and it has been well over this.

103. I would like a reply within 7 days with an update.

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >
Sent: 27 January 2023 13:59
To: 'records@beh-mht.nhs.uk' <records@beh-mht.nhs.uk
<mailto:records@beh-mht.nhs.uk> >; 'beh-tr.information.governance@nhs.net'
<beh-tr.information.governance@nhs.net
<mailto:beh-tr.information.governance@nhs.net> >; 'beh-tr.records@nhs.net'
<beh-tr.records@nhs.net <mailto:beh-tr.records@nhs.net> >;
'info@mind.org.uk' <info@mind.org.uk <mailto:info@mind.org.uk> >;
'lets-talk-enfield@nhs.net' <lets-talk-enfield@nhs.net
<mailto:lets-talk-enfield@nhs.net> >
Subject: RE Deon Benjamin SAR request
To whom it may concern

104. Please see attached documents regarding me requesting all my Medical
105. Records.
106. If I have not sent this SAR request to the correct email that deals with SAR requests could it please be passed to the correct team.

Regards
Lorraine

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[B184500002] Deon Benjamin

From: Zuhail Saglam <Zuhals@Duncanlewis.com> To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Fri, 19 May 2023 09:01:13 +0000

Dear Deon

Thank you for your email.

107. I can confirm I have received a Notice of Issue form the court which means that your Appeal was successfully lodged and now issued with the court.

108. We have to now wait for the court to make directions in this matter and I will be in touch once I have heard from the court.

Regards

Zuhail Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnl0glORO3toIqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: deon benjamin <deonbenjamin@yahoo.com>

Sent: 17 May 2023 16:15

To: Andre Cummings <AndreC@Duncanlewis.com>; Zuhail Saglam

<Zuhals@Duncanlewis.com>

Subject: [B184500002] Deon Benjamin

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109. Hi, I was just wondering if you've heard any updates of what's going on with

110. my case could someone get back to me thank you

Deon and Lorraine

Sent from Yahoo Mail for iPhone

<[https://mail.onelink.me/107872968?](https://mail.onelink.me/107872968?pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=AcquiDisclaimer)

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[B184500002] Deon Benjamin

From: Zuhail Saglam <Zuhals@Duncanlewis.com> To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 25 May 2023 11:30:53 +0000

Attachments: Court Order.pdf

Dear Both

Further to my email below, we have now received the further order from court giving directions to trial. A copy of the order is attached herewith.

We will comply with the directions and prepare for the Appeal.

Once an Appeal Hearing is listed we will be notified by the court and I will inform you of the same.

There is no action you need to take at this stage.

Regards

Zuhail Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Zuhail Saglam

Sent: 19 May 2023 10:01

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: [B184500002]Deon Benjamin

Dear Deon

111. Thank you for your email.

112. I can confirm I have received a Notice of Issue form the court which means

113. that your Appeal was successfully lodged and now issued with the court.

114. We have to now wait for the court to make directions in this matter and I will be in touch once I have heard from the court.

Regards

Zuhail Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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VnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: deon benjamin <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Sent: 17 May 2023 16:15

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

>; Zuhail Saglam <Zuhals@Duncanlewis.com <mailto:Zuhals@Duncanlewis.com> >

Subject: [B184500002] Deon Benjamin

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115. Hi, I was just wondering if you've heard any updates of what's going on with

116. my case could someone get back to me thank you

Deon and Lorraine

Sent from Yahoo Mail for iPhone

<<https://mail.onelink.me/107872968?>

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

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Read: RE: [B184500002] RE: [B184500002] RE: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

From: David Quee <Davidq@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Thu, 06 Jul 2023 11:29:27 +0000

117. Your message

RE: [B184500002] RE: [B184500002] RE: [B184500002] RE: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

From: David Quee <Davidq@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Thu, 06 Jul 2023 12:35:20 +0100

Dear Lorraine,

118. Thank you for your email and the attached medical report.

119. We intend to seek further advice on your query from the barrister and revert to you shortly.

Kind regards

David Quee

Caseworker

DDI: 02072752023

Fax: 020 7923 3320

Branch: Dalston

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>
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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 06 July 2023 11:59 AM

To: David Quee <Davidq@Duncanlewis.com>

Subject: [B184500002] RE: [B184500002] RE: [B184500002] RE: [B184500002] RE:

[B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield -

Skeleton Argument and Amended Grounds

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Dear David

120. Please see attached Doctors letter for Deon, also is there anyway to being the date forward for the court hearing on 23/11/2023 at 10:30 as Deon really needs somewhere to live she cant keep going on like this.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Sent: 30 June 2023 11:29

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Cc: 'deonbenjamin@yahoo.com' <deonbenjamin@yahoo.com

<mailto:deonbenjamin@yahoo.com> >

Subject: RE: [B184500002] RE: [B184500002] RE: [B184500002] RE:
[B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield -
Skeleton Argument and Amended Grounds

Dear Lorraine,

121. Thank you for your email, the contents of which are noted.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 30 June 2023 11:16

To: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: [B184500002] RE: [B184500002] RE: [B184500002] RE: [B184500002]Re:

Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and
Amended Grounds

Importance: High

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Dear David

122. I just wanted to give you an update Deon on the 29/06/2023 went to see the mental health
assessment team in Southgate she saw Dr Hilary Scurlock, where she was given a full diagnosis
of her conditions.
123. Deon has all along from since she was young, should have been told she had Borderline
Personality Disorder, not Bipolar, the Doctor also said she has got Post Traumatic Stress Disorder
due to the attack on her in Nov 2022.
124. The doctor has changed her medication from Risperidone to Mirtazapine 15MG a day to be taken
to 30MG a day within 6 weeks. But before she can start the Mirtazapine she has to stop the
Risperidone over a week.
125. The doctor has also referred Deon for treatment for both the Borderline Personality Disorder, and
Post Traumatic Stress Disorder she is just unsure how long it will take for Deon to be seen.
126. She is also doing a letter with everything and sending that to Deon, Deon's GP has already made
a date this morning to see her on Monday so I believe Dr Hilary Scurlock has emailed them the
report over.
127. Once I get the letter confirming everything I will email it to you. Please see attached Deon's new
medication. Hope this helps.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Sent: 26 June 2023 16:45

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500002] RE: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Lorraine,

128. Thank you for email and prompt response.

129. I will update our records accordingly

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 26 June 2023 4:42 PM

To: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: [B184500002] RE: [B184500002] RE: [B184500002]Re: Claim no:

K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

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Dear David

1. Deon's email is deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> I am unsure why its was not delivered but I will send to her now your emails I will also call her and read over the phone as she does have issues with reading.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Sent: 26 June 2023 16:36

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

2. Thank you for your email and update on the matter.

3. Do you have an alternative email address for Ms Benjamin? I have sent

4. correspondence to this email: <mailto:deonbenjamin@yahoo.co.uk>

5. **deonbenjamin@yahoo.co.uk,** but it was not delivered (server rejected it).

Thank you for your assistance.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 26 June 2023 4:27 PM

To: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin

v LB of Enfield - Skeleton Argument and Amended Grounds

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Dear David

1. Thank you for the update not sure if I am to say if anything is wrong, but LQ has put Deon as a priority needs for housing, but they do not have any housing so Enfield Council stating she refused help from LQ is wrong as LQ gave a time line and it was around 3 years before they could house her as they don't have anywhere to house her, this is why LQ asked for help from Enfield Council.
2. Also the Crisis team has been in contact with her GP as Deon health is getting worse. She is waiting for a date to see a mental health team.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 26 June 2023 15:45

To: 'deonbenjamin@yahoo.co.uk' <>

Cc: 'lorraine32@bluevonder.co.uk' <<mailto:lorraine32@bluevonder.co.uk>>

lorraine32@bluevonder.co.uk>

Subject: FW: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Ms Benjamin,

1. Please find below the email and the attached amended grounds, skeleton argument and letter to the local authority sent to the Court for your information.
2. If you have any queries, please do not hesitate to contact me on 020 7275 2023.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trklInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: David Quee

Sent: 22 June 2023 11:20 AM

To: 'enquiries.centrlondon.countycourt@justice.gov.uk' <

<<mailto:enquiries.centrlondon.countycourt@justice.gov.uk>>

enquiries.centrlondon.countycourt@justice.gov.uk>

Cc: Bernadette Chikwe <<mailto:bernadettec@Duncanlewis.com>>

bernadettec@Duncanlewis.com>

Subject: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Sirs,

Re: Deon Benjamin v The London Borough of Enfield

Claim no: K40CL101

We refer to the above proceedings in which we act for the Appellant.

1. Please find attached the Appellant's Skeleton Argument and amended Grounds.
2. Please also find attached a letter dated 22nd June 2023 that we have sent to the Respondent proving service.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trklInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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[B184500002] Housing

From: Zuhail Saglam <Zuhals@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Mon, 12 Jun 2023 11:47:43 +0000

Attachments:

1. HPO042-Letter to Client about the grant of SPF.pdf

Dear both

1. I am pleased to inform you that your legal aid funding has been granted and is now substantive.
2. A letter is attached herewith for more information.

Regards

Zuhail Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnl0gIORO3toIqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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FW: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

From: David Quee <Davidq@Duncanlewis.com>

To: "deonbenjamin@yahoo.co.uk" <deonbenjamin@yahoo.co.uk>

Date: Mon, 26 Jun 2023 14:45:09 +0000

Attachments:

3. Skeleton argument-21062023134417.pdf,
4. Grounds-21062023134422 amended.pdf,
5. HDR011- Letter to Local Authority-22062023101349.pdf

Dear Ms Benjamin,

6. Please find below the email and the attached amended grounds, skeleton argument and letter to the local authority sent to the Court for your information.
7. If you have any queries, please do not hesitate to contact me on 020 7275 2023.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: David Quee

Sent: 22 June 2023 11:20 AM

To: 'enquiries.centrollondon.countycourt@justice.gov.uk'

<enquiries.centrollondon.countycourt@justice.gov.uk>

Cc: Bernadette Chikwe <bernadettec@Duncanlewis.com>

Subject: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Sirs,

Re: Deon Benjamin v The London Borough of Enfield

Claim no: K40CL101

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Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

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Read: [B184500002] RE: [B184500002] Re: Claim no:

K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

From: David Quee <Davidq@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Mon, 26 Jun 2023 15:29:55 +0000

4. Your message

lorraine32@blueyonder.co.uk>

Subject: FW: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Ms Benjamin,

10. Please find below the email and the attached amended grounds, skeleton argument and letter to the local authority sent to the Court for your information.

11. If you have any queries, please do not hesitate to contact me on 020 7275 2023.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: David Quee

Sent: 22 June 2023 11:20 AM

To: 'enquiries.centallondon.countycourt@justice.gov.uk' <<mailto:enquiries.centallondon.countycourt@justice.gov.uk>>

enquiries.centallondon.countycourt@justice.gov.uk>

Cc: Bernadette Chikwe <<mailto:bernadettc@Duncanlewis.com>>
bernadettc@Duncanlewis.com>

Subject: [B184500002] Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Sirs,

Re: Deon Benjamin v The London Borough of Enfield

Claim no: K40CL101

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3. Please also find attached a letter dated 22nd June 2023 that we have sent to
4. the Respondent proving service.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gfIWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=

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Read: [B184500002] RE: [B184500002] RE: [B184500002]Re:

Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

From: David Quee <Davidq@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Mon, 26 Jun 2023 15:42:49 +0000

5. Your message

RE: [B184500002] RE: [B184500002] RE: [B184500002]Re:

Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

From: David Quee <Davidq@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Mon, 26 Jun 2023 15:44:49 +0000

Dear Lorraine,

6. Thank you for email and prompt response.

7. I will update our records accordingly

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 26 June 2023 4:42 PM

To: David Quee <Davidq@Duncanlewis.com>

Subject: [B184500002] RE: [B184500002] RE: [B184500002]Re: Claim no:

K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended

Grounds

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Dear David

8. Deon's email is deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> I am

9. unsure why its was not delivered but I will send to her now your emails I will also call her and read over the phone as she does have issues with reading.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Sent: 26 June 2023 16:36

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon

Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Lorraine,

Thank you for your email and update on the matter.

Do you have an alternative email address for Ms Benjamin? I have sent correspondence to this email: <mailto:deonbenjamin@yahoo.co.uk> deonbenjamin@yahoo.co.uk, but it was not delivered (server rejected it). Thank you for your assistance.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 26 June 2023 4:27 PM

To: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin

v LB of Enfield - Skeleton Argument and Amended Grounds

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Dear David

Thank you for the update not sure if I am to say if anything is wrong, but

LQ has put Deon as e priority needs for housing, but they do not have any housing so Enfield Council stating she refused help from LQ is wrong as LQ gave a time line and it was around 3 years before they could house her as they don't have anywhere to house her, this is why LQ asked for help from Enfield Council.

Also the Crisis team has been in contract with her GP as Deon health is getting worse. She is waiting for a date to see a mental health team.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 26 June 2023 15:45

To: 'deonbenjamin@yahoo.co.uk' <>

Cc: 'lorraine32@blueyonder.co.uk' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

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DDI: 02072752023

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bernadettc@Duncanlewis.com>

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

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RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v

LB of Enfield - Skeleton Argument and Amended Grounds

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'David Quee' <Davidq@Duncanlewis.com>

Date: Mon, 26 Jun 2023 16:27:25 +0100

Dear David

10. Thank you for the update not sure if I am to say if anything is wrong, but LQ has put Deon as e priority needs for housing, but they do not have any housing so Enfield Council stating she refused help from LQ is wrong as LQ gave a time line and it was around 3 years before they could house her as they don't have anywhere to house her, this is why LQ asked for help from Enfield Council.
11. Also the Crisis team has been in contract with her GP as Deon health is getting worse. She is waiting for a date to see a mental health team.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com>

Sent: 26 June 2023 15:45

To: 'deonbenjamin@yahoo.co.uk' <deonbenjamin@yahoo.co.uk>

Cc: 'lorraine32@blueyonder.co.uk' <lorraine32@blueyonder.co.uk>

Subject: FW: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of

Enfield - Skeleton Argument and Amended Grounds

Dear Ms Benjamin,

12. Please find below the email and the attached amended grounds, skeleton
13. argument and letter to the local authority sent to the Court for your information.
14. If you have any queries, please do not hesitate to contact me on 020 7275 2023.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: David Quee

Sent: 22 June 2023 11:20 AM

To: 'enquiries.centrellondon.countycourt@justice.gov.uk'

<enquiries.centrellondon.countycourt@justice.gov.uk

<mailto:enquiries.centrellondon.countycourt@justice.gov.uk> >

Cc: Bernadette Chikwe <bernadettc@Duncanlewis.com
<mailto:bernadettc@Duncanlewis.com> >

Subject: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Sirs,

Re: Deon Benjamin v The London Borough of Enfield

Claim no: K40CL101

15. We refer to the above proceedings in which we act for the Appellant.

16. Please find attached the Appellant's Skeleton Argument and amended Grounds.

17. Please also find attached a letter dated 22nd June 2023 that we have sent to the Respondent proving service.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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RE: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'David Quee' <Davidq@Duncanlewis.com>

Date: Mon, 26 Jun 2023 16:41:31 +0100

Dear David

18. Deon's email is deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> I am unsure why its was not delivered but I will send to her now your emails I will also call her and read over the phone as she does have issues with reading.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com>

Sent: 26 June 2023 16:36

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: RE: [B184500002] RE: [B184500002] Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Lorraine,

19. Thank you for your email and update on the matter.

20. Do you have an alternative email address for Ms Benjamin? I have sent

21. correspondence to this email: <mailto:deonbenjamin@yahoo.co.uk>

22. deonbenjamin@yahoo.co.uk, but it was not delivered (server rejected it).

23. Thank you for your assistance.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 26 June 2023 4:27 PM

To: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

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Dear David

- 24. Thank you for the update not sure if I am to say if anything is wrong, but
 - 25. LQ has put Deon as e priority needs for housing, but they do not have any housing so Enfield Council stating she refused help from LQ is wrong as LQ gave a time line and it was around 3 years before they could house her as they don't have anywhere to house her, this is why LQ asked for help from
 - 26. Enfield Council.
27. Also the Crisis team has been in contract with her GP as Deon health is getting worse. She is waiting for a date to see a mental health team.

Regards
Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>
Sent: 26 June 2023 15:45
To: 'deonbenjamin@yahoo.co.uk' <>
Cc: 'lorraine32@blueyonder.co.uk' <<mailto:lorraine32@blueyonder.co.uk>
lorraine32@blueyonder.co.uk>
Subject: FW: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of

Enfield - Skeleton Argument and Amended Grounds

Dear Ms Benjamin,

- 28. Please find below the email and the attached amended grounds, skeleton argument and letter to the local authority sent to the Court for your information.
- 29. If you have any queries, please do not hesitate to contact me on 020 7275
- 30. 2023.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: David Quee

Sent: 22 June 2023 11:20 AM

To: 'enquiries.centrollondon.countycourt@justice.gov.uk' <<mailto:enquiries.centrollondon.countycourt@justice.gov.uk>
enquiries.centrollondon.countycourt@justice.gov.uk>

Cc: Bernadette Chikwe <<mailto:bernadettc@Duncanlewis.com>
bernadettc@Duncanlewis.com>

Subject: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Sirs,

Re: Deon Benjamin v The London Borough of Enfield

Claim no: K40CL101

31. We refer to the above proceedings in which we act for the Appellant.
32. Please find attached the Appellant's Skeleton Argument and amended Grounds.
33. Please also find attached a letter dated 22nd June 2023 that we have sent to the Respondent proving service.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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RE: [B184500002] RE: [B184500002] Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'David Quee' <Davidq@Duncanlewis.com>

Date: Mon, 26 Jun 2023 16:41:31 +0100

Dear David

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Lorraine

From: David Quee <Davidq@Duncanlewis.com>

Sent: 26 June 2023 16:36

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: RE: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Lorraine,

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Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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<mailto:lorraine32@blueyonder.co.uk> >

Sent: 26 June 2023 4:27 PM

To: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

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Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com>> Davidq@Duncanlewis.com>

Sent: 26 June 2023 15:45

To: 'deonbenjamin@yahoo.co.uk' <>

Cc: 'lorraine32@blueyonder.co.uk' <<mailto:lorraine32@blueyonder.co.uk>>

lorraine32@blueyonder.co.uk>

Subject: FW: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of

Enfield - Skeleton Argument and Amended Grounds

Dear Ms Benjamin,

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Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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Sent: 22 June 2023 11:20 AM

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<mailto:enquiries.centrallondon.countycourt@justice.gov.uk>

enquiries.centallondon.countycourt@justice.gov.uk>

Cc: Bernadette Chikwe <<mailto:bernadettec@Duncanlewis.com>>

bernadettc@Duncanlewis.com>

Subject: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of

Enfield - Skeleton Argument and Amended Grounds

Dear Sirs,
Re: Deon Benjamin v The London Borough of Enfield

Claim no: K40CL101

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Please find attached the Appellant's Skeleton Argument and amended Grounds.

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Yours faithfully

David Quee

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From: David Quee <Davidq@Duncanlewis.com>
Sent: 26 June 2023 16:36
To: 'Lorraine Cordell'
Subject: RE: [B184****] RE: [B18****] Re: Claim no: K4****1 - DB v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Lorraine,

Thank you for your email and update on the matter.

Do you have an alternative email address for Ms. DB? I have sent correspondence to this email: DB@yahoo.co.uk, but it was not delivered (server rejected it).

Thank you for your assistance.

Kind regards

David Quee
Trainee Solicitor
DDI: 02072752023

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Duncan Lewis
Solicitors

Correspondence Address:
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EC3M 6BL

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Sent: 26 June 2023 4:27 PM
To: David Quee <Davidq@Duncanlewis.com>
Subject: [B18450***] RE: [B1845****] Re: Claim no: K40CL101 - DB v LB of Enfield - Skeleton Argument and Amended Grounds

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Dear David

Thank you for the update not sure if I am to say if anything is wrong, but LQ has put DB as e priority needs for housing, but they do not have any housing so Enfield Council stating she refused help from LQ is wrong as LQ gave a time line and it was around 3 years before they could house her as they don't have anywhere to house her, this is why LQ asked for help from Enfield Council.

Also the Crisis team has been in contract with her GP as DB health is getting worse. She is waiting for a date to see a mental health team.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com>

Sent: 26 June 2023 15:45

To: 'DBDB@yahoo.co.uk' <>

Cc: 'lorraine32@blueyonder.co.uk' <lorraine32@blueyonder.co.uk>

Subject: FW: [B18450***] Re: Claim no: K40**** - DB v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Ms. DB,

Please find below the email and the attached amended grounds, skeleton argument and letter to the local authority sent to the Court for your information.

If you have any queries, please do not hesitate to contact me on 020 7275 2023.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: David Quee

Sent: 22 June 2023 11:20 AM

To: 'enquiries.centrollondon.countycourt@justice.gov.uk' <enquiries.centrollondon.countycourt@justice.gov.uk>

Cc: Bernadette Chikwe <bernadette@duncanlewis.com>

Subject: [B184***] Re: Claim no: K40***** - DB v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Sirs,

Re: DB v The London Borough of Enfield

Claim no: K40*****

We refer to the above proceedings in which we act for the Appellant.

Please find attached the Appellant's Skeleton Argument and amended Grounds.

Please also find attached a letter dated 22nd June 2023 that we have sent to the Respondent proving service.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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Pharmacy Stamp	Age	Title, Forename, Surname & Address
	D.o.B. 33 26/8/89	Deon BENTAMW 23 Baron Terenure Wickford Rd N9 704
Please don't stamp over age box		
Number of days' treatment N.B. Ensure dose is stated	28d	NHS Number: 434 751 8617
Endorsements	HOSPITAL PRESCRIBER	HP

MIRTAZAPINE o
15 mg nocte

Prescriber's name and initials in block capitals

H. S. W. M. C.

Signature of Prescriber	Date
<i>H. S. W. M. C.</i>	29/6/23

For dispenser No. of Prescns. on form	ENFIELD ASSESSMENT SERV	RRPE6
	25 CROWN LANE SOUTHGATE LONDON	
	020 87023329 BEHMHT	N14 5SH RRP
NHS	64189999390	FP10NC0608

HP

Read: RE: [B184500002] RE: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

From: David Quee <Davidq@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Fri, 30 Jun 2023 10:20:46 +0000

42. Your message

RE: [B184500002] RE: [B184500002] RE: [B184500002]Re:

Claim no: K40CL101 - Deon Benjamin v LB of Enfield -

Skeleton Argument and Amended Grounds

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'David Quee' <Davidq@Duncanlewis.com>

Date: Fri, 30 Jun 2023 11:16:01 +0100

Attachments:

43. Deon-meds-2023.pdf

Dear David

44. I just wanted to give you an update Deon on the 29/06/2023 went to see the mental health assessment team in Southgate she saw Dr Hilary Scurlock, where she was given a full diagnosis of her conditions.
45. Deon has all along from since she was young, should have been told she had Borderline Personality Disorder, not Bipolar, the Doctor also said she has got Post Traumatic Stress Disorder due to the attack on her in Nov 2022.
46. The doctor has changed her medication from Risperidone to Mirtazapine 15MG a day to be taken to 30MG a day within 6 weeks. But before she can start the
47. Mirtazapine she has to stop the Risperidone over a week.
48. The doctor has also referred Deon for treatment for both the Borderline
49. Personality Disorder, and Post Traumatic Stress Disorder she is just unsure how long it will take for Deon to be seen.
50. She is also doing a letter with everything and sending that to Deon, Deon's
51. GP has already made a date this morning to see her on Monday so I believe Dr Hilary Scurlock has emailed them the report over.
52. Once I get the letter confirming everything I will email it to you. Please see attached Deon's new medication.
53. Hope this helps.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com>

Sent: 26 June 2023 16:45

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: RE: [B184500002] RE: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Lorraine,

54. Thank you for email and prompt response.

55. I will update our records accordingly

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 26 June 2023 4:42 PM

To: David Quee <Davidq@Duncanlewis.com> <<mailto:Davidq@Duncanlewis.com>> >

Subject: [B184500002] RE: [B184500002] RE: [B184500002] Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

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Dear David

56. Deon's email is deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> I am
57. unsure why its was not delivered but I will send to her now your emails I
58. will also call her and read over the phone as she does have issues with
59. reading.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com> <<mailto:Davidq@Duncanlewis.com>> >

Sent: 26 June 2023 16:36

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>
<<mailto:lorraine32@blueyonder.co.uk>> >

Subject: RE: [B184500002] RE: [B184500002] Re: Claim no: K40CL101 - Deon

Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Lorraine,

Thank you for your email and update on the matter.

Do you have an alternative email address for Ms Benjamin? I have sent correspondence to this email: <<mailto:deonbenjamin@yahoo.co.uk>> deonbenjamin@yahoo.co.uk, but it was not delivered (server rejected it).

Thank you for your assistance.

Kind regards

David Quee

Trainee Solicitor

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
<<mailto:lorraine32@blueyonder.co.uk>> >
Sent: 26 June 2023 4:27 PM
To: David Quee <Davidq@Duncanlewis.com> <<mailto:Davidq@Duncanlewis.com>> >
Subject: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds
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Dear David

Thank you for the update not sure if I am to say if anything is wrong, but LQ has put Deon as a priority needs for housing, but they do not have any housing so Enfield Council stating she refused help from LQ is wrong as LQ gave a time line and it was around 3 years before they could house her as they don't have anywhere to house her, this is why LQ asked for help from Enfield Council.

Also the Crisis team has been in contact with her GP as Deon health is getting worse. She is waiting for a date to see a mental health team.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com> <<mailto:Davidq@Duncanlewis.com>> >

Sent: 26 June 2023 15:45

To: 'deonbenjamin@yahoo.co.uk' <>

Cc: 'lorraine32@blueyonder.co.uk' <<mailto:lorraine32@blueyonder.co.uk>> <<mailto:lorraine32@blueyonder.co.uk>>

Subject: FW: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Ms Benjamin,

Please find below the email and the attached amended grounds, skeleton argument and letter to the local authority sent to the Court for your

information.

If you have any queries, please do not hesitate to contact me on 020 7275 2023.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: David Quee

Sent: 22 June 2023 11:20 AM

To: 'enquiries.centrlondon.countycourt@justice.gov.uk' <

<<mailto:enquiries.centrlondon.countycourt@justice.gov.uk>>

enquiries.centrlondon.countycourt@justice.gov.uk>

Cc: Bernadette Chikwe <<mailto:bernadettec@Duncanlewis.com>>

bernadettec@Duncanlewis.com>

Subject: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Sirs,

Re: Deon Benjamin v The London Borough of Enfield

Claim no: K40CL101

We refer to the above proceedings in which we act for the Appellant.

Please find attached the Appellant's Skeleton Argument and amended Grounds.

Please also find attached a letter dated 22nd June 2023 that we have sent to the Respondent proving service.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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RE: [B184500002] RE: [B184500002] RE: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

From: David Quee <Davidq@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Fri, 30 Jun 2023 11:29:23 +0100

Dear Lorraine,

60. Thank you for your email, the contents of which are noted.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 30 June 2023 11:16

To: David Quee <Davidq@Duncanlewis.com>

Subject: [B184500002] RE: [B184500002] RE: [B184500002] RE: [B184500002]Re:

Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and

Amended Grounds

Importance: High

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Dear David

61. I just wanted to give you an update Deon on the 29/06/2023 went to see the mental health assessment team in Southgate she saw Dr Hilary Scurlock, where she was given a full diagnosis of her conditions.
62. Deon has all along from since she was young, should have been told she had
63. Borderline Personality Disorder, not Bipolar, the Doctor also said she has got Post Traumatic Stress Disorder due to the attack on her in Nov 2022.
64. The doctor has changed her medication from Risperidone to Mirtazapine 15MG a day to be taken to 30MG a day within 6 weeks. But before she can start the
65. Mirtazapine she has to stop the Risperidone over a week.
66. The doctor has also referred Deon for treatment for both the Borderline Personality Disorder, and Post Traumatic Stress Disorder she is just unsure how long it will take for Deon to be seen.
67. She is also doing a letter with everything and sending that to Deon, Deon's
68. GP has already made a date this morning to see her on Monday so I believe Dr
69. Hilary Scurlock has emailed them the report over.

70. Once I get the letter confirming everything I will email it to you. Please see attached Deon's new medication.

Hope this helps.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Sent: 26 June 2023 16:45

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500002] RE: [B184500002] RE: [B184500002]Re: Claim no:
K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended
Grounds

Dear Lorraine,

71. Thank you for email and prompt response.

72. I will update our records accordingly

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 26 June 2023 4:42 PM

To: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: [B184500002] RE: [B184500002] RE: [B184500002]Re: Claim no:
K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended
Grounds

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Dear David

73. Deon's email is deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> I am unsure why its was not delivered but I will send to her now your emails I will also call her and read over the phone as she does have issues with reading.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Sent: 26 June 2023 16:36

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Lorraine,

74. Thank you for your email and update on the matter.

75. Do you have an alternative email address for Ms Benjamin? I have sent

76. correspondence to this email: <mailto:deonbenjamin@yahoo.co.uk>

77. deonbenjamin@yahoo.co.uk, but it was not delivered (server rejected it).

78. Thank you for your assistance.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 26 June 2023 4:27 PM

To: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear David

79. Thank you for the update not sure if I am to say if anything is wrong, but

80. LQ has put Deon as e priority needs for housing, but they do not have any housing so Enfield Council stating she refused help from LQ is wrong as LQ gave a time line and it was around 3 years before they could house her as they don't have anywhere to house her, this is why LQ asked for help from Enfield Council.

81. Also the Crisis team has been in contract with her GP as Deon health is getting worse. She is waiting for a date to see a mental health team.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 26 June 2023 15:45

To: 'deonbenjamin@yahoo.co.uk' <>

Cc: 'lorraine32@blueyonder.co.uk' <<mailto:lorraine32@blueyonder.co.uk>
lorraine32@blueyonder.co.uk>

Subject: FW: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of
Enfield - Skeleton Argument and Amended Grounds

Dear Ms Benjamin,

1. Please find below the email and the attached amended grounds, skeleton argument and letter to the local authority sent to the Court for your information.
2. If you have any queries, please do not hesitate to contact me on 020 7275 2023.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: David Quee

Sent: 22 June 2023 11:20 AM

To: 'enquiries.centrollondon.countycourt@justice.gov.uk' <
<mailto:enquiries.centrollondon.countycourt@justice.gov.uk>
enquiries.centrollondon.countycourt@justice.gov.uk>

Cc: Bernadette Chikwe <<mailto:bernadettec@Duncanlewis.com>
bernadettec@Duncanlewis.com>

Subject: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of
Enfield - Skeleton Argument and Amended Grounds

Dear Sirs,

Re: Deon Benjamin v The London Borough of Enfield

Claim no: K40CL101

1. We refer to the above proceedings in which we act for the Appellant.
2. Please find attached the Appellant's Skeleton Argument and amended Grounds.
3. Please also find attached a letter dated 22nd June 2023 that we have sent to the Respondent proving service.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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Dr Abidoye
Nightingale House Surgery
1-3 Nightingale Road
Edmonton
London
N9 8AJ

Barnet, Enfield and Haringey Mental Health Trust
Enfield Mental Health Single Point of Access
25 Crown Lane Southgate London
N14 5SH

Tel: 0208 702 3329

3rd July 2023

NHS No. 434 751 8617
RiO No. 1048T95

Re: Miss Deon BENJAMIN - DoB: 26 Aug 1989

23 Byron Terrace Hertford Road, Edmonton, London, N9 7DG

Miss Benjamin is a 33-year-old unemployed single woman seen in a face-to-face appointment at Crown Lane clinic.

She has had mental health referrals this year from her GP Dr Abidoye, Nightingale Surgery (referral dated April 23) and Dr Lisa Goodman Psychologist in the RFHosp hand plastic surgery team (she referred her in Feb 23 with PTSD).

She seemed restless during the interview and dissatisfied with many aspects of her life and interactions with health professionals.

She swore frequently when speaking to me.

She told me that she has a boyfriend and has been with him for "a while" but the relationship is difficult sometimes "because of her mood swings" (said Mum).

She feels her friends and her boyfriend "don't like me " "I feel like I'm on my own and no-one gets me...I'm losing everyone" "I feel like I'm unlucky...proper unlucky, and everything bad happens to me...I've always felt like that and it makes me so angry...I lose a lot of things...everything I touch turns into shit ...everyone else gets chances".

"If I do get friends, they find the truth of me and then they don't want to be with me anymore" and she feels she needs to "pretend" to keep relationships.

She attended her appointment on time with Mum (Lorraine) and Uncle (Andrew).

She won't go back to live in her London Quadrant flat (because of the attack) and they're relationship can be tense and Mum is unwell (heart op recently and on dialysis, now on the transplant list) so she's staying with different friends and "Holly doesn't want me to stay there no more".

She is using her mother's address (Byron Terrace N9) for correspondence etc.

She has a solicitor (going through Court at the moment) trying to get her a place to live.



Her Uncle says, "she has no stability" although her family try to support her "but she argues with us all the time".

History of presenting complaint:

"I'm just stressed out ...I don't feel right and I get angry all the time" (to which Mum responds "she's had those issues for years").

Mum says, "she's getting high and low really quickly".

Andrew said that "she has been much worse since the attack" (when she was assaulted end Nov 22 and sustained a severe cut to her, dominant, right hand).

Nightmares have been worse after the attack (end November 22) "I can't sleep and I wake up sweaty and shivering" the nightmares are not just related to the attack and when she wakes it takes her a long time "to calm down",

The dreams have got worse and she has been nauseated and shaky since she has been on risperidone,

She sometimes believes "family and friends...people are talking about me and being funny with me ...I can't explain it ...I don't know it's just the way I feel...sometimes I feel like it's real other times I think I'm being stupid".

She doesn't like the way people look at her and if people are round her laughing, she feels they are laughing at her "I've always felt people laugh and look at me funny...some people are just horrible".

"I feel people are against me because they think I am lying and chatting shit".

She sometimes relates TV to her and gives the example that she sees a character on TV and they are stabbed and she feels it is more than a coincidence "is it to do with me?" - not clearly an idea of reference.

She says her hand (cut in the attack) "doesn't feel like my hand" since the attack but she can't explain this. She is right-handed but isn't using her damaged right hand. "I don't even like the sight of it".

She says she thinks about the attack very often and "it just comes into my head".

She is avoidant of memories of the attack.

She doesn't want to use knives for cooking because a cut was used in the attack.

Similarly, she gets upset by plastic bags because after the attack they used a plastic bag to try to stop the bleeding.

She was "bad before the attack but she's gone ballistic since".

She has never gone out much but less wanting to go out since the attack.



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NHS Foundation Trust

She continues to have treatment from the hand plastic surgery team at the Royal free hospital.

She has a psychologist from that team (Lisa Goodman).

She is waiting for her next hand clinic appointment.

She should be wearing a splint but she puts bandages on it instead because she finds the splint painful and doesn't want to look at her hand.

"I need someone to talk to you can't just give me tablets".

"I can't keep living like this ...it's stupid ...no-one is listening... I'm sick and tired of this... I want to know I can be safe.

"I don't believe people that just chat shit" (referring to health professionals) "she's getting no help".

Sleep? "I never sleep", initial insomnia - when I asked why and she said "fuck knows" but she sleeps with the light on, feels scared and any noise startles her.

She wakes sweaty every night.

If she wakes in the night, she sometimes feels the need to check there is no-one there before she can go back to sleep.

"Sometimes I feel alright and sometimes I feel like shit".

Limited pleasure from life since the attack.

I feel "so down".

Some diurnal mood variation "not very good in the morning".

Appetite variable "I don't fancy food...I feel sick thinking about it".

Weight - has lost 2 stone (without trying to) since she was stabbed (approx 6 months).

Social Hx

Benefits ESA, PIP (for hand and mental health)

No debt

Homeless at the moment ("sofa-surfing").

Forensic Hx

Caution for drunk and disorderly 18/12 ago and she said angrily "I had a little too much to drink at a funeral...that was ages ago".

Caution and probation and a tag for ABH as a teenager "I was only young...it was ages ago".

Personal Hx

Premature - Born at 27/40 "she died about 20 times and they brought her back to life" - "lung collapses" and ventilated.



Long periods in hospital including GOSH, in an out of hospital up until 7
School - "primary was good".

Her emotional problems got worse "at secondary school".

Mum feels her mood changed after her periods started.

Physical health

Recent ECG because "her heart was going fast" and she need to be " monitored by a specialist".

GP also told her she is "borderline diabetic".

Polycystic ovaries (she is waiting for a gynae appointment) and a separate issue with other "cysts on her ovaries".

Asthma.

Her blood pressure has been raised.

Past Psych Hx:

Never admitted for mental health problems.

No period of treatment from Crisis Home Treatment team although she has called them.

Diagnosed with dyslexia.

She saw school counsellors for "mood swings", anger and "cutting" from "early teens"

Not sure if she saw CAMHS (child and adolescent services).

DSH history - she was cutting (wrists /legs) but stopped around 22 years.

She explained it was "for release" not with the intention to die "it makes me feels less numb...it makes me feel

better".

She cut herself in COVID and the last time was? early Dec and she says she has stopped now.

She says she tried to hang herself? age 20 when attending Lucas House OP for anxiety/depression and she had a variety of antidepressants including fluoxetine, sertraline, venlafaxine.

"I don't want to kill myself.

She saw CPN Gopaulen for assessment 1.3.23 when no psychotic symptoms were elicited.

Current medication:

Risperidone 2mg (1mg bd) - prescribed by GP- but feels it makes her sweaty and shaky and dizzy and "horrible".

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No other medication.

Analgesics for headaches (her headaches have been worse recently) and period pains (she has heavy, painful periods).

Substance misuse:

No recreational drugs use

Tried cannabis and coke "but it made me feel funny and I didn't like it"

Infrequent alcohol "but when she does, she gets plastered"

Smokes tobacco (roll ups, a pouch a week approx).

Impression:

EUPD

Mixed anxiety/depressive symptoms? part of - PTSD.

Plan:

Given MIND leaflets on EUPD and PTSD.

Given Choice and medication leaflets for risperidone and mirtazapine.

Yours sincerely



"I don't want to keep taking tablets...but I hundred per cent need something" so we agreed she will reduce risperidone to 1mg nocte for a week and then stop.

I have given her an FP10 for 28 days mirtazapine 15mg nocte - after a week she could increase the dose to 30mg nocte.

I will refer to the South locality team at Lucas House.

Dr Hilary Scurlock Consultant Psychiatrist Enfield Mental Health Single Point of Access

Cc: Mis^Deon Benjamin

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Dr Abidoye
Nightingale House Surgery
1-3 Nightingale Road
Edmonton
London
N9 8AJ

Barnet, Enfield and Haringey Mental Health Trust
Enfield Mental Health Single Point of Access
25 Crown Lane Southgate London
N14 5SH

Tel: 0208 702 3329

3rd July 2023

NHS No. 434 *****
RiO No. 10*****

Re: Miss DB - DoB: 26 Aug 1989

23 Byron Terrace Hertford Road, Edmonton, London, N9 7DG

Miss DB is a ****-year-old unemployed single woman seen in a face-to-face appointment at Crown Lane clinic.

She has had mental health referrals this year from her GP Dr Abidoye, Nightingale Surgery (referral dated April 23) and Dr Lisa Goodman Psychologist in the RFHosp hand plastic surgery team (she referred her in Feb 23 with PTSD).

She seemed restless during the interview and dissatisfied with many aspects of her life and interactions with health professionals.

She swore frequently when speaking to me.

She told me that she has a boyfriend and has been with him for "a while" but the relationship is difficult sometimes "because of her mood swings" (said Mum).

She feels her friends and her boyfriend "don't like me " "I feel like I'm on my own and no-one gets me...I'm losing everyone" "I feel like I'm unlucky...proper unlucky, and everything bad happens to me...I've always felt like that and it makes me so angry...I lose a lot of things...everything I touch turns into shit ...everyone else gets chances".

"If I do get friends, they find the truth of me and then they don't want to be with me anymore" and she feels she needs to "pretend" to keep relationships.

She attended her appointment on time with Mum (Lorraine) and Uncle (Andrew).

She won't go back to live in her London Quadrant flat (because of the attack) and they're relationship can be tense and Mum is unwell (heart op recently and on dialysis, now on the transplant list) so she's staying with different friends and "Holly doesn't want me to stay there no more".

She is using her mother's address (Byron Terrace N9) for correspondence etc.

She has a solicitor (going through Court at the moment) trying to get her a place to live.



Her Uncle says, "she has no stability" although her family try to support her "but she argues with us all the time".

History of presenting complaint:

"I'm just stressed out ...I don't feel right and I get angry all the time" (to which Mum responds "she's had those issues for years").

Mum says, "she's getting high and low really quickly".

Andrew said that "she has been much worse since the attack" (when she was assaulted end Nov 22 and sustained a severe cut to her, dominant, right hand).

Nightmares have been worse after the attack (end November 22) "I can't sleep and I wake up sweaty and shivering" the nightmares are not just related to the attack and when she wakes it takes her a long time "to calm down",

The dreams have got worse and she has been nauseated and shaky since she has been on risperidone,

She sometimes believes "family and friends...people are talking about me and being funny with me ...I can't explain it ...I don't know it's just the way I feel...sometimes I feel like it's real other times I think I'm being stupid".

She doesn't like the way people look at her and if people are round her laughing, she feels they are laughing at her "I've always felt people laugh and look at me funny...some people are just horrible".

"I feel people are against me because they think I am lying and chatting shit".

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"I need someone to talk to you can't just give me tablets".

"I can't keep living like this ...it's stupid ...no-one is listening... I'm sick and tired of this... I want to know I can be safe.

"I don't believe people that just chat shit" (referring to health professionals) "she's getting no help".

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I feel "so down".

Some diurnal mood variation "not very good in the morning".

Appetite variable "I don't fancy food...I feel sick thinking about it".

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"I don't want to kill myself.

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Current medication:

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^M^ North London

Mental Health



Barnet, Enfield and Haringey
Mental Health NHS
Trust

No other medication.

Analgesics for headaches (her headaches have been worse recently) and period pains (she has heavy, painful periods).

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Yours sincerely

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I will refer to the South locality team at Lucas House.

Dr Hilary Scurlock
Consultant Psychiatrist
Enfield Mental Health Single Point of Access

Cc: Miss DB

Doctors Letter

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 06 Jul 2023 11:53:20 +0100

Attachments:

4. Dr_Hilary-Scurtook-03--07-2023-Deon.pdf
5. here

RE: [B184500002] RE: [B184500002] RE: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'David Quee' <Davidq@Duncanlewis.com>

Date: Thu, 06 Jul 2023 11:58:36 +0100

Attachments:

6. Dr_Hilary-Scurtook-03--07-2023-Deon.pdf

Dear David

7. Please see attached Doctors letter for Deon, also is there anyway to being the date forward for the court hearing on 23/11/2023 at 10:30 as Deon really needs somewhere to live she cant keep going on like this.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com>

Sent: 30 June 2023 11:29

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Cc: 'deonbenjamin@yahoo.com' <deonbenjamin@yahoo.com>

Subject: RE: [B184500002] RE: [B184500002] RE: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Lorraine,

8. Thank you for your email, the contents of which are noted.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 30 June 2023 11:16

To: David Quee <Davidq@Duncanlewis.com <<mailto:Davidq@Duncanlewis.com>> >

Subject: [B184500002] RE: [B184500002] RE: [B184500002] RE: [B184500002]Re:

Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Importance: High

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Dear David

9. I just wanted to give you an update Deon on the 29/06/2023 went to see the mental health assessment team in Southgate she saw Dr Hilary Scurlock, where she was given a full diagnosis of her conditions.

10. Deon has all along from since she was young, should have been told she had

11. Borderline Personality Disorder, not Bipolar, the Doctor also said she has got Post Traumatic Stress Disorder due to the attack on her in Nov 2022.

12. The doctor has changed her medication from Risperidone to Mirtazapine 15MG a day to be taken to 30MG a day within 6 weeks. But before she can start the Mirtazapine she has to stop the Risperidone over a week.
13. The doctor has also referred Deon for treatment for both the Borderline
14. Personality Disorder, and Post Traumatic Stress Disorder she is just unsure how long it will take for Deon to be seen.
15. She is also doing a letter with everything and sending that to Deon, Deon's
16. GP has already made a date this morning to see her on Monday so I believe Dr
17. Hilary Scurlock has emailed them the report over.
18. Once I get the letter confirming everything I will email it to you. Please see attached Deon's new medication.
19. Hope this helps.

Regards
Lorraine

From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Sent: 26 June 2023 16:45

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500002] RE: [B184500002] RE: [B184500002]Re: Claim no:
K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended
Grounds

Dear Lorraine,

20. Thank you for email and prompt response.

21. I will update our records accordingly

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3toIqAyYI0gfIWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 26 June 2023 4:42 PM

To: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: [B184500002] RE: [B184500002] RE: [B184500002]Re: Claim no:
K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended
Grounds

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Dear David

22. Deon's email is deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> I am
23. unsure why its was not delivered but I will send to her now your emails I
24. will also call her and read over the phone as she does have issues with
25. reading.

Regards
Lorraine

From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Sent: 26 June 2023 16:36

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Lorraine,

26. Thank you for your email and update on the matter.
27. Do you have an alternative email address for Ms Benjamin? I have sent
28. correspondence to this email: <mailto:deonbenjamin@yahoo.co.uk>
29. deonbenjamin@yahoo.co.uk, but it was not delivered (server rejected it).
30. Thank you for your assistance.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trklInfo=AQH09ZGdLlf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 26 June 2023 4:27 PM

To: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

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Dear David

31. Thank you for the update not sure if I am to say if anything is wrong, but LQ has put Deon as e priority needs for housing, but they do not have any housing so Enfield Council stating she refused help from LQ is wrong as LQ gave a time line and it was around 3 years before they could house her as they don't have anywhere to house her, this is why LQ asked for help from Enfield Council.
32. Also the Crisis team has been in contract with her GP as Deon health is getting worse. She is waiting for a date to see a mental health team.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 26 June 2023 15:45

To: 'deonbenjamin@yahoo.co.uk' <>

Cc: 'lorraine32@blueyonder.co.uk' <<mailto:lorraine32@blueyonder.co.uk>
lorraine32@blueyonder.co.uk>

Subject: FW: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Ms Benjamin,

1. Please find below the email and the attached amended grounds, skeleton
2. argument and letter to the local authority sent to the Court for your
3. information.

4. If you have any queries, please do not hesitate to contact me on 020 7275 2023.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: David Quee

Sent: 22 June 2023 11:20 AM

To: 'enquiries.centallondon.countycourt@justice.gov.uk' <

<<mailto:enquiries.centallondon.countycourt@justice.gov.uk>>

enquiries.centallondon.countycourt@justice.gov.uk>

Cc: Bernadette Chikwe <<mailto:bernadettec@Duncanlewis.com>>

bernadettec@Duncanlewis.com>

Subject: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of
Enfield - Skeleton Argument and Amended Grounds

Dear Sirs,

Re: Deon Benjamin v The London Borough of Enfield

Claim no: K40CL101

We refer to the above proceedings in which we act for the Appellant.

Please find attached the Appellant's Skeleton Argument and amended Grounds.

Please also find attached a letter dated 22nd June 2023 that we have sent to

the Respondent proving service.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba
VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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[B184500003] Six Months Cost letter

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Tue, 09 Jul 2024 17:13:27 +0000

Attachments: ADM011-Letter to Client-Six Monthly Costs-Deon-09072024-181140.pdf

Dear Deon

5. Please find attached six moth cost letter, this is not a letter asking for payment.

6. This letter is updating your matter and cost since the file been open.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba

VnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&

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RE: [B184500002] Housing

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Zuhal Saglam' <Zuhals@Duncanlewis.com>

Date: Mon, 12 Jun 2023 19:30:13 +0100

Dear Zuhal Saglam

7. Thank you for the update and information

Regards

Lorraine

From: Zuhal Saglam <Zuhals@Duncanlewis.com>

Sent: 12 June 2023 12:48

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: [B184500002]Housing

Dear both

8. I am pleased to inform you that your legal aid funding has been granted and is now substantive.

9. A letter is attached herewith for more information.

Regards

Zuhal Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba

VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&

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NatWest

From: deon benjamin <deonbenjamin@yahoo.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Tue, 24 Jan 2023 17:57:08 +0100

Attachments: Transactions--600738-49508989--24-01-2023-24-01-2023.pdf

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

(No subject)

From: deon benjamin <deonbenjamin@yahoo.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Tue, 24 Jan 2023 18:13:12 +0100

Attachments: Transactions--600738-49508989--24-12-2022-24-01-2023.pdf

New mate west

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

FW: [B184500002] Re: Claim Number: K50CL101 - Miss Deon

Benjamin v The London Borough of Enfield

From: David Quee <Davidq@Duncanlewis.com>

To: deonbenjamin@yahoo.com, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Tue, 01 Aug 2023 16:04:35 +0100

Attachments: Dr_Hilary-Scurtook-03--07-2023-Deon.pdf, HOU007-Letter to Court re-01082023151026.pdf

Dear Ms Benjamin,

10. Please find below the email and attached documents sent to the court for your information.
11. We have asked the Court to bring forward the appeal hearing date.
12. We will contact you to provide an update on your case as soon as we hear
13. from the Court.
14. If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: David Quee

Sent: 01 August 2023 3:55 PM

To: 'enquiries.centallondon.countycourt@justice.gov.uk'

<enquiries.centallondon.countycourt@justice.gov.uk>

Cc: Bernadette Chikwe <bernadettec@Duncanlewis.com>;

'Steven.Riding@Enfield.gov.uk' <Steven.Riding@Enfield.gov.uk>; 'Rita

Hammond' <Rita.Hammond@enfield.gov.uk>

Subject: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

Dear Sirs,

Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

S204 Housing Act Appeal

15. Please find attached letter for your consideration.
16. We have copied the solicitors for the Respondent to this email.
17. We look forward to hearing from you.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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FW: [B184500002] RE: [B184500002]Re: Claim Number:

K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

From: David Quee <Davidq@Duncanlewis.com>

To: deonbenjamin@yahoo.co.uk, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Tue, 01 Aug 2023 16:10:42 +0100

Dear Ms Benjamin,

18. Please find below the email received from the local authority for your information.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Steven Riding <Steven.Riding@Enfield.gov.uk>

Sent: 01 August 2023 4:04 PM

To: David Quee <Davidq@Duncanlewis.com>

Subject: [B184500002] RE: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

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Dear David,

19. We acknowledge receipt of your email. We do not object to the hearing being brought forward, however, we kindly request your agreement for the late filing of our skeleton argument. Writer has been off ill and counsel was not briefed. We expect to be able to serve and file our skeleton argument in two

20. weeks.

Regards,

Steven

Steven Riding

Senior Lawyer

Safeguarding Team

Legal Services

Enfield Council

Silver Street

Enfield

EN1 3XY

Tel: 020 8132 1084

E-mail: <<mailto:steven.riding@enfield.gov.uk>> steven.riding@enfield.gov.uk

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From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >
Sent: 01 August 2023 15:55
To: 'enquiries.centrollondon.countycourt@justice.gov.uk'
<enquiries.centrollondon.countycourt@justice.gov.uk
<mailto:enquiries.centrollondon.countycourt@justice.gov.uk> >
Cc: Bernadette Chikwe <bernadette@Duncanlewis.com
<mailto:bernadette@Duncanlewis.com> >; Steven Riding
<Steven.Riding@Enfield.gov.uk <mailto:Steven.Riding@Enfield.gov.uk> >; Rita
Hammond <Rita.Hammond@enfield.gov.uk <mailto:Rita.Hammond@enfield.gov.uk> >
Subject: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v The
London Borough of Enfield

Dear Sirs,

Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of
Enfield S204 Housing Act Appeal

21. Please find attached letter for your consideration.
22. We have copied the solicitors for the Respondent to this email.
23. We look forward to hearing from you.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba
VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
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FW: [B184500002] RE: [B184500002] Re: Claim Number:

K50CL101 - Miss Deon Benjamin v the London Borough of Enfield

From: David Quee <Davidq@Duncanlewis.com>

To: deonbenjamin@yahoo.co.uk, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Tue, 01 Aug 2023 16:12:19 +0100

Dear Ms Benjamin,

24. Please find below the email sent to the local authority for your information.

25. We will contact you again once we hear from the local authority.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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[trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: David Quee

Sent: 01 August 2023 4:09 PM

To: 'Steven Riding' <Steven.Riding@Enfield.gov.uk>

Cc: Bernadette Chikwe <bernadettec@Duncanlewis.com>

Subject: RE: [B184500002] RE: [B184500002] Re: Claim Number: K50CL101 - Miss

Deon Benjamin v The London Borough of Enfield

Dear Steve,

26. Thank you for your email.

27. We agree to the extension.

28. We think you would need a consent order for the extension agreement as the

29. deadline has lapsed.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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[trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: Steven Riding <Steven.Riding@Enfield.gov.uk

<<mailto:Steven.Riding@Enfield.gov.uk>> >

Sent: 01 August 2023 4:04 PM

To: David Quee <Davidq@Duncanlewis.com> <<mailto:Davidq@Duncanlewis.com>> >

Subject: [B184500002] RE: [B184500002] Re: Claim Number: K50CL101 - Miss Deon

Benjamin v The London Borough of Enfield

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the email or open attachments unless you are expecting this email.

Dear David,

30. We acknowledge receipt of your email. We do not object to the hearing being brought forward, however, we kindly request your agreement for the late filing of our skeleton argument. Writer has been off ill and counsel was not briefed. We expect to be able to serve and file our skeleton argument in two weeks.

Regards,

Steven

Steven Riding

Senior Lawyer

Safeguarding Team

Legal Services

Enfield Council

Silver Street

Enfield

EN1 3XY

Tel: 020 8132 1084

E-mail: <<mailto:steven.riding@enfield.gov.uk>> steven.riding@enfield.gov.uk

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To ensure your correspondence is dealt with promptly, please correspond by email instead of/as well as post. Please note: Enfield Council no longer use the DX postal service.

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From: David Quee <Davidq@Duncanlewis.com> <<mailto:Davidq@Duncanlewis.com>> >

Sent: 01 August 2023 15:55

To: 'enquiries.centallondon.countycourt@justice.gov.uk'

<enquiries.centallondon.countycourt@justice.gov.uk

<<mailto:enquiries.centallondon.countycourt@justice.gov.uk>> >

Cc: Bernadette Chikwe <bernadettec@Duncanlewis.com

<<mailto:bernadettec@Duncanlewis.com>> >; Steven Riding

<Steven.Riding@Enfield.gov.uk> <<mailto:Steven.Riding@Enfield.gov.uk>> >; Rita

Hammond <Rita.Hammond@enfield.gov.uk> <<mailto:Rita.Hammond@enfield.gov.uk>> >

Subject: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v The

London Borough of Enfield

Dear Sirs,

Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of

Enfield

S204 Housing Act Appeal

31. Please find attached letter for your consideration.

32. We have copied the solicitors for the Respondent to this email.

33. We look forward to hearing from you.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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VnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
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**RE: [B184500002] RE: [B184500002]Re: Your Homelessness
Matter (s204 Appeal)**

From: David Quee <Davidq@Duncanlewis.com>
To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>
Date: Tue, 01 Aug 2023 16:21:19 +0100

Dear Ms Cordell,

Thank you for your email.

We have sent a letter to the Court asking them to bring forward the hearing date, and we will contact you to provide an update once we hear from them.

We have also sent emails to Ms Deon Benjamin to the following email contacts

for the client: <mailto:deonbenjamin@yahoo.co.uk> deonbenjamin@yahoo.co.uk

been returned undelivered.

Could you please provide us with the email address for Ms Benjamin?

We look forward to hearing from you.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnl0gIORO3toIqAyYl0gfIWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnl0gIORO3toIqAyYl0gfIWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 28 July 2023 12:00 PM

To: David Quee <Davidq@Duncanlewis.com>

Appeal)

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Dear David

Is there any update if the court date can be made any earlier then Nov? Deon

is finding it very hard and the friend she stays at sometimes is moving so that wont be an option any longer.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Sent: 18 July 2023 15:49

To: 'deonbenjamin@yahoo.co.uk' <deonbenjamin@yahoo.co.uk

<mailto:deonbenjamin@yahoo.co.uk> >

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

Dear Ms Benjamin,

We are resending this email as we received a non-delivery message to our
earlier correspondence.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnl0gIORO3tolqAyYl0gfIWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: David Quee

Sent: 18 July 2023 3:32 PM

To: 'deonbejamin@yahoo.com' <deonbejamin@yahoo.com

<mailto:deonbejamin@yahoo.com> >

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

Dear Ms Benjamin,

We refer to your above matter.

Please find the attached letter for your information.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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RE: Sol Letter

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 06 Apr 2023 10:19:47 +0100

Attachments:

34. Regulation 7 response.pdf

35. See attached

Deon Benjamin L&Q FW: Stage One Complaint Acknowledgement and Decision Ref: CAS-707727-B7H4X4

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com> **Date:**
Fri, 08 Dec 2023 15:34:22 +0100

Dear Andre

Thank you for the phone call today regarding Deon's homeless review, please

see attached email where L & Q upheld the complaint regarding mould

Regards

Lorraine

From: deon benjamin <deonbenjamin@yahoo.com>

Sent: 27 November 2023 13:02

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Subject: Fw: Stage One Complaint Acknowledgement and Decision Ref:

Sent from Yahoo Mail for iPhone

<<https://mail.onelink.me/107872968?>

nid=nativenplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

Begin forwarded message:

On Monday, November 27, 2023, 12:49 pm, Neshat Brojerdian

<NBrojerdian@lqgroup.org.uk <<mailto:NBrojerdian@lqgroup.org.uk>> > wrote:

7 Tenneyson Close

Enfield

London

27th November

Stage One Complaint Acknowledgement and Decision Ref: CAS-707727-B7H4X4

Dear Miss Benjamin,

Thank you for contacting us, I tried to contact you this afternoon however

there was no answer. I am sorry you needed to raise a complaint to get your

concerns resolved. I have addressed your complaint at stage one of our complaints procedure and am writing to uphold your complaint.

* We raised an order Job ref : AM/5801670-1 Mould wash assigned to Zap

Carbon. They will contact you directly to book you in

I am sorry for any trouble this has caused you.

Any claims such as those for damaged belongings or loss of personal items fall under insurance responsibility therefore follow financial claim

protocols. For this reason, we cannot consider such claims within L&Q's complaints process and this forms part our formal policies (section 5.2).

It will be necessary to formally write to the Insurance Team providing as

much of the following information as possible:

- 36. The date and time of the alleged loss/damage
- 37. The location and address of the alleged loss/damage
- 38. Details of precisely how the loss/damage occurred
- 39. Photographs of the damage
- 40. Estimates/Invoices/Receipts of costs incurred
- 41. An explanation of why you hold the Trust responsible for the loss/damage

Once this is submitted to us, this matter will be treated as a public

liability claim and dealt with by our insurer to investigate decide on

whether L&Q are legally at fault. Please note that the liability decision

investigation period can take up to 40 working days and compensation is not guaranteed nor automatic in these circumstances.

Please note this information can be submitted via the postal address or e-mail below:

Insurance Team

London & Quadrant Housing Trust

29-35 West Ham Lane

Stratford

London

E15 4PH

<mailto:insurance@lqgroup.org.uk> insurance@lqgroup.org.uk

I trust the above is in order, I will remain your first point of contact if you have any questions regarding this matter. If you are not satisfied, please let me know. I will need to understand what you feel has not been addressed and how you would like to see it resolved. I will then consider your comments and discuss your complaint with my manager. If I can't help any further, you can ask to escalate your complaint to the next stage of the process within six months.

You can also speak to the Housing Ombudsman Service at any time. I've added their contact details below.

Email - info@housing-ombudsman.org.uk <mailto:info@housing-ombudsman.org.uk>

Website - www.housing-ombudsman.org.uk

<http://www.housing-ombudsman.org.uk/>

Tel: 0300 111 3000

Housing Ombudsman Service

PO Box 152

Liverpool L3 7WQ

You can find out more about our complaints policy and procedure on our website.

www.lqgroup.org.uk/contact-us/complaints

<<https://www.lqgroup.org.uk/contact-us/complaints>>

You may receive a complaint survey in the next few days to find out how well we addressed your complaint. Please let us know how you feel we dealt with your complaint as it's helpful to us to understand your views and make our service better.

Please let me know you have any questions or I can help any further.

Kindest regards

Neshat

<<http://www.lqgroup.org.uk/>>

Neshat Brojerdian (Miss)

Maintenance Central Operations

Direct: 0300 456 9998

Cray House

3 Maidstone Road, Sidcup, Kent, DA14 5HU

www.lqgroup.org.uk

<<https://lqgroup.sharepoint.com/sites/Communications-Public/Shared%20Documents/General/Templates/www.lqgroup.org.uk>>

Please note my working hours are:

Monday – Tuesday 07:00-18:00

Friday 08:00-16:00

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Fw: 4039125 My credit card score went down.

From: deon benjamin <deonbenjamin@yahoo.com> To: Lorraine Cordell

<lorraine32@blueyonder.co.uk> Date: Tue, 22 Aug 2023 19:22:17 +0100

Sent from Yahoo Mail for iPhone

<<https://mail.onelink.me/107872968?>

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

Begin forwarded message:

On Saturday, May 20, 2023, 2:38 pm, ClearScore <help@clearscore.com> wrote:

- If you need to reply, please type above this line -

<[https://backend.growthdot.com/reply-after-this/4039125_11573530505234.gif?](https://backend.growthdot.com/reply-after-this/4039125_11573530505234.gif?create&url=https://clearscore.zendesk.com&user_id=9192820020498)

[create&url=https://clearscore.zendesk.com&user_id=9192820020498](https://clearscore.zendesk.com&user_id=9192820020498)>

Urvesh Jadhav (Troubleshooter)

20 May 2023, 14:38 GMT+1

Hi Deon,

42. Thanks for reaching out.

43. Before we help you with your query, we need to confirm some details with you.

44. I can see that there are 3 other accounts under your details created since 02-09-2016.

45. Please could you confirm:

46. If you've created these other ClearScore accounts, could you confirm the email addresses?

If you're unsure, please just specify any other email addresses that belong to you so I can check.

47. If you think these were created by someone else without your permission?

48. To be on the safe side, all accounts have been locked and can't be accessed

49. while we look into it.

50. To verify your request, we need to see a photo of yourself holding a valid

51. ID next to your face (document selfie).

52. You can safely attach this in reply to this message. The type of ID we

53. accept

54. <<https://help.clearscore.com/hc/en-us/articles/360000460920-What-ID-documents-do-you-accept->>

are:

* Your current UK photocard driving licence

* The photo page of your current signed passport

I look forward to hearing from you.

Many thanks,

Urvesh

Customer Operations

<[https://clearscore.zendesk.com/attachments/token/AFvkjpF9s94enGJYwSYVlqetR/?](https://clearscore.zendesk.com/attachments/token/AFvkjpF9s94enGJYwSYVlqetR/?name=inline1318852693.png)

[name=inline1318852693.png](https://clearscore.zendesk.com/attachments/token/AFvkjpF9s94enGJYwSYVlqetR/?name=inline1318852693.png)>

Making your credit report and score free, forever

[QWO0X8-02R54]

FW: Deon

From: Lorraine Cordell <lorraine_1000@hotmail.co.uk>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Sat, 09 Sep 2023 12:57:26 +0100

Attachments:

55. 5A3SYJ-en.pdf

Sent from <<https://go.microsoft.com/fwlink/?LinkId=550986>> Mail for Windows

From: deon benjamin <mailto:deonbenjamin@yahoo.com>

Sent: 09 September 2023 12:54

To: lorraine_1000@hotmail.co.uk <mailto:lorraine_1000@hotmail.co.uk>

Subject: Deon

Sent from Yahoo Mail

<https://mail.onelink.me/107872968?pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acquisition&af_sub2=Global_YMktg&af_sub3=&af_sub4=100000604&af_sub5=EmailSignature__Static_> for iPhone

Deon hoilday

From: deon benjamin <deonbenjamin@yahoo.com> To: Lorraine Cordell
<lorraine32@blueyonder.co.uk> Date: Sat, 09 Sep 2023 12:51:21 +0100

Attachments: 5A3SYJ-en.pdf

Sent from Yahoo Mail for iPhone

<https://mail.onelink.me/107872968?>

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

[B184500001] Closing Letter

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Mon, 11 Sep 2023 13:33:06 +0000

Attachments: ADM013-Letter to Client-Closing Letter - Deon (002).pdf

Dear Deon

56. Please find attached closing letter for the case I was assisting you on, as your matter has gone to court this matter will be closed as I am unable to assist.

57. David will continue to assist you with your certificated matter B184500002.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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Read: [B184500001] RE: [B184500001] Closing Letter

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Mon, 11 Sep 2023 14:57:45 +0000

58. Your message

RE: [B184500001] Closing Letter

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>

Date: Mon, 11 Sep 2023 15:15:28 +0100

Dear Andre

59. Thank you for the help in this matter and knowing David is now dealing with Deon's Case.

Best Regards

Lorraine and Deon

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 11 September 2023 14:33

To: 'deon benjamin' <deonbenjamin@yahoo.com>; 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: [B184500001]Closing Letter

Dear Deon

60. Please find attached closing letter for the case I was assisting you on, as your matter has gone to court this matter will be closed as I am unable to assist.

61. David will continue to assist you with your certificated matter B184500002.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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[B184500003] FW: Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>, deon benjamin
<deonbenjamin@yahoo.com>

Date: Thu, 26 Sep 2024 10:16:27 +0100

Dear Deon

1. Please see email from council, they stated a decision is expected this week.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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ORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baAgevnSlg1fkTR-VnqpmHc_JMYNtfBCBrUhg

9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&sessionRedirect=ht

tps%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-gr

eater-london>

From: Steven Riding <Steven.Riding@Enfield.gov.uk>

Sent: 24 September 2024 08:36

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: Deon Benjamin

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Dear Andre,

2. A decision is expected this week.

Regards,

Steven

Steven Riding

Senior Adult Social Care Lawyer

Safeguarding Team

Legal Services

Enfield Council

Silver Street

Enfield

EN1 3XY

Tel: 020 8132 1084

E-mail: <<mailto:steven.riding@enfield.gov.uk>>

steven.riding@enfield.gov.uk

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From: Steven Riding
Sent: 23 September 2024 16:53
To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>
>; Innes Deuchars <Innes.Deuchars@enfield.gov.uk
<mailto:Innes.Deuchars@enfield.gov.uk> >
Cc: Kordu Jallow <Kordu.Jallow@enfield.gov.uk
<mailto:Kordu.Jallow@enfield.gov.uk> >
Subject: RE: [B184500003] [B184500003] RE: [B184500003]Urgent Pre Action
Deon Benjamin

Dear Andre,

3. I'll come back to you.

Regards,

Steven

Steven Riding

Senior Adult Social Care Lawyer

Safeguarding Team

Legal Services

Enfield Council

Silver Street

Enfield

EN1 3XY

Tel: 020 8132 1084

E-mail: <mailto:steven.riding@enfield.gov.uk>

steven.riding@enfield.gov.uk

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From: Andre Cummings <AndreC@Duncanlewis.com
<mailto:AndreC@Duncanlewis.com> >
Sent: 23 September 2024 16:51
To: Innes Deuchars <Innes.Deuchars@enfield.gov.uk
<mailto:Innes.Deuchars@enfield.gov.uk> >; Steven Riding
<Steven.Riding@Enfield.gov.uk <mailto:Steven.Riding@Enfield.gov.uk> >
Cc: Kordu Jallow <Kordu.Jallow@enfield.gov.uk
<mailto:Kordu.Jallow@enfield.gov.uk> >
Subject: RE: [B184500003] [B184500003] RE: [B184500003]Urgent Pre Action
Deon Benjamin

Dear Sirs

4. We are still awaiting a response to our query emailed on 3rd September
5. 2024 asking for an update on our client matter.
6. The 56 days expired on 13th August 2024 and the 15 working days after that
7. have now long expired and we have not been informed of a S184 decision.
8. Can the council provide a response as to if a decision has been made and if not when can we expect a decision considering the 56 days have passed.

Kind regards

Andre Cummings

Apprentice Solicitor
DDI: 02072752883
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From: Innes Deuchars <Innes.Deuchars@enfield.gov.uk>
<<mailto:Innes.Deuchars@enfield.gov.uk>> >
Sent: 04 September 2024 09:00
To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>>
>; Steven Riding <Steven.Riding@Enfield.gov.uk>
<<mailto:Steven.Riding@Enfield.gov.uk>> >
Cc: Kordu Jallow <Kordu.Jallow@enfield.gov.uk>
<<mailto:Kordu.Jallow@enfield.gov.uk>> >
Subject: [B184500003] [B184500003] RE: [B184500003]Urgent Pre Action Deon Benjamin

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Dear Andre,

1. We are seeking instructions.

Mr Innes Deuchars | Assistant Principal Lawyer, Safeguarding Team | London
Borough of Enfield
Telephone: 020 8132 1203

Legal Services, B Block South, Silver Street, Enfield EN1 3XA

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From: Andre Cummings <AndreC@Duncanlewis.com>
<<mailto:AndreC@Duncanlewis.com>> >

Sent: Tuesday, September 3, 2024 6:06 PM

To: Steven Riding <Steven.Riding@Enfield.gov.uk>
<<mailto:Steven.Riding@Enfield.gov.uk>> >
Cc: Kordu Jallow <Kordu.Jallow@enfield.gov.uk>
<<mailto:Kordu.Jallow@enfield.gov.uk>> >; Innes Deuchars
<Innes.Deuchars@enfield.gov.uk> <<mailto:Innes.Deuchars@enfield.gov.uk>> >
Subject: RE: [B184500003]Urgent Pre Action Deon Benjamin

Dear Steven

We are instructed to ask for an update in regards to our client matter.

The 56 days expired on 13th August 2024 and our client would like to know when a decision would be made as we believe they are in priority need.
Kind regards
Andre Cummings

Apprentice Solicitor
DDI: 02072752883
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<https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baAgevnSlg1fkTR-VnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&sessionRedirect=https%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-gr eater-london>
From: Steven Riding <Steven.Riding@Enfield.gov.uk>

<<mailto:Steven.Riding@Enfield.gov.uk>> >
Sent: 16 August 2024 10:56
To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >
Cc: Kordu Jallow <Kordu.Jallow@enfield.gov.uk>
<<mailto:Kordu.Jallow@enfield.gov.uk>> >; Innes Deuchars
<Innes.Deuchars@enfield.gov.uk> <<mailto:Innes.Deuchars@enfield.gov.uk>> >
Subject: RE: [B184500003]Urgent Pre Action Deon Benjamin
Alert: This is an external email received from outside Duncan Lewis.
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Dear Andre,

Thank you for your email.
If you want to know something, contact legal services.
Regards,
Steven
Steven Riding
Senior Adult Social Care Lawyer

Safeguarding Team
Legal Services
Enfield Council
Silver Street
Enfield
EN1 3XY
Tel: 020 8132 1084
E-mail: <steven.riding@enfield.gov.uk>
steven.riding@enfield.gov.uk
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From: Andre Cummings <AndreC@Duncanlewis.com
<mailto:AndreC@Duncanlewis.com> >

Sent: 16 August 2024 10:51

To: Steven Riding <Steven.Riding@Enfield.gov.uk
<mailto:Steven.Riding@Enfield.gov.uk> >

Cc: Kordu Jallow <Kordu.Jallow@enfield.gov.uk
<mailto:Kordu.Jallow@enfield.gov.uk> >; Innes Deuchars
<Innes.Deuchars@enfield.gov.uk <mailto:Innes.Deuchars@enfield.gov.uk> >

Subject: RE: [B184500003]Urgent Pre Action Deon Benjamin

Dear Steven

Thank you for the response and update.

Please note that the original application was put forward in December

following a court hearing that took place in which it was agreed the client would make a new application.

Since then I have found it difficult to communicate with the housing team despite my emails the homelessness application was re started after my colleague issued a pre action previously as it seem all the documents that were sent to the council were not on the system.

At present we are still encountering the same problems with the new case worker as the previous one, which is I have emailed the current case worker numerous times for updates in regards to the matter and our client has instructed them to communicate with our self and they still do not respond. I emailed twice on 29th July and 8th August and received no response from the housing officer, but the same housing officer emailed our client on 9th August 2024 and has still not responded to any emails I have sent.

Could you please advise them to respond to the emails sent to them and then we would have an update as to what is going on in regards to the council enquiries. This way we will be informed on our client matter and would make the process smoother as our client has previously informed them to do so.

Kind regards

Andre Cummings
Apprentice Solicitor
DDI: 02072752883

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From: Steven Riding <Steven.Riding@Enfield.gov.uk
<mailto:Steven.Riding@Enfield.gov.uk> >

Sent: 16 August 2024 08:55

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Cc: Kordu Jallow <Kordu.Jallow@enfield.gov.uk
<mailto:Kordu.Jallow@enfield.gov.uk> >; Innes Deuchars
<Innes.Deuchars@enfield.gov.uk <mailto:Innes.Deuchars@enfield.gov.uk> >
Subject: RE: [B184500003]Urgent Pre Action Deon Benjamin
Alert: This is an external email received from outside Duncan Lewis.
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you are expecting this email.

Dear Andre,

We refer to your pre action letter.

The Council is still carrying out its enquiries and investigating the safety risk at present and are not in a position, as it stands, to accept a main housing duty towards Ms Benjamin, or end the relief duty.

Any legal proceedings will be defended and we will ask for costs and may even consider referring the blatant abuse of process to the relevant regulatory bodies including the legal aid board.

Regards,

Steven

Steven Riding

Senior Adult Social Care Lawyer

Safeguarding Team

Legal Services

Enfield Council

Silver Street

Enfield

EN1 3XY

Tel: 020 8132 1084

E-mail: <mailto:steven.riding@enfield.gov.uk>

steven.riding@enfield.gov.uk

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From: Steven Riding

Sent: 15 August 2024 14:20

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Cc: Kordu Jallow <Kordu.Jallow@enfield.gov.uk

<mailto:Kordu.Jallow@enfield.gov.uk> >; Innes Deuchars

<Innes.Deuchars@enfield.gov.uk <mailto:Innes.Deuchars@enfield.gov.uk> >

Subject: RE: [B184500003]Urgent Pre Action Deon Benjamin

Dear Andre,

We acknowledge receipt.

Our position is that the PAL is an abuse of process. The 56 days ended on the 13th of August 2024.

The code of guidance states local authorities should aim to complete their

inquiries and notify the applicant of their decision within a maximum of 15 working days after 56 days have passed.

Regards,
Steven
Steven Riding
Senior Adult Social Care Lawyer
Safeguarding Team
Legal Services
Enfield Council
Silver Street
Enfield

EN1 3XY
Tel: 020 8132 1084
E-mail: <mailto:steven.riding@enfield.gov.uk>
steven.riding@enfield.gov.uk

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From: Andre Cummings <AndreC@Duncanlewis.com>
<mailto:AndreC@Duncanlewis.com> >
Sent: 15 August 2024 14:03
To: Steven Riding <Steven.Riding@Enfield.gov.uk>
<mailto:Steven.Riding@Enfield.gov.uk> >
Cc: Kordu Jallow <Kordu.Jallow@enfield.gov.uk>
<mailto:Kordu.Jallow@enfield.gov.uk> >; Innes Deuchars
<Innes.Deuchars@enfield.gov.uk <mailto:Innes.Deuchars@enfield.gov.uk> >
Subject: [B184500003]Urgent Pre Action Deon Benjamin

Dear Sirs

Please find attached pre action letter and supportive documents.

The 56 Days since the relief duty has been issued has passed and a decision has not been made.
Could you provide a response by Thursday 29th August 2024 4pm.

Kind regards

Andre Cummings
Apprentice Solicitor
DDI: 02072752883

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virus checks.

RE: [B184500002] RE: [B184500002] RE: [B184500002]Re:

Your Homelessness Matter (s204 Appeal)

From: David Quee <Davidq@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Mon, 02 Oct 2023 14:14:11 +0100

Attachments:

2. Notice of Hearing 23.11.23.pdf

Dear Lorraine,

3. Thank you for your email.

4. We have not heard back from the Court regarding our request to bring forward the hearing date. Therefore, we assume the hearing will take place on 23.11.2023 at 10:30 AM at the County Court at Central London, Thomas More Building, Royal Courts of Justice, Strand, London WC2A 2LL.

5. Please find attached a copy of the Notice of Hearing for your information.

6. Please note that Tim Jones (barrister) will be present at Court to represent you at the hearing. I will also arrange for my colleague to attend the hearing and let you know their name closer to the hearing date.

7. If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QsJNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london%2F

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 02 October 2023 1:50 PM

To: David Quee <Davidq@Duncanlewis.com>

Subject: [B184500002] RE: [B184500002] RE: **[B184500002]Re: Your Homelessness Matter (s204 Appeal)**

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Dear David

1. I was just wondering if you had ever heard from the court regarding the date of the hearing?

2. Also Deon's email is <<mailto:deonbenjamin@yahoo.com>> deonbenjamin@yahoo.com not sure why emails are not getting to her.

3. Also do we just turn up at court on the 23/11/2023 by 10:30 and there will be someone to meet Deon? also could you send the full address of the court please so we don't get it wrong.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >
Sent: 01 August 2023 16:21

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (s204 Appeal)

Dear Ms Cordell,

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3. Could you please provide us with the email address for Ms Benjamin?
4. We look forward to hearing from you.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 28 July 2023 12:00 PM

To: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (s204 Appeal)

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Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Sent: 18 July 2023 15:49

To: 'deonbenjamin@yahoo.co.uk' <deonbenjamin@yahoo.co.uk

<mailto:deonbenjamin@yahoo.co.uk> >

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: FW: [B184500002]Re: Your Homelessness Matter (s204 Appeal)

Dear Ms Benjamin,

We are resending this email as we received a non-delivery message to our earlier correspondence.

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David Quee

Trainee Solicitor

DDI: 02072752023

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From: David Quee
Sent: 18 July 2023 3:32 PM
To: 'deonbejamin@yahoo.com' <deonbejamin@yahoo.com>
<<mailto:deonbejamin@yahoo.com>> >
Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>
<<mailto:lorraine32@blueyonder.co.uk>> >
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From: David Quee

Sent: 18 July 2023 3:32 PM

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<<mailto:deonbejamin@yahoo.com>> >

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Subject: [B184500002]Re: Your Homelessness Matter (s204 Appeal)

Dear Ms Benjamin,

We refer to your above matter.

Please find the attached letter for your information.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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Read: [B184500002] RE: [B184500002] Re: Claim Number:

K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

From: David Quee <Davidq@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Mon, 02 Oct 2023 13:39:35 +0000

5. Your message

RE: [B184500002] RE: [B184500002] Re: Your Homelessness

Matter (s204 Appeal)

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'David Quee' <Davidq@Duncanlewis.com>

Date: Mon, 02 Oct 2023 13:49:35 +0100

Dear David

6. I was just wondering if you had ever heard from the court regarding the date of the hearing?
7. Also Deon's email is deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> not sure why emails are not getting to her.
8. Also do we just turn up at court on the 23/11/2023 by 10:30 and there will
9. be someone to meet Deon? also could you send the full address of the court
10. please so we don't get it wrong.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com>

Sent: 01 August 2023 16:21

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (s204 Appeal)

Dear Ms Cordell,

11. Thank you for your email.
12. We have sent a letter to the Court asking them to bring forward the hearing date, and we will contact you to provide an update once we hear from them.
13. We have also sent emails to Ms Deon Benjamin to the following email contacts for the client: <mailto:deonbenjamin@yahoo.co.uk> deonbenjamin@yahoo.co.uk and <mailto:deonbejamin@yahoo.com> deonbejamin@yahoo.com but these have been returned undelivered Could you please provide us with the email address for Ms Benjamin?
14. We look forward to hearing from you.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 28 July 2023 12:00 PM

To: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (s204 Appeal)

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Appeal)

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'David Quee' <Davidq@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Mon, 02 Oct 2023 13:51:00 +0100

Dear David

20. I was just wondering if you had ever heard from the court regarding the date of the hearing?

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london>
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<mailto:lorraine32@blueyonder.co.uk>

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To: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

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Appeal)

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To: 'deonbenjamin@yahoo.co.uk' <deonbenjamin@yahoo.co.uk <mailto:deonbenjamin@yahoo.co.uk> >

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk <mailto:lorraine32@blueyonder.co.uk> >

Subject: FW: [B184500002]Re: Your Homelessness Matter (s204 Appeal)

Dear Ms Benjamin,

31. We are resending this email as we received a non-delivery message to our earlier correspondence.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: David Quee

Sent: 18 July 2023 3:32 PM

To: 'deonbenjamin@yahoo.com' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk <mailto:lorraine32@blueyonder.co.uk> >

Subject: [B184500002]Re: Your Homelessness Matter (s204 Appeal)

Dear Ms Benjamin,

32. We refer to your above matter.

33. Please find the attached letter for your information.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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RE: [B184500002] Re: Your Homelessness Matter (s204

Appeal)

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'David Quee' <Davidq@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Mon, 02 Oct 2023 13:51:00 +0100

Dear David

- 34. I was just wondering if you had ever heard from the court regarding the date of the hearing?
- 35. Also Deon's email is deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> not sure why emails are not getting to her.
- 36. Also do we just turn up at court on the 23/11/2023 by 10:30 and there will be someone to meet Deon? also could you send the full address of the court please so we don't get it wrong.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Sent: 01 August 2023 16:21

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (s204 Appeal)

Dear Ms Cordell,

- 37. Thank you for your email.
- 38. We have sent a letter to the Court asking them to bring forward the hearing date, and we will contact you to provide an update once we hear from them.
- 39. We have also sent emails to Ms Deon Benjamin to the following email contacts for the client: <mailto:deonbenjamin@yahoo.co.uk> deonbenjamin@yahoo.co.uk and <mailto:deonbejamin@yahoo.com> deonbejamin@yahoo.com but these have been returned undelivered.
- 40. Could you please provide us with the email address for Ms Benjamin?
- 41. We look forward to hearing from you.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 28 July 2023 12:00 PM

To: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (s204

Appeal)

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear David

42. Is there any update if the court date can be made any earlier then Nov? Deon

43. is finding it very hard and the friend she stays at sometimes is moving so that wont be an option any longer.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Sent: 18 July 2023 15:49

To: 'deonbenjamin@yahoo.co.uk' <deonbenjamin@yahoo.co.uk
<mailto:deonbenjamin@yahoo.co.uk> >

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >

Subject: FW: [B184500002]Re: Your Homelessness Matter (s204 Appeal)

Dear Ms Benjamin,

We are resending this email as we received a non-delivery message to our earlier correspondence.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london%2F

From: David Quee

Sent: 18 July 2023 3:32 PM

To: 'deonbejamin@yahoo.com' <deonbejamin@yahoo.com
<mailto:deonbejamin@yahoo.com> >

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >

Subject: [B184500002]Re: Your Homelessness Matter (s204 Appeal)

Dear Ms Benjamin,

We refer to your above matter.

Please find the attached letter for your information.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

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FW: [B184500002] Re: Claim Number: K50CL101 - Miss Deon

Benjamin v The London Borough of Enfield

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Mon, 02 Oct 2023 13:54:55 +0100

Attachments: Dr_Hilary-Scurtook-03--07-2023-Deon.pdf, HOU007-Letter to Court re-01082023151026.pdf

44. Please see attached documents

From: David Quee <Davidq@Duncanlewis.com>

Sent: 01 August 2023 16:05

To: 'deonbenjamin@yahoo.com' <deonbenjamin@yahoo.com>; 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Cc: Bernadette Chikwe <bernadette@Duncanlewis.com>

Subject: FW: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

Dear Ms Benjamin,

45. Please find below the email and attached documents sent to the court for

46. your information.

47. We have asked the Court to bring forward the appeal hearing date.

48. We will contact you to provide an update on your case as soon as we hear from the Court.

49. If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: David Quee

Sent: 01 August 2023 3:55 PM

To: 'enquiries.centrlondon.countycourt@justice.gov.uk'

<enquiries.centrlondon.countycourt@justice.gov.uk

<mailto:enquiries.centrlondon.countycourt@justice.gov.uk> >

Cc: Bernadette Chikwe <bernadette@Duncanlewis.com

<mailto:bernadette@Duncanlewis.com> >; 'Steven.Riding@Enfield.gov.uk'

<Steven.Riding@Enfield.gov.uk <mailto:Steven.Riding@Enfield.gov.uk> >; 'Rita

Hammond' <Rita.Hammond@enfield.gov.uk <mailto:Rita.Hammond@enfield.gov.uk> >

Subject: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

Dear Sirs,

Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of Enfield S204 Housing Act Appeal

50. Please find attached letter for your consideration.

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FW: [B184500002] Re: Claim Number: K50CL101 - Miss Deon

Benjamin v The London Borough of Enfield

From: David Quee <Davidq@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Mon, 02 Oct 2023 14:26:54 +0100

Attachments: Dr_Hilary-Scurtook-03--07-2023-Deon.pdf, HOU007-Letter to Court re-01082023151026.pdf

Dear Ms Benjamin,

53. Please find below the chaser email sent to the Court for your information.

54. We will keep you updated as soon as we receive a response.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: David Quee

Sent: 02 October 2023 2:25 PM

To: 'enquiries.centrollondon.countycourt@justice.gov.uk'

<enquiries.centrollondon.countycourt@justice.gov.uk>

Cc: Bernadette Chikwe <bernadettec@Duncanlewis.com>

Subject: FW: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v
The London Borough of Enfield

Dear Sirs,

55. We write further to our email below as we have not received a response yet.

56. We would be obliged if someone could look into our matter and provide a

57. response at your earliest convenience.

58. We look forward to hearing from you.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london%2F

From: David Quee

Sent: 01 August 2023 3:55 PM

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<mailto:enquiries.centrellondon.countycourt@justice.gov.uk>
enquiries.centrellondon.countycourt@justice.gov.uk>
Cc: Bernadette Chikwe <<mailto:bernadettc@Duncanlewis.com>
bernadettc@Duncanlewis.com>; 'Steven.Riding@Enfield.gov.uk' <
<mailto:Steven.Riding@Enfield.gov.uk> Steven.Riding@Enfield.gov.uk>; 'Rita
Hammond' <<mailto:Rita.Hammond@enfield.gov.uk> Rita.Hammond@enfield.gov.uk>
Subject: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v The
London Borough of Enfield

Dear Sirs,

Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of Enfield S204
Housing Act Appeal

- 59. Please find attached letter for your consideration.
- 60. We have copied the solicitors for the Respondent to this email.
- 61. We look forward to hearing from you.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
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RE: [B184500002] Re: Claim Number: K50CL101 - Miss Deon

Benjamin v The London Borough of Enfield

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'David Quee' <Davidq@Duncanlewis.com>

Date: Mon, 02 Oct 2023 14:32:08 +0100

Hi David

62. Thank you for the update, deon is also now getting the emails from you, but asked you still send them to both of us as she has trouble understanding them, so I have to help her.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com>

Sent: 02 October 2023 14:27

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Cc: 'deonbenjamin@yahoo.com' <deonbenjamin@yahoo.com>

Subject: FW: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v

The London Borough of Enfield

Dear Ms Benjamin,

63. Please find below the chaser email sent to the Court for your information.

64. We will keep you updated as soon as we receive a response.

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DDI: 02072752023

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67. We look forward to hearing from you.

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DDI: 02072752023

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66. We would be obliged if someone could look into our matter and provide a response at your earliest convenience.

67. We look forward to hearing from you.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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From: David Quee

Sent: 01 August 2023 3:55 PM

To: 'enquiries.centrollondon.countycourt@justice.gov.uk' <<mailto:enquiries.centrollondon.countycourt@justice.gov.uk>>
<<mailto:enquiries.centrollondon.countycourt@justice.gov.uk>>

Cc: Bernadette Chikwe <<mailto:bernadettec@Duncanlewis.com>>
bernadettec@Duncanlewis.com>; 'Steven.Riding@Enfield.gov.uk' <<mailto:Steven.Riding@Enfield.gov.uk>> Steven.Riding@Enfield.gov.uk>; 'Rita Hammond' <<mailto:Rita.Hammond@enfield.gov.uk>> Rita.Hammond@enfield.gov.uk>

Subject: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

Dear Sirs,

Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of Enfield S204 Housing Act Appeal

68. Please find attached letter for your consideration.
69. We have copied the solicitors for the Respondent to this email.
70. We look forward to hearing from you.

Yours faithfully

David Quee

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DDI: 02072752023

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RE: [B184500002] RE: [B184500002] Re: Claim Number:

K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

From: David Quee <Davidq@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Mon, 02 Oct 2023 14:42:36 +0100

Dear Lorraine,

71. Thank you for your email.

72. We will continue to liaise with the client via the email address you provided and copy you into the correspondence.

73. If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 02 October 2023 2:32 PM

To: David Quee <Davidq@Duncanlewis.com>

Subject: [B184500002] RE: [B184500002] Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Hi David

74. Thank you for the update, deon is also now getting the emails from you, but

75. asked you still send them to both of us as she has trouble understanding them, so I have to help her.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com <<mailto:Davidq@Duncanlewis.com>> >

Sent: 02 October 2023 14:27

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Cc: 'deonbenjamin@yahoo.com' <deonbenjamin@yahoo.com

<<mailto:deonbenjamin@yahoo.com>> >

Subject: FW: [B184500002] Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

Dear Ms Benjamin,

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77. We will keep you updated as soon as we receive a response.

Kind regards

David Quee
Trainee Solicitor
DDI: 02072752023

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Cc: Bernadette Chikwe <bernadettec@Duncanlewis.com

<<mailto:bernadettec@Duncanlewis.com>> >

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Cc: Bernadette Chikwe <<<mailto:bernadettec@Duncanlewis.com>

>>bernadettec@Duncanlewis.com>; 'Steven.Riding@Enfield.gov.uk' <

<<mailto:Steven.Riding@Enfield.gov.uk>> Steven.Riding@Enfield.gov.uk>; 'Rita

Hammond' <<<mailto:Rita.Hammond@enfield.gov.uk>> Rita.Hammond@enfield.gov.uk>

Subject: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v The

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RE: Test info

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Tue, 10 Oct 2023 16:17:50 +0100

Attachments:

4. Theory test booking confirmed - Book your theory test - GOV.UK.pdf
5. See attached

test new date

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 19 Oct 2023 10:15:05 +0100

Attachments:

6. Theory test updated - Book your theory test - GOV.UK.pdf
7. here



Department
for Work &
Pensions

Care of Address

DEON BENJAMIN
23 BYRON TER
HERTFORD RD
LONDON
N9 7DG

00086
0156321369



www.gov.uk

Telephone: 0800 169 0310

Textphone: 0800 169 0314

Your reference:
JH653813B

Information about your benefit entitlement

Please read this letter in full

Dear DEON BENJAMIN

23 November 2023

Please find the information you requested below.

Your entitlement details

You were awarded Income-related Employment And Support Allowance.

Entitlement start date: 31-Jul-2012

Current amount: £225.45 Weekly

Reporting changes

You must tell us straightaway if there is a change in your circumstances. If you give wrong or incomplete information, or you do not report changes, you may be paid more or less money than you should. You will have to pay back overpaid money when told to do so. You could also be prosecuted or need to pay a financial penalty. If we pay you less money than we should we may pay you this money back.

**We have many different
ways we can
communicate with you.**

If you would like Braille,
British Sign Language, a
hearing loop, translations,
large print, audio or
something else please tell
us using the phone
number at the top of this
letter.

Please turn over

More information

If you need any more information, please contact us. Our number is at the top of this letter.

Please be careful who you share this letter and other personal information with.

Yours sincerely,
Office manager

Equality and Diversity

We treat people fairly, regardless of their disability, ethnicity, gender, sexual orientation, transgender status, marital or civil partnership status, age, religion or beliefs.

Call charges

Calls to 0800 numbers are free from personal mobiles and landlines.

Why DWP needs personal information and how we treat it

We treat personal information carefully. We may use it for any of our purposes. To learn more about information rights and how we use information, please see our DWP

Personal Information Charter at **www.gov.uk/dwp/personal-information-charter**

If you have included another adult's personal information in your claim you should let them know. They can find information about why and how DWP uses personal information in the DWP Personal Information Charter at

www.gov.uk/dwp/personal-information-charter



Deon Benjamin
17 St James
Court Fore Street
Enfield N18 2YJ

Date
23/10/2024

Dear Deon Benjamin,
Re Data Breach Notification - Ref DG6A
writing to inform you of a data security incident suffered by the Council
affected part of our IT network and which contained some personal data
relating to you

What Happened:

On 28 September 2024 we discovered that, despite the robust IT security measures we have in place, an unauthorised third party had illegally gained access to a small part of our IT network containing information about housing customers and leaseholders. We do not know who that unauthorised person or organisation is or why they accessed our network. This is commonly known as a cyberattack and, unfortunately, many public and private organisations face these attacks. Whilst we know that the third-party gained access to a small area of the system, we do not know whether all the information in that part of the system was actually viewed, accessed or removed by the cyber attacker. However, our investigations have revealed that the records accessed by them contained some personal data relating to you.

We emphasise that the cyberattack was not focused on any individuals directly - rather, the data was included within a larger database that the cyber attacker compromised. We also emphasise that we have seen no evidence that the cyber attacker has published any personal data online or otherwise made it available or used it in any way.

Given that the part of our IT system that was accessed contained some personal data, we wish to proceed with an abundance of caution. That is why we are writing to you. We are contacting you as soon as it was reasonably practicable to do so as we needed to complete our investigations to understand what happened and how this may have affected you.

What Information Was Involved:

Based on our investigations, it appears that the records which were accessed included the following information relating to you:

Information relating to your homelessness application. This would have



Lee Shelter
Head of Customer Solutions
Enfield Council
Cree Centre, Silver Street
Enfield EN1 3XY

Phone 020 8379 1000
Website www.enfield.gov.uk

included any information you provided to us at the time relating to things such as your name, current address and living arrangements, your age, your health or disability needs, family needs, your gender or ethnicity, the reasons for your homelessness, including whether you had been discharged from hospital or prison for example, your connection to the borough of Enfield, any special requirements you may have had at the time, our response to your request to be re-housed, etc

As indicated above, there is no basis to think that this cyberattack was focused on you. or any other individual. Instead, the attacker compromised part of our network that contained the above information about you, among information about other persons.

What We Are Doing:

We have robust and secure systems which defend us and the information we hold from illegal and unauthorised access. Those defences meant the illegal cyberattack was detected and contained quickly, such that only a very small section of our network was accessed. Our IT specialists are continuing to improve our digital security.

Although we took immediate steps to contain the cyberattack and stop any further illegal access to our systems, given the prevalence of cyberattacks in current times and the speed and sophistication with which cyber attackers evolve, we have since engaged a cyber security firm to review and check all our systems and recommend further measures the Council could take to protect itself from the risk of further cyberattacks. We have also notified the relevant regulatory authorities, including the Information Commissioners Office, the National Cyber Security Centre and Action Fraud, and we are working diligently to understand the full scope of the incident.

We also continue to assess any risks posed by this cyberattack for affected individuals. If our assessment of any such risks changes in any significant way, we will contact you again to ensure you are kept up to date.

What You Can Do:

- 8.) We repeat that we have seen no evidence that the cyber attacker has published any information about you online, or otherwise made it available, or that they have used it in any way. Nonetheless, out of an abundance of caution, we advise taking the following precautions:
9. Monitor your bank accounts: review your bank statements and other financial accounts regularly for any unusual activity If you do notice any unusual activity, speak to your bank straight away
10. Change your passwords: it is good practice to update your passwords for banking and other online services periodically You may wish to do that now for the relevant bank account and consider using strong, unique, passwords
11. Be vigilant against phishing attempts: be cautious when receiving unsolicited communications requesting personal information or inviting you to click links that may be suspicious.
12. You may wish to obtain a credit reference report to see if there is any activity with regard to credit that you don't recognise. There are a number of free websites that offer this service, such as Experian. There are others but here is a link to the Experian website: <https://www.experian.co.uk/>
13. If you think you may have been a victim of fraud, make a report to Action Fraud. Here is a link to their website: <https://www.actionfraud.police.uk>

For More Information:

I have attached for your information a set of questions and answers, which you might find useful I also enclose a copy of a leaflet from the National Cyber Security Centre containing further information to the public.

It is unlikely we will need to contact you again about this matter, unless there are any significant developments that may affect you. If you have any questions, or need further assistance, please see our website where you will find answers to common questions: enfield.gov.uk/cyberincident

If you cannot access this website or if you have any specific questions, please send your enquiry by email to website.feedback@enfield.gov.uk

Alternatively, we have set up a separate call-line for residents who have been affected. Please ring our usual customer contact number which is 020 8379 1000 and press number 6 when prompted to do so.

You will be put through to a team of people who will endeavour to help you.

Finally, you may want to go to the Information Commissioner's website which contains some useful information:

<https://ico.org.uk/>

We take the privacy and security of your personal information very seriously and regret any inconvenience or concern that this incident of unauthorised access by a third party to our systems may

cause.

Yours Sincerely,

If you call or write to us, please use this reference: JH653813B



Department
for Work &
Pensions

Miss Deon Benjamin
7 Tennyson Close
Scotland Green Road
Enfield
Middlesex
EN3 4SN



Personal Independence
Payment 2
Mail Handling Site A
Wolverhampton
WV98 1AB
www.gov.uk
Telephone: 0800 121 4433
Textphone: 0800 121 4493
25 October 2023

Personal Independence Payment

Your PIP review

Dear Miss Benjamin

The review of your PIP award is not yet complete.
To make sure you continue to get your payments we have
extended your award.

What this means for you

Your PIP award end date has been extended up to 24 November 2024.

We will continue to pay your PIP payments as normal while we complete the review of your claim. This could be before 24 November 2024.

We will write to you once we have completed the review.

If we have not completed the review by 24 November 2024 we may extend the end date of your PIP award again. We will write to you to tell you about this.

What to do now

You do not need to contact us unless your circumstances change.

If there is a change to your daily living or mobility needs you must let us know straightaway.

You can find details of other changes you need to tell us about later in this letter.

We have many different ways we can communicate with you.

If you would like braille, British Sign Language, a hearing loop, translations large print, audio or something else please tell us using the phone number at the top of this letter.

Read: RE: [B184500002] Re: Claim Number: K50CL101 - Miss

Deon Benjamin v The London Borough of Enfield

From: David Quee <Davidq@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Thu, 16 Nov 2023 16:21:11 +0000

1. Your message

RE: [B184500002] Re: Claim Number: K50CL101 - Miss Deon

Benjamin v The London Borough of Enfield

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'David Quee' <Davidq@Duncanlewis.com>

Date: Thu, 16 Nov 2023 16:49:42 +0100

Attachments:

2. [Text-Message-2023-11-16-13-57-47.jpg](#).

3. [Deon Enfield Integrated Core Team 02-02-2024.pdf](#)

Dear David

1. I am just forwarding you the letter Deon got and also a text that came today, please see attached.
2. The court hearing is still the 23/11/2023 at 10:30, what time should be get there to the court please.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com>

Sent: 02 October 2023 14:27

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Cc: 'deonbenjamin@yahoo.com' <deonbenjamin@yahoo.com>

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DDI: 02072752023

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gfIWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gfIWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: David Quee

Sent: 01 August 2023 3:55 PM

To: 'enquiries.centallondon.countycourt@justice.gov.uk' <

<<mailto:enquiries.centallondon.countycourt@justice.gov.uk>>

enquiries.centallondon.countycourt@justice.gov.uk>

Cc: Bernadette Chikwe <<mailto:bernadette@duncanlewis.com>>

bernadette@duncanlewis.com>; 'Steven.Riding@Enfield.gov.uk' <

<<mailto:Steven.Riding@Enfield.gov.uk>> Steven.Riding@Enfield.gov.uk>; 'Rita

Hammond' <<mailto:Rita.Hammond@enfield.gov.uk>> Rita.Hammond@enfield.gov.uk>

Subject: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v The

London Borough of Enfield

Dear Sirs,

Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of

Enfield S204 Housing Act Appeal

1. Please find attached letter for your consideration.
2. We have copied the solicitors for the Respondent to this email.
3. We look forward to hearing from you.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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FW: [B184500002] Re: Claim Number: K50CL101 - Miss Deon

Benjamin v The London Borough of Enfield

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 16 Nov 2023 16:51:51 +0100

Attachments: Text-Message-2023-11-16-13-57-47.jpg, Deon Enfield Integrated Core Team 02-02-2024.pdf

4. Copy of what I sent to sol today 16/11/2023

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 16 November 2023 15:50

To: 'David Quee' <Davidq@Duncanlewis.com>

Subject: RE: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

Dear David

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Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com>

Sent: 02 October 2023 14:27

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Cc: 'deonbenjamin@yahoo.com' <deonbenjamin@yahoo.com

<mailto:deonbenjamin@yahoo.com> >

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Cc: Bernadette Chikwe <bernadettec@Duncanlewis.com

<mailto:bernadettec@Duncanlewis.com> >

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Cc: Bernadette Chikwe <<mailto:bernadette@duncanlewis.com>>

bernadette@duncanlewis.com>; 'Steven.Riding@Enfield.gov.uk' <

<<mailto:Steven.Riding@Enfield.gov.uk>> Steven.Riding@Enfield.gov.uk>; 'Rita

Hammond' <<mailto:Rita.Hammond@enfield.gov.uk>> Rita.Hammond@enfield.gov.uk>

Subject: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

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S204 Housing Act Appeal

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RE: [B184500002] RE: [B184500002] Re: Claim Number:

K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

From: David Quee <Davidq@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Thu, 16 Nov 2023 17:33:33 +0100

Dear Lorraine,

12. Thank you for your email.

13. We can confirm that your appeal hearing will take place on Thursday, 23 August 2023 at 10:30 AM at the County Court at Central London, Thomas More Building, Royal Courts Of Justice, Strand, London WC2A 2LL.

14. Ms Benjamin must attend the hearing, and should try to arrive at Court around 09:30AM latest. My colleague, Andre Cummings (Apprentice Solicitor), will be there, and Tim Jones (barrister) will be attending to represent you.

15. If you have any queries, please let me know.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 16 November 2023 3:50 PM

To: David Quee <Davidq@Duncanlewis.com>

Subject: [B184500002] RE: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

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Sent: 02 October 2023 14:27

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

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To: deonbenjamin@yahoo.com

Date: Thu, 16 Nov 2023 17:35:38 +0100

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From: David Quee

Sent: 16 November 2023 4:34 PM

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Cc: 'deonbenjamin@yahoo.co.uk' <deonbenjamin@yahoo.co.uk>

Subject: RE: [B184500002] RE: [B184500002]Re: Claim Number: K50CL101 - Miss

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David Quee

Trainee Solicitor

DDI: 02072752023

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[trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 16 November 2023 3:50 PM

To: David Quee <Davidq@Duncanlewis.com <<mailto:Davidq@Duncanlewis.com>> >

Subject: [B184500002] RE: [B184500002]Re: Claim Number: K50CL101 - Miss Deon

Benjamin v The London Borough of Enfield

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the email or open attachments unless you are expecting this email.

Dear David

28. I am just forwarding you the letter Deon got and also a text that came today, please see attached.

29. The court hearing is still the 23/11/2023 at 10:30, what time should be get there to the court please.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Sent: 02 October 2023 14:27

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Cc: 'deonbenjamin@yahoo.com' <deonbenjamin@yahoo.com

<mailto:deonbenjamin@yahoo.com> >

Subject: FW: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v

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Dear Ms Benjamin,

30. Please find below the chaser email sent to the Court for your information.

31. We will keep you updated as soon as we receive a response.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: David Quee

Sent: 02 October 2023 2:25 PM

To: 'enquiries.centallondon.countycourt@justice.gov.uk'

<enquiries.centallondon.countycourt@justice.gov.uk

<mailto:enquiries.centallondon.countycourt@justice.gov.uk> >

Cc: Bernadette Chikwe <bernadettec@Duncanlewis.com

<mailto:bernadettec@Duncanlewis.com> >

Subject: FW: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

Dear Sirs,

32. We write further to our email below as we have not received a response yet.

33. We would be obliged if someone could look into our matter and provide a response at your earliest convenience.

34. We look forward to hearing from you.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: David Quee
Sent: 01 August 2023 3:55 PM
To: 'enquiries.centallondon.countycourt@justice.gov.uk' <
<mailto:enquiries.centallondon.countycourt@justice.gov.uk>
enquiries.centallondon.countycourt@justice.gov.uk>
Cc: Bernadette Chikwe <<mailto:bernadette@Duncanlewis.com>
bernadette@Duncanlewis.com>; 'Steven.Riding@Enfield.gov.uk' <
<mailto:Steven.Riding@Enfield.gov.uk> Steven.Riding@Enfield.gov.uk>; 'Rita
Hammond' <<mailto:Rita.Hammond@enfield.gov.uk> Rita.Hammond@enfield.gov.uk>
Subject: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v The
London Borough of Enfield
Dear Sirs,
Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of
Enfield
S204 Housing Act Appeal

Please find attached letter for your consideration.
We have copied the solicitors for the Respondent to this email.
We look forward to hearing from you.
Yours faithfully

David Quee
Trainee Solicitor
DDI: 02072752023
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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba
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%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

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RE: [B184500002] Re: [B184500002] RE: [B184500002] Re:

Claim Number: K50CL101 - Miss Deon Benjamin v The
London Borough of Enfield

From: David Quee <Davidq@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Thu, 16 Nov 2023 18:31:15 +0100

Dear Lorraine,

35. Thank you for your email and apologise for the error in the date for the hearing. I actually meant to say 23 November 2023.

36. We can confirm that your appeal hearing will take place on Thursday, 23 November 2023 at 10:30 AM at the County Court at Central London, Thomas More Building, Royal Courts Of Justice, Strand, London WC2A 2LL.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 16 November 2023 4:45 PM

To: David Quee <Davidq@Duncanlewis.com>

Subject: [B184500002] Re: [B184500002] RE: [B184500002] Re: Claim Number:
K50CL101 - Miss Deon Benjamin v the London Borough of Enfield

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Dear David

37. You do mean the 23 November 2023, yes?

Regards

Lorraine

David Quee

Trainee Solicitor

DDI: 02072752023

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On 16 Nov 2023, at 16:35, David Quee <Davidq@duncanlewis.com>

<mailto:Davidq@duncanlewis.com> > wrote:

Dear Ms Benjamin,

38. Please find below the email sent to Ms Lorraine Cordell for your information.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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<image003.jpg>

<image004.jpg>

From: David Quee

Sent: 16 November 2023 4:34 PM

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

<mailto:lorraine32@blueyonder.co.uk> >

Cc: 'deonbenjamin@yahoo.co.uk' <deonbenjamin@yahoo.co.uk>

<mailto:deonbenjamin@yahoo.co.uk> >

Subject: RE: [B184500002] RE: [B184500002] Re: Claim Number: K50CL101 - Miss Deon Benjamin v
The London Borough of Enfield

Dear Lorraine,

Thank you for your email.

39. We can confirm that your appeal hearing will take place on Thursday, 23

40. August 2023 at 10:30 AM at the County Court at Central London, Thomas More

41. Building, Royal Courts Of Justice, Strand, London WC2A 2LL.

42. Ms Benjamin must attend the hearing, and should try to arrive at Court around 09:30AM latest. My colleague, Andre Cummings (Apprentice Solicitor), will be there, and Tim Jones (barrister) will be attending to represent you.

43. If you have any queries, please let me know.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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<image003.jpg>
<image004.jpg>

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<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 16 November 2023 3:50 PM

To: David Quee <Davidq@Duncanlewis.com> <<mailto:Davidq@Duncanlewis.com>> >

Subject: [B184500002] RE: [B184500002]Re: Claim Number: K50CL101 - Miss Deon

Benjamin v The London Borough of Enfield

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Sent: 02 October 2023 14:27

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<<mailto:lorraine32@blueyonder.co.uk>> >

Cc: 'deonbenjamin@yahoo.com' <deonbenjamin@yahoo.com>

<<mailto:deonbenjamin@yahoo.com>> >

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Trainee Solicitor

DDI: 02072752023

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london>

<image003.jpg>
<image005.jpg>
From: David Quee
Sent: 02 October 2023 2:25 PM
To: 'enquiries.centallondon.countycourt@justice.gov.uk'
<enquiries.centallondon.countycourt@justice.gov.uk
<mailto:enquiries.centallondon.countycourt@justice.gov.uk> >
Cc: Bernadette Chikwe <bernadette@Duncanlewis.com
<mailto:bernadette@Duncanlewis.com> >
Subject: FW: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v

The London Borough of Enfield

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We look forward to hearing from you.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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<[https://www.linkedin.com/authwall?](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)

trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

<[https://www.linkedin.com/authwall?](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)

trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

<image003.jpg>

<image005.jpg>

From: David Quee

Sent: 01 August 2023 3:55 PM

To: 'enquiries.centallondon.countycourt@justice.gov.uk' <

<mailto:enquiries.centallondon.countycourt@justice.gov.uk>

enquiries.centallondon.countycourt@justice.gov.uk>

Cc: Bernadette Chikwe <mailto:bernadette@Duncanlewis.com>

bernadette@Duncanlewis.com>; 'Steven.Riding@Enfield.gov.uk' <

<mailto:Steven.Riding@Enfield.gov.uk> Steven.Riding@Enfield.gov.uk>; 'Rita

Hammond' <mailto:Rita.Hammond@enfield.gov.uk> Rita.Hammond@enfield.gov.uk>

Subject: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v The

London Borough of Enfield

Dear Sirs,

Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of
Enfield

S204 Housing Act Appeal

Please find attached letter for your consideration.
We have copied the solicitors for the Respondent to this email.
We look forward to hearing from you.
Yours faithfully

David Quee
Trainee Solicitor
DDI: 02072752023

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<<https://twitter.com/DuncanLewis>>

<<https://twitter.com/DuncanLewis>> <image002.jpg>

<<https://www.linkedin.com/authwall?>

trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba
VnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater- london>

<<https://www.linkedin.com/authwall?>

trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba
VnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-

london>

<image003.jpg>

<image006.jpg>

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Read: [B184500002] RE: [B184500002] Re: Your

Homelessness Matter - Appeal Hearing - Claim Number: K50CL101 - Miss Deon Benjamin v the London Borough of Enfield

From: David Quee <Davidq@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Fri, 17 Nov 2023 17:07:58 +0000

44. Your message

[B184500002] Re: Your Homelessness Matter - Appeal

Hearing - Claim Number: K50CL101 - Miss Deon Benjamin v

The London Borough of Enfield

From: David Quee <Davidq@Duncanlewis.com>

To: deonbenjamin@yahoo.com

Date: Fri, 17 Nov 2023 17:31:40 +0100

Attachments:

45. Combined Index and Appeal Bundle amended DB-15112023-171324-17112023-133739-Compressed.pdf

Dear Ms Benjamin,

46. We refer to your above matter.

47. Please find the attached appeal bundle for the hearing on 23 November 2023 at 10:30 AM at the County Court at Central London, Thomas More Building, Royal Courts Of Justice, Strand, London WC2A 2LL sent to the local authority for your information.

48. Could you please confirm your attendance at the hearing by replying to this email?

49. We look forward to hearing from you.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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RE: [B184500002] Re: Your Homelessness Matter - Appeal Hearing - Claim Number: K50CL101 - Miss Deon Benjamin v the London Borough of Enfield

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'David Quee' <Davidq@Duncanlewis.com>

Date: Fri, 17 Nov 2023 18:02:36 +0100

Dear David

50. Yes, Deon will be attending with me to the court

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com>

Sent: 17 November 2023 16:32

To: 'deonbenjamin@yahoo.com' <deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: [B184500002] Re: Your Homelessness Matter - Appeal Hearing - Claim

Number: K50CL101 - Miss Deon Benjamin v the London Borough of Enfield

Dear Ms Benjamin,

51. We refer to your above matter.

52. Please find the attached appeal bundle for the hearing on 23 November 2023 at 10:30 AM at the County Court at Central London, Thomas More Building, Royal Courts Of Justice, Strand, London WC2A 2LL sent to the local authority for your information.

53. Could you please confirm your attendance at the hearing by replying to this email?

54. We look forward to hearing from you.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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[trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

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RE: [B184500002] RE: [B184500002] Re: Your Homelessness

Matter - Appeal Hearing - Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

From: David Quee <Davidq@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Fri, 17 Nov 2023 18:09:27 +0100

Dear Lorraine,

55. Thank you for your email.

56. My colleague, Andre Cummings, will attend the hearing on Thursday, 23.11.2023.

57. Thank you for your assistance in the matter.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 17 November 2023 5:03 PM

To: David Quee <Davidq@Duncanlewis.com>

Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter - Appeal Hearing - Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear David

58. Yes, Deon will be attending with me to the court

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Sent: 17 November 2023 16:32

To: 'deonbenjamin@yahoo.com' <deonbenjamin@yahoo.com

<mailto:deonbenjamin@yahoo.com> >

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: [B184500002]Re: Your Homelessness Matter - Appeal Hearing - Claim

Number: K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

Dear Ms Benjamin,

59. We refer to your above matter.

60. Please find the attached appeal bundle for the hearing on 23 November 2023 at 10:30 AM at the County Court at Central London, Thomas More Building, Royal Courts Of Justice, Strand, London WC2A 2LL sent to the local authority for your information.

61. Could you please confirm your attendance at the hearing by replying to this

62. email?

63. We look forward to hearing from you.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

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Re: Fwd:

From: deon benjamin <deonbenjamin@yahoo.com>

To: jermaine edwards <jjedwards1983@yahoo.com>, Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Fri, 17 Nov 2023 23:47:46 +0100

Sent from Yahoo Mail for iPhone

<<https://mail.onelink.me/107872968?>

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

On Friday, November 17, 2023, 10:41 pm, jermaine edwards

<jjedwards1983@yahoo.com> wrote:

64. Here's that letter cuz

Sent from <<https://aka.ms/AAb9ysg>> Outlook for Android

Fw: Fwd:

From: deon benjamin <deonbenjamin@yahoo.com> To: Lorraine Cordell
<lorraine32@blueyonder.co.uk> Date: Fri, 17 Nov 2023 23:49:21 +0100

Attachments:

65. (no subject).eml

Sent from Yahoo Mail for iPhone

<<https://mail.onelink.me/107872968?>

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

Begin forwarded message:

On Friday, November 17, 2023, 10:41 pm, jermaine edwards

<jjedwards1983@yahoo.com> wrote:

66. Here's that letter cuz

Sent from <<https://aka.ms/AAb9ysg>> Outlook for Android

Jermaine

From: deon benjamin <deonbenjamin@yahoo.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Fri, 17 Nov 2023 23:55:38 +0100

To whom it may concern

67. I Jodie Edwards of 10 brookside Gardens, Enfield, EN1 4QG would like to inform you that Deon Benjamin was staying with me and my children on and off for 2 weeks to help her with her situation. Unfortunately as I have a son that has ADHD and autism I can no long have Deon stay as it is effecting my sons behaviour. If you need any more information please do not hesitate to contact me though email or phone.

Kind regards

Jodie Edwards

Jodie_05Z@hotmail.co.uk

07478 939906

Sent from Yahoo Mail for iPhone

<[https://mail.onelink.me/107872968?](https://mail.onelink.me/107872968?pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui)

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

Enfield Integrated Core Team NHS. 434 751 8617

From: "GENERAL ENQUIRIES (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)"
<beh-tr.generalenquiries@nhs.net>

To: lorraine32@blueyonder.co.uk

Date: Mon, 20 Nov 2023 14:02:59 +0100

Hi Lorraine,

68. Was lovely to meet you and Deon today. Please send me the information

69. regarding Deon's housing and I will forward it on.

Kind Regards

Administrator on behalf of Disara Withanage

Enfield Integrated Core Team

Barnet, Enfield and Haringey Mental Health NHS Trust

and Camden and Islington NHS Foundation Trust

The Chase Building | Chase Farm Hospital site | The Ridgeway | Enfield | EN2

8JL

Web: <<http://www.beh-mht.nhs.uk/>> www.beh-mht.nhs.uk | Twitter:

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Telephone : 020 8702 5011

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Fw: Stage One Complaint Acknowledgement and Decision

Ref: CAS-707727-B7H4X4

From: deon benjamin <deonbenjamin@yahoo.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Mon, 27 Nov 2023 14:01:43 +0100

Sent from Yahoo Mail for iPhone

<[https://mail.onelink.me/107872968?](https://mail.onelink.me/107872968?pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui)

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

Begin forwarded message:

On Monday, November 27, 2023, 12:49 pm, Neshat Brojerdian

<NBrojerdian@lqgroup.org.uk> wrote:

7 Tenneyson Close

Enfield

London

EN3 4SN

27th November

Stage One Complaint Acknowledgement and Decision Ref: CAS-707727-B7H4X4

Dear Miss Benjamin,

70. Thank you for contacting us, I tried to contact you this afternoon however there was no answer. I am sorry you needed to raise a complaint to get your concerns resolved. I have addressed your complaint at stage one of our complaints procedure and am writing to uphold your complaint.
71. We raised an order Job ref : AM/5801670-1 Mould wash assigned to Zap Carbon. They will contact you directly to book you in.
72. I am sorry for any trouble this has caused you.
73. Any claims such as those for damaged belongings or loss of personal items fall under insurance responsibility therefore follow financial claim protocols. For this reason, we cannot consider such claims within L&Q's complaints process and this forms part our formal policies (section 5.2).
74. It will be necessary to formally write to the Insurance Team providing as much of the following information as possible:
 75. The date and time of the alleged loss/damage
 76. The location and address of the alleged loss/damage
 77. Details of precisely how the loss/damage occurred
 78. Photographs of the damage
 79. Estimates/Invoices/Receipts of costs incurred
80. An explanation of why you hold the Trust responsible for the loss/damage
1. Once this is submitted to us, this matter will be treated as a public liability claim and dealt with by our insurer to investigate decide on whether L&Q are legally at fault. Please note that the liability decision investigation period can take up to 40 working days and compensation is not guaranteed nor automatic in these circumstances.
2. Please note this information can be submitted via the postal address or
3. e-mail below:

Insurance Team

London & Quadrant Housing Trust

29-35 West Ham Lane

Stratford

London

E15 4PH

<<mailto:insurance@lqgroup.org.uk>> insurance@lqgroup.org.uk

I trust the above is in order, I will remain your first point of contact if you have any questions regarding this matter. If you are not satisfied, please let me know. I will need to understand what you feel has not been

addressed and how you would like to see it resolved. I will then consider your comments and discuss your complaint with my manager. If I can't help any further, you can ask to escalate your complaint to the next stage of the process within six months.

You can also speak to the Housing Ombudsman Service at any time. I've added their contact details below.

Email - <<mailto:info@housing-ombudsman.org.uk>>

info@housing-ombudsman.org.uk

Website - www.housing-ombudsman.org.uk

<<http://www.housing-ombudsman.org.uk/>>

Tel: 0300 111 3000

Housing Ombudsman Service

PO Box 152

Liverpool L33 7WQ

You can find out more about our complaints policy and procedure on our website.

www.lqgroup.org.uk/contact-us/complaints

<<https://www.lqgroup.org.uk/contact-us/complaints>>

You may receive a complaint survey in the next few days to find out how well we addressed your complaint. Please let us know how you feel we dealt with your complaint as it's helpful to us to understand your views and make our service better.

Please let me know you have any questions or I can help any further.

Kindest regards

Neshat

<<http://www.lqgroup.org.uk/>>

Neshat Brojerdian (Miss)

Maintenance Central Operations

Direct: 0300 456 9998

Cray House

3 Maidstone Road, Sidcup, Kent, DA14 5HU

<<https://lqgroup.sharepoint.com/sites/Communications-Public/Shared%20Documents/General/Templates/www.lqgroup.org.uk>>

www.lqgroup.org.uk

Please note my working hours are:

Monday - Tuesday 07:00-18:00

Thursday 08:00-17:00

Friday 08:00-16:00

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Bank

From: deon benjamin <deonbenjamin@yahoo.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Sun, 03 Dec 2023 12:28:31 +0100

Attachments:

4. Statement 16-nov-23 ac 00935867.PDF,
5. Statement 19-oct-23 ac 00935867.PDF,
6. Statement 12- oct-23 ac 00935867 2.PDF,
7. Statement 12-oct-23 ac 00935867.PDF,
8. Statement 05-oct-23 ac 00935867.PDF,
9. Statement 02-nov-23 ac 00935867.PDF,
10. Statement 23-nov-23 ac 00935867 2.PDF,
11. Statement 26-oct-23 ac 00935867.PDF,
12. Statement 28-sep-23 ac 00935867.PDF,
13. Statement 21-sep-23 ac 00935867.PDF,
14. Statement 14-sep-23 ac 00935867.PDF,
15. Statement 07-sep-23 ac 00935867.PDF,
16. TXN 03092023 03122023 03122023 NatWest.pdf
17. Here is all my bank statements

Sent from Yahoo Mail for iPhone

<[https://mail.onelink.me/107872968?](https://mail.onelink.me/107872968?pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui)

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'David Quee' <Davidq@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com> Date: Sun, 03 Dec 2023 13:54:25 +0100

Attachments:

18. [ESA-Benefit-letter-23-11-23.pdf](#),
19. [Statement 02-nov-23 ac 00935867.PDF](#),
20. [Statement 05-oct-23 ac 00935867.PDF](#),
21. [Statement 07-sep-23 ac 00935867.PDF](#),
22. [Statement 12-oct-23 ac 00935867 2.PDF](#),
23. [Statement 12-oct-23 ac 00935867.PDF](#),
24. [Statement 14-sep-23 ac 00935867.PDF](#),
25. [Statement 16-nov-23 ac 00935867.PDF](#),
26. [Statement 19-oct-23 ac 00935867.PDF](#),
27. [Statement 21-sep-23 ac 00935867.PDF](#),
28. [Statement 23-nov-23 ac 00935867 2.PDF](#),
29. [Statement 26-oct-23 ac 00935867.PDF](#),
30. [Statement 28-sep-23 ac 00935867.PDF](#),
31. [TXN 03092023 03122023 03122023 NatWest.pdf](#)

Dear David

32. Thank you for the below email and sorry it's taken me time to send you the updated information for you to deal with the review with Enfield Council I was waiting for the new updated letter from the DWP as Andre Cummings said at court this would be needed for Legal Aid. Deon was very upset at court due to what happened and the document not being put in to court in time, well we all was as we did not know what was going on.

Please see attached documents

33. I await to hear from you regarding the review for housing for Deon with
34. Enfield Council, I hope they can put her somewhere temporary until this is addressed, there has been a great deal going on also with L&Q which I will list out in a new email.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com>

Sent: 29 November 2023 11:19

To: 'deonbenjamin@yahoo.com' <deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Benjamin,

35. Please find the attached letter regarding your above matter for your information.

36. If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QsJNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QsJNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

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RE: [B184500002] RE: [B184500002] Re: Your Homelessness

Matter (S204 Appeal)

From: David Quee <Davidq@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Mon, 04 Dec 2023 11:59:09 +0000

Dear Ms Cordell,

37. Thank you for your email and attached documents.

38. I have sent your email to my colleague, Andre Cummings, who will now be responsible for handling your homelessness matter with the local authority.

39. I suggest you liaise with him regarding your new homelessness application with the local authority now.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 03 December 2023 12:54 PM

To: David Quee <Davidq@Duncanlewis.com>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

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Dear David

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42. Enfield Council, I hope they can put her somewhere temporary until this is addressed, there has been a great deal going on also with L&Q which I will list out in a new email.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Sent: 29 November 2023 11:19

To: 'deonbenjamin@yahoo.com' <deonbenjamin@yahoo.com

<mailto:deonbenjamin@yahoo.com> >

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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44. If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

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FW: [B184500002] RE: [B184500002] Re: Your Homelessness

Matter (S204 Appeal)

From: David Quee <Davidq@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Mon, 04 Dec 2023 13:05:59 +0100

Dear Ms Cordell,

45. Further to my below email, please find below the contact details for Andre

46. Cummings:

Email: <mailto:AndreC@duncanlewis.com> AndreC@duncanlewis.com

Tel no: 020 7275 2883.

Mr Cummings does not work on Monday.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: David Quee

Sent: 04 December 2023 11:59 AM

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Cordell,

47. Thank you for your email and attached documents.

48. I have sent your email to my colleague, Andre Cummings, who will now be responsible for handling your homelessness matter with the local authority.

49. I suggest you liaise with him regarding your new homelessness application with the local authority now.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

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RE: [B184500002] RE: [B184500002] Re: Your Homelessness

Matter (S204 Appeal)

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'David Quee' <Davidq@Duncanlewis.com>

Date: Mon, 04 Dec 2023 13:32:59 +0100

Dear David

56. Than you very much for all your help I will send an email to him today.

57. Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com>

Sent: 04 December 2023 11:59

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Cordell,

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Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 03 December 2023 12:54 PM

To: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >;

'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

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Dear David

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Please see attached documents

62. I await to hear from you regarding the review for housing for Deon with

Regards
Lorraine

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RE: [B184500002] RE: [B184500002] Re: Your Homelessness

Matter (S204 Appeal)

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>

Date: Mon, 04 Dec 2023 13:38:45 +0100

Dear Andre

66. Please see the below email from David, he has sent over the document I sent him for the legal aid.
67. I hope we can deal with this new homelessness matter with the local authority for Deon as fast as possible and hope you could see if they will do her somewhere to stay while they carry out the review.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com>

Sent: 04 December 2023 12:06

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: FW: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Cordell,

68. Further to my below email, please find below the contact details for Andre Cummings:

Email: <mailto:AndreC@duncanlewis.com> AndreC@duncanlewis.com

Tel no: 020 7275 2883.

Mr Cummings does not work on Monday.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

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DDI: 02072752023

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VnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
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From: Lorraine Cordell <lorraine32@blueyonder.co.uk
<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 03 December 2023 12:54 PM

To: David Quee <Davidq@Duncanlewis.com <<mailto:Davidq@Duncanlewis.com>> >;
'deon benjamin' <deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204
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Lorraine

From: David Quee <Davidq@Duncanlewis.com <<mailto:Davidq@Duncanlewis.com>> >

Sent: 29 November 2023 11:19

To: 'deonbenjamin@yahoo.com' <deonbenjamin@yahoo.com
<<mailto:deonbenjamin@yahoo.com>> >

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<<mailto:lorraine32@blueyonder.co.uk>> >

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Dear Ms Benjamin,

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If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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VnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
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Read: RE: [B184500002] RE: [B184500002] Re: Your
Homelessness Matter (S204 Appeal)
From: Andre Cummings <AndreC@Duncanlewis.com>
To: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: Mon, 04 Dec 2023 20:35:55 +0000
73. Your message

[DL Admin] RE: [B184500002] RE: [B184500002] Re: Your

Homelessness Matter (S204 Appeal)

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Tue, 05 Dec 2023 08:06:57 +0000

Dear Lorraine

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Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trklInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 04 December 2023 12:39

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

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Regards

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From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 04 December 2023 12:06

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Subject: FW: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Cordell,

80. Further to my below email, please find below the contact details for Andre

81. Cummings:

Email: <mailto:AndreC@duncanlewis.com> AndreC@duncanlewis.com

Tel no: 020 7275 2883.

Mr Cummings does not work on Monday.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gfIWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: David Quee

Sent: 04 December 2023 11:59 AM

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gfIWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Sent: 03 December 2023 12:54 PM

To: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>;

'deon benjamin' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Please see attached documents

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Regards
Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 29 November 2023 11:19

To: 'deonbenjamin@yahoo.com' <<mailto:deonbenjamin@yahoo.com>

deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Subject: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3toIqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your

Homelessness Matter (S204 Appeal)

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Tue, 05 Dec 2023 20:08:00 +0000

Attachments:

- 89. [ESA-Benefit-letter-23-11-23.pdf,](#)
- 90. [Pictures-PDF.pdf,](#)
- 91. [Statement 02-NOV-23 AC 00935867 04041614.pdf,](#)
- 92. [Statement 05-OCT-23 AC 00935867 07163259.pdf,](#)
- 93. [Statement 07-SEP-23 AC 00935867 09100859.pdf,](#)
- 94. [Statement 09-NOV-23 AC 00935867 11043952.pdf,](#)
- 95. [Statement 12-OCT-23 AC 00935867 14041206.pdf,](#)
- 96. [Statement 14-SEP-23 AC 00935867 16041212.pdf,](#)
- 97. [Statement 16-NOV-23 AC 00935867 18044026.pdf,](#)
- 98. [Statement 19-OCT-23 AC 00935867 21041519.pdf,](#)
- 99. [Statement 21-SEP-23 AC 00935867 23121126.pdf,](#)
- 100. [Statement 23-NOV-23 AC 00935867 26231616.pdf,](#)
- 101. [Statement 23-NOV-23 AC 00935867 28050927.pdf,](#)
- 102. [Statement 26-OCT-23 AC 00935867 29123101.pdf,](#)
- 103. [Statement 28-SEP-23 AC 00935867 02124222.pdf,](#)
- 104. [Statement 30-NOV-23 AC 00935867 02044031.pdf,](#)
- 105. [Statement--600738-49508989--02-08-2023-01-09-2023.pdf,](#)
- 106. [Statement--600738-49508989--02-09-2023-29-09-2023.pdf,](#)
- 107. [Statement--600738-49508989--02-11-2023-01-12-2023.pdf,](#)
- 108. [Statement--600738-49508989--30-09-2023-01-11-2023.pdf,](#)
- 109. [Statement--600738-57218161--07-10-2023-07-11-2023.pdf,](#)
- 110. [Statement--600738-57218161--08-08-2023-07-09-2023.pdf,](#)
- 111. [Statement--600738-57218161--08-09-2023-06-10-2023.pdf](#)

Dear Andre

- 112. We have tried all day to get what you have asked most of the banks in this area are all closed or never had any paper in 1 which we found and they wont have any as that one is closing also. We were also told when we called them is there a way to do it and they stated only online.
- 113. We have done our best to get the latest online ones, some had to be done via photo as that was the only way in which to do it.
- 114. I really hope you are able to deal with this as I am not sure what we will do, surely Legal Aid know most banks are closing and everything is being made online.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 05 December 2023 08:07

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

- 115. Hope you are well, having reviewed the documents we require the following to open the case as some are missing Barclays account 009635867 only runs until 16/11/2023 can you provide statements from 17/11/2023-5/12/2023 everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023 Nat west bank account only shows transactions , we need the bank statement to show the account balance as well as transaction similar to Barclays account. Can you provided this for the dates of 3/9/12-5/12/2023
- 116. Once you get these documents to me I can review them and hopefully open the case.
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Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 04 December 2023 12:39

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Subject: RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal) Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

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From: David Quee <Davidq@Duncanlewis.com>

Sent: 04 December 2023 12:06

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Further to my below email, please find below the contact details for Andre Cummings: Email:

AndreC@duncanlewis.com

Tel no: 020 7275 2883.

Mr Cummings does not work on Monday.

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David Quee

Trainee Solicitor

DDI: 02072752023

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Kind regards

David Quee

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DDI: 02072752023

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Sent: 03 December 2023 12:54 PM

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Regards

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To: 'Andre Cummings' <AndreC@Duncanlewis.com>

Date: Tue, 05 Dec 2023 12:21:59 +0100

Hi Andre

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Sent: 04 December 2023 12:06
To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk> lorraine32@blueyonder.co.uk>; 'deon benjamin' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>
Subject: FW: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Cordell,

18. Further to my below email, please find below the contact details for Andre Cummings:

Email: <mailto:AndreC@duncanlewis.com> AndreC@duncanlewis.com

Tel no: 020 7275 2883.

Mr Cummings does not work on Monday.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: David Quee

Sent: 04 December 2023 11:59 AM

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Cordell,

19. Thank you for your email and attached documents.

20. I have sent your email to my colleague, Andre Cummings, who will now be responsible for handling your homelessness matter with the local authority.

21. I suggest you liaise with him regarding your new homelessness application with the local authority now.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba

VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>
lorraine32@blueyonder.co.uk>

Sent: 03 December 2023 12:54 PM

To: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>;

'deon benjamin' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear David

22. Thank you for the below email and sorry it's taken me time to send you the updated information for you to deal with the review with Enfield Council I was waiting for the new updated letter from the DWP as Andre Cummings said at court this would be needed for Legal Aid. Deon was very upset at court

23. due to what happened and the document not being put in to court in time, well we all was as we did not know what was going on.

Please see attached documents

24. I await to hear from you regarding the review for housing for Deon with Enfield Council, I hope they can put her somewhere temporary until this is addressed, there has been a great deal going on also with L&Q which I will list out in a new email.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 29 November 2023 11:19

To: 'deonbenjamin@yahoo.com' <<mailto:deonbenjamin@yahoo.com>
deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>
lorraine32@blueyonder.co.uk>

Subject: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Benjamin,

Please find the attached letter regarding your above matter for your information.

If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba
VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&

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Read: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Tue, 05 Dec 2023 16:07:46 +0000

1. Your message

Deon Natwest main

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: Lorraine Mob <lorraine32@blueyonder.co.uk>

Date: Tue, 05 Dec 2023 17:21:31 +0000

Attachments:

2. Statement--600738-49508989--30-09-2023-01-11-2023.pdf,
3. Untitled attachment 00884.txt,
4. Statement--600738-49508989--02-09-2023-29-09-2023.pdf,
5. Untitled attachment 00887.txt,
6. Statement--600738-49508989--02-11-2023-01-12-2023.pdf,
7. Untitled attachment 00890.txt,
8. Statement--600738-49508989--02-08-2023-01-09-2023.pdf,
9. Untitled attachment 00893.txt

(No body content)

Deon natWest savings

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: Lorraine Mob <lorraine32@blueyonder.co.uk>

Date: Tue, 05 Dec 2023 17:23:06 +0000

Attachments:

- 10. Statement--600738-57218161--08-09-2023-06-10-2023.pdf,
- 11. Untitled attachment 00872.txt,
- 12. Statement--600738-57218161--08-08-2023-07-09-2023.pdf,
- 13. Untitled attachment 00875.txt,
- 14. Statement--600738-57218161--07-10-2023-07-11-2023.pdf,
- 15. Untitled attachment 00878.txt

(No body content)

Deon Barclays statements

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: Lorraine Mob <lorraine32@blueyonder.co.uk>

Date: Tue, 05 Dec 2023 18:16:48 +0100

Attachments:

16. [Statement 30-NOV-23 AC 00935867 02044031.pdf,](#)
17. [Untitled attachment 00899.txt,](#)
18. [Statement 23-NOV-23 AC 00935867 26231616.pdf,](#)
19. [Untitled attachment 00902.txt,](#)
20. [Statement 23-NOV-23 AC 00935867 28050927.pdf,](#)
21. [Untitled attachment 00905.txt,](#)
22. [Statement 16-NOV-23 AC 00935867 18044026.pdf,](#)
23. [Untitled attachment 00908.txt,](#)
24. [Statement 09-NOV-23 AC 00935867 11043952.pdf,](#)
25. [Untitled attachment 00911.txt,](#)
26. [Statement 02-NOV-23 AC 00935867 04041614.pdf,](#)
27. [Untitled attachment 00914.txt,](#)
28. [Statement 26-OCT-23 AC 00935867 29123101.pdf,](#)
29. [Untitled attachment 00917.txt,](#)
30. [Statement 19-OCT-23 AC 00935867 21041519.pdf,](#)
31. [Untitled attachment 00920.txt,](#)
32. [Statement 12-OCT-23 AC 00935867 14041206.pdf,](#)
33. [Untitled attachment 00923.txt,](#)
34. [Statement 05-OCT-23 AC 00935867 07163259.pdf,](#)
35. [Untitled attachment 00926.txt,](#)
36. [Statement 28- SEP-23 AC 00935867 02124222.pdf,](#)
37. [Untitled attachment 00929.txt,](#)
38. [Statement 21-SEP-23 AC 00935867 23121126.pdf,](#)
39. [Untitled attachment 00932.txt,](#)
40. [Statement 14-SEP-23 AC 00935867 16041212.pdf,](#)
41. [Untitled attachment 00935.txt,](#)
42. [Statement 07-SEP-23 AC 00935867 09100859.pdf,](#)
43. [Untitled attachment 00938.txt](#)

(No body content)

Deon savings pic

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: Lorraine Mob <lorraine32@blueyonder.co.uk>

Date: Tue, 05 Dec 2023 18:27:07 +0100

Attachments:

- 44. [PHOTO-2023-12-05-17-25-29.jpg](#),
- 45. [Untitled attachment 00815.txt](#),
- 46. [PHOTO-2023-12-05-17-25-31.jpg](#),
- 47. [Untitled attachment 00818.txt](#),
- 48. [PHOTO-2023-12-05-17-25-31.jpg](#),
- 49. [Untitled attachment 00821.txt](#),
- 50. [PHOTO-2023-12-05-17-25-31.jpg](#),
- 51. [Untitled attachment 00824.txt](#),
- 52. [PHOTO-2023-12-05-17-25-32.jpg](#),
- 53. [Untitled attachment 00827.txt](#),
- 54. [PHOTO-2023-12-05-17-25-33.jpg](#),
- 55. [Untitled attachment 00830.txt](#),
- 56. [PHOTO-2023-12-05-17-25-33.jpg](#),
- 57. [Untitled attachment 00833.txt](#),
- 58. [PHOTO-2023-12-05-17-25-34.jpg](#),
- 59. [Untitled attachment 00836.txt](#),
- 60. [PHOTO-2023-12-05-17-25-34.jpg](#),
- 61. [Untitled attachment 00839.txt](#),
- 62. [PHOTO-2023-12-05-17-25-35.jpg](#),
- 63. [Untitled attachment 00842.txt](#),
- 64. [PHOTO-2023-12-05-17-25-35.jpg](#),
- 65. [Untitled attachment 00845.txt](#),
- 66. [PHOTO-2023-12-05-17-25-35.jpg](#),
- 67. [Untitled attachment 00848.txt](#),
- 68. [PHOTO-2023-12-05-17-25-36.jpg](#),
- 69. [Untitled attachment 00851.txt](#),
- 70. [PHOTO-2023-12-05-17-25-36.jpg](#),
- 71. [Untitled attachment 00854.txt](#),
- 72. [PHOTO-2023-12-05-17-25-37.jpg](#),
- 73. [Untitled attachment 00857.txt](#),
- 74. [PHOTO-2023-12-05-17-25-38.jpg](#),
- 75. [Untitled attachment 00860.txt](#),
- 76. [PHOTO-2023-12-05-17-25-38.jpg](#),
- 77. [Untitled attachment 00863.txt](#),
- 78. [PHOTO-2023-12-05-17-25-39.jpg](#),
- 79. [Untitled attachment 00866.txt](#)

(No body content)

Read: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Wed, 06 Dec 2023 11:15:14 +0000

80. Your message

RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your

Homelessness Matter (S204 Appeal)

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Wed, 06 Dec 2023 13:18:52 +0100

Dear Lorraine

1. Hope you are well, having reviewed the documents we require the following to open the case as some are missing unless we get these documents I can't open the file.
2. Bank statements can only be a week old so the bank statement needs to run until at least the 1/12/2023.
3. We require the following
 1. Barclays account 009635867 only runs until 30/11/2023 can you provide
 2. statements from 30/11/2023-6/12/2023
 3. everyday saver account 60930695 you did not provide statements for it can you provide
statements between 3/9/2023-5/12/2023 you still did not provide the statements for the savings
account.
 4. Nat west bank account 57218161 on runs until 7/11/2023 we need 8/11/2023-6/12/2023
 5. Nat west bank account 49508989 need 1/12/2023-6/12/2023
1. You can get these printed at the bank or see if you can get the pdf online that shows the transactions and balance.
2. If your unable to get it to today's date, if your able to get all the bank statements to run until the 1/12/2023 and get it to me by 4pm tomorrow and its ok. I will send over the legal aid form for you to sign and try to open the case before 7 days have past as the deadline would be Friday if bank
3. statements end on 1/12/2023.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 05 December 2023 20:08

To: Andre Cummings <AndreC@Duncanlewis.com>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

1. We have tried all day to get what you have asked most of the banks in this area are all closed or never had any paper in 1 which we found and they wont have any as that one is closing also. We were also told when we called them is there a way to do it and they stated only online.
2. We have done our best to get the latest online ones, some had to be done via photo as that was the only way in which to do it.
3. I really hope you are able to deal with this as I am not sure what we will do, surely Legal Aid know

most banks are closing and everything is being made online.

Regards
Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 05 December 2023 08:07

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

1. Hope you are well, having reviewed the documents we require the following to
2. open the case as some are missing
1. Barclays account 009635867 only runs until 16/11/2023 can you provide statements from 17/11/2023-5/12/2023 everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023
2. Nat west bank account only shows transactions , we need the bank statement to show the account balance as well as transaction similar to Barclays account. Can you provide this for the dates of 3/9/12-5/12/2023
1. Once you get these documents to me I can review them and hopefully open the case.
2. Could you please get these to me ASAP and before Friday if possible.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 04 December 2023 12:39

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

Please see the below email from David, he has sent over the document I sent him for the legal aid. I hope we can deal with this new homelessness matter with the local authority for Deon as fast as possible and hope you could see if they will do her somewhere to stay while they carry out the review.

Regards
Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 04 December 2023 12:06

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>
Subject: FW: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)
Dear Ms Cordell,

Further to my below email, please find below the contact details for Andre Cummings:
Email: <mailto:AndreC@duncanlewis.com> AndreC@duncanlewis.com
Tel no: 020 7275 2883.
Mr Cummings does not work on Monday.
Kind regards

David Quee
Trainee Solicitor
DDI: 02072752023
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<<https://twitter.com/DuncanLewis>>
<https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: David Quee
Sent: 04 December 2023 11:59 AM
To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk> lorraine32@blueyonder.co.uk>; 'deon benjamin' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>
Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)
Dear Ms Cordell,
Thank you for your email and attached documents.
I have sent your email to my colleague, Andre Cummings, who will now be responsible for handling your homelessness matter with the local authority.

I suggest you liaise with him regarding your new homelessness application with the local authority now.
Kind regards

David Quee
Trainee Solicitor
DDI: 02072752023
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<<https://m.facebook.com/duncanlewislawfirm/>>
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From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk> lorraine32@blueyonder.co.uk>
Sent: 03 December 2023 12:54 PM
To: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>;

'deon benjamin' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>
Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)
Alert: This is an external email received from outside Duncan Lewis. Please

do not click on any links in the email or open attachments unless you are expecting this email.

Dear David

Thank you for the below email and sorry it's taken me time to send you the updated information for you to deal with the review with Enfield Council I was waiting for the new updated letter from the DWP as Andre Cummings said at court this would be needed for Legal Aid. Deon was very upset at court due to what happened and the document not being put in to court in time, well we all was as we did not know what was going on.
Please see attached documents

I await to hear from you regarding the review for housing for Deon with Enfield Council, I hope they can put her somewhere temporary until this is addressed, there has been a great deal going on also with L&Q which I will list out in a new email.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 29 November 2023 11:19

To: 'deonbenjamin@yahoo.com' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Subject: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Benjamin,

Please find the attached letter regarding your above matter for your information.

If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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[B184500002] Re: Your Homelessness Matter (s204 Appeal)

From: David Quee <Davidq@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Wed, 06 Dec 2023 17:21:09 +0000

Attachments:

3. SEALED COURT ORDER.pdf

Dear Ms Benjamin,

Please find attached the sealed Order received from the court for your information.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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[trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

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RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your

Homelessness Matter (S204 Appeal)

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 07 Dec 2023 07:45:09 +0000

Attachments:

4. ESA-Benefit-letter-23-11-23.pdf,
5. Barclays-00935867-New.pdf,
6. Transactions--600738-49508989--06-09-2023-05-12-2023.pdf,
7. Transactions--600738-57218161--06-09-2023-05-12-2023.pdf

Dear Andre

8. Please see attached documents, from a bank print out.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 06 December 2023 12:19

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin' <deonbenjamin@yahoo.com>

Cc: David Quee <Davidq@Duncanlewis.com>

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Importance: High

Dear Lorraine

9. Hope you are well, having reviewed the documents we require the following to open the case as some are missing unless we get these documents I can't open the file.
10. Bank statements can only be a week old so the bank statement needs to run until at least the 1/12/2023.
11. We require the following
12. Barclays account 009635867 only runs until 30/11/2023 can you provide statements from 30/11/2023-6/12/2023 everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023 you still did not provide the statements for the savings account.
13. Nat west bank account 57218161 on runs until 7/11/2023 we need 8/11/2023- 6/12/2023
14. Nat west bank account 49508989 need 1/12/2023-6/12/2023
15. You can get these printed at the bank or see if you can get the pdf online that shows the transactions and balance.
16. If your unable to get it to today's date, if your able to get all the bank statements to run until the 1/12/2023 and get it to me by 4pm tomorrow and its ok. I will send over the legal aid form for you to sign and try to open the case before 7 days have past as the deadline would be Friday if bank statements end on 1/12/2023.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

To unsubscribe please submit a request here

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 05 December 2023 20:08

To: Andre Cummings <AndreC@Duncanlewis.com>; 'deon benjamin' <deonbenjamin@yahoo.com>

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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the email or open attachments unless you are expecting this email.

Dear Andre

17. We have tried all day to get what you have asked most of the banks in this area are all closed or never had any paper in 1 which we found and they wont have any as that one is closing also. We were also told when we called them is there a way to do it and they stated only online.
18. We have done our best to get the latest online ones, some had to be done via photo as that was the only way in which to do it.
19. I really hope you are able to deal with this as I am not sure what we will do, surely Legal Aid know most banks are closing and everything is being made online.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 05 December 2023 08:07

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

20. Hope you are well, having reviewed the documents we require the following to open the case as some are missing
21. Barclays account 009635867 only runs until 16/11/2023 can you provide statements from 17/11/2023-5/12/2023 everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023
22. Nat west bank account only shows transactions , we need the bank statement to show the account balance as well as transaction similar to Barclays account. Can you provided this for the dates of 3/9/12-5/12/2023
23. Once you get these documents to me I can review them and hopefully open the case.
24. Could you please get these to me ASAP and before Friday if possible.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 04 December 2023 12:39

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal) Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre

Please see the below email from David, he has sent over the document I sent him for the legal aid.

I hope we can deal with this new homelessness matter with the local authority for Deon as fast as possible and hope you could see if they will do her somewhere to stay while they carry out the review.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com>

Sent: 04 December 2023 12:06

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: FW: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal) Dear Ms Cordell,

Further to my below email, please find below the contact details for Andre Cummings:

Email: AndreC@duncanlewis.com

Tel no: 020 7275 2883.

Mr Cummings does not work on Monday.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

To unsubscribe please submit a request here

From: David Quee

Sent: 04 December 2023 11:59 AM

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal) Dear Ms Cordell,

Thank you for your email and attached documents.

I have sent your email to my colleague, Andre Cummings, who will now be responsible for handling your homelessness matter with the local authority.

I suggest you liaise with him regarding your new homelessness application with the local authority now.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

To unsubscribe please submit a request here

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 03 December 2023 12:54 PM

To: David Quee <Davidq@Duncanlewis.com>; 'deon benjamin' <deonbenjamin@yahoo.com> Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal) Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear David

Thank you for the below email and sorry it's taken me time to send you the updated information for you to deal with the review with Enfield Council I was waiting for the new updated letter from the DWP as Andre Cummings said at court this would be needed for Legal Aid. Deon was very upset at court due to what happened and the document not being put in to court in time, well we all was as we did not know what was going on.

Please see attached documents

I await to hear from you regarding the review for housing for Deon with Enfield Council, I hope they can put her somewhere temporary until this is addressed, there has been a great deal going on also with L&Q which I will list out in a new email.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com>

Sent: 29 November 2023 11:19

To: 'deonbenjamin@yahoo.com' <deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Benjamin,

Please find the attached letter regarding your above matter for your information.

If you have any queries, please do not hesitate to contact me.

Kind regards David Quee Trainee Solicitor DDI: 02072752023

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Read: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Thu, 07 Dec 2023 10:56:12 +0000

25. Your message

RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your

Homelessness Matter (S204 Appeal)

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 07 Dec 2023 12:12:16 +0100

Attachments:

26. Extracted pages from CW1 form Version 31 August 2023 .pdf

Dear Lorraine

27. Thank you for the bank accounts, please find attached legal aid form for deon to sign.

28. I can send the document via docusign if that's easier if you do not have an electrical signature.

29. I have set the date the form needs to be sign with so deon just needs to

30. sign.

31. Can you confirm Deon address should I list the address as no fix abode, as deon is homeless correct.

Kind regard

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 07 December 2023 07:45

To: Andre Cummings <AndreC@Duncanlewis.com>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

32. Please see attached documents, from a bank print out.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Sent: 06 December 2023 12:19

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >; 'deon benjamin'

<deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Cc: David Quee <Davidq@Duncanlewis.com <<mailto:Davidq@Duncanlewis.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

Importance: High

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to

open the case as some are missing unless we get these documents I can't open the file.

Bank statements can only be a week old so the bank statement needs to run until at least the 1/12/2023. We require the following

* Barclays account 009635867 only runs until 30/11/2023 can you provide statements from 30/11/2023-6/12/2023

* everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023 you still did not provide the statements for the savings account.

* Nat west bank account 57218161 on runs until 7/11/2023 we need 8/11/2023-6/12/2023

* Nat west bank account 49508989 need 1/12/2023-6/12/2023

You can get these printed at the bank or see if you can get the pdf online that shows the transactions and balance.

If your unable to get it to today's date, if your able to get all the bank statements to run until the 1/12/2023 and get it to me by 4pm tomorrow and its ok. I will send over the legal aid form for you to sign and try to open the case before 7 days have past as the deadline would be Friday if bank statements end on 1/12/2023.

Kind regards

Andre Cummings
Apprentice Solicitor
DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 05 December 2023 20:08

To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>>

>; 'deon benjamin' <deonbenjamin@yahoo.com> <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

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I really hope you are able to deal with this as I am not sure what we will do, surely Legal Aid know most banks are closing and everything is being made online.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >

Sent: 05 December 2023 08:07

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >
Subject: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness
Matter (S204 Appeal)

Dear Lorraine

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open the case as some are missing

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* everyday saver account 60930695 you did not provide statements for it can
you provide statements between 3/9/2023-5/12/2023
* Nat west bank account only shows transactions , we need the bank statement
to show the account balance as well as transaction similar to Barclays
account. Can you provided this for the dates of 3/9/12-5/12/2023
Once you get these documents to me I can review them and hopefully open the case.
Could you please get these to me ASAP and before Friday if possible.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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VnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 04 December 2023 12:39

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204
Appeal)

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expecting this email.

Dear Andre

Please see the below email from David, he has sent over the document I sent him for the legal aid.
I hope we can deal with this new homelessness matter with the local authority for Deon as fast as
possible and hope you could see if they will do her somewhere to stay while they carry out the review.
Regards
Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 04 December 2023 12:06

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Subject: FW: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204
Appeal)

Dear Ms Cordell,
Further to my below email, please find below the contact details for Andre Cummings:
Email: <mailto:AndreC@duncanlewis.com> AndreC@duncanlewis.com

Tel no: 020 7275 2883.

Mr Cummings does not work on Monday.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: David Quee
Sent: 04 December 2023 11:59 AM
To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk> lorraine32@blueyonder.co.uk>; 'deon benjamin' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>
Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Cordell,

Thank you for your email and attached documents.

I have sent your email to my colleague, Andre Cummings, who will now be responsible for handling your homelessness matter with the local authority.

I suggest you liaise with him regarding your new homelessness application with the local authority now.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk> lorraine32@blueyonder.co.uk>
Sent: 03 December 2023 12:54 PM
To: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>; 'deon benjamin' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>
Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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the email or open attachments unless you are expecting this email.

Dear David

Thank you for the below email and sorry it's taken me time to send you the updated information for you to deal with the review with Enfield Council I was waiting for the new updated letter from the DWP as Andre Cummings said at court this would be needed for Legal Aid. Deon was very upset at court due to what happened and the document not being put in to court in time, well we all was as we did not know what was going on.

Please see attached documents

I await to hear from you regarding the review for housing for Deon with Enfield Council, I hope they can put her somewhere temporary until this is addressed, there has been a great deal going on also with L&Q which I will list out in a new email.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 29 November 2023 11:19

To: 'deonbenjamin@yahoo.com' <<mailto:deonbenjamin@yahoo.com>

deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Subject: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Benjamin,

Please find the attached letter regarding your above matter for your information.

If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your

Homelessness Matter (S204 Appeal)

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 07 Dec 2023 13:01:44 +0100

Attachments:

33. Extracted pages from CW1 form Version 31 August 2023 .pdf

Dear Andre

34. Please see attached signed document

35. Yes Deon is of no fixed abode.

36. And there is a great deal to address regarding L&Q also that's came up over the last few weeks, which I am not sure if it will help Deon case with Enfield Council.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 07 December 2023 11:12

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin' <deonbenjamin@yahoo.com>

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

37. Thank you for the bank accounts, please find attached legal aid form for deon to sign.

38. I can send the document via docusign if that's easier if you do not have an electrical signature.

39. I have set the date the form needs to be sign with so deon just needs to sign.

40. Can you confirm Deon address should I list the address as no fix abode, as deon is homeless correct.

Kind regard

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 07 December 2023 07:45

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>>; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com>>

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

Please see attached documents, from a bank print out.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 06 December 2023 12:19

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Cc: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

Importance: High

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to open the case as some are missing unless we get these documents I can't open the file.

Bank statements can only be a week old so the bank statement needs to run until at least the 1/12/2023.

We require the following

- * Barclays account 009635867 only runs until 30/11/2023 can you provide statements from 30/11/2023-6/12/2023

- * everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023 you still did not provide the statements for the savings account.

- * Nat west bank account 57218161 on runs until 7/11/2023 we need 8/11/2023-6/12/2023

- * Nat west bank account 49508989 need 1/12/2023-6/12/2023

You can get these printed at the bank or see if you can get the pdf online that shows the transactions and balance.

If your unable to get it to today's date, if your able to get all the bank statements to run until the 1/12/2023 and get it to me by 4pm tomorrow and its ok. I will send over the legal aid form for you to sign and try to open the case before 7 days have past as the deadline would be Friday if bank statements end on 1/12/2023.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 05 December 2023 20:08

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

>; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

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Dear Andre

We have tried all day to get what you have asked most of the banks in this area are all closed or never had any paper in 1 which we found and they wont have any as that one is closing also. We were also told when we called them is there a way to do it and they stated only online.

We have done our best to get the latest online ones, some had to be done via photo as that was the only way in which to do it.

I really hope you are able to deal with this as I am not sure what we will do, surely Legal Aid know most banks are closing and everything is being made online.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 05 December 2023 08:07

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to open the case as some are missing

* Barclays account 009635867 only runs until 16/11/2023 can you provide statements from 17/11/2023-5/12/2023

* everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023

* Nat west bank account only shows transactions , we need the bank statement

to show the account balance as well as transaction similar to Barclays account. Can you provided this for the dates of 3/9/12-5/12/2023

Once you get these documents to me I can review them and hopefully open the case.

Could you please get these to me ASAP and before Friday if possible.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 04 December 2023 12:39

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204

Appeal)

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Dear Andre

Please see the below email from David, he has sent over the document I sent him for the legal aid.

I hope we can deal with this new homelessness matter with the local authority for Deon as fast as possible and hope you could see if they will do her somewhere to stay while they carry out the review.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 04 December 2023 12:06

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Subject: FW: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Cordell,

Further to my below email, please find below the contact details for Andre Cummings:

Email: <mailto:AndreC@duncanlewis.com> AndreC@duncanlewis.com

Tel no: 020 7275 2883.

Mr Cummings does not work on Monday.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: David Quee

Sent: 04 December 2023 11:59 AM

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Cordell,

Thank you for your email and attached documents.

I have sent your email to my colleague, Andre Cummings, who will now be responsible for handling your homelessness matter with the local authority.

I suggest you liaise with him regarding your new homelessness application with the local authority now.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>>

lorraine32@blueyonder.co.uk>

Sent: 03 December 2023 12:54 PM

To: David Quee <<mailto:Davidq@Duncanlewis.com>> Davidq@Duncanlewis.com>;

'deon benjamin' <<mailto:deonbenjamin@yahoo.com>> deonbenjamin@yahoo.com>

Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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updated information for you to deal with the review with Enfield Council I

was waiting for the new updated letter from the DWP as Andre Cummings said at court this would be needed for Legal Aid. Deon was very upset at court due to what happened and the document not being put in to court in time, well we all was as we did not know what was going on.

Please see attached documents

I await to hear from you regarding the review for housing for Deon with Enfield Council, I hope they can put her somewhere temporary until this is addressed, there has been a great deal going on also with L&Q which I will list out in a new email.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com>> Davidq@Duncanlewis.com>

Sent: 29 November 2023 11:19

To: 'deonbenjamin@yahoo.com' <<mailto:deonbenjamin@yahoo.com>>

deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>>

lorraine32@blueyonder.co.uk>

Subject: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Benjamin,

Please find the attached letter regarding your above matter for your information.

If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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Read: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Thu, 07 Dec 2023 13:31:18 +0000

41. Your message

Read: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Thu, 07 Dec 2023 14:36:25 +0000

42. Your message

RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your

Homelessness Matter (S204 Appeal)

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 07 Dec 2023 15:21:17 +0100

Dear Lorraine

43. Thank you for the documents , could you confirm the best number to contact you or deon on as I am opening a file and need to write down the phone number.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 07 December 2023 12:02

To: Andre Cummings <AndreC@Duncanlewis.com>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

44. Please see attached signed document

45. Yes, Deon is of no fixed abode.

46. And there is a great deal to address regarding L&Q also that's came up over the last few weeks, which I am not sure if it will help Deon case with Enfield Council.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 07 December 2023 11:12

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

Thank you for the bank accounts, please find attached legal aid form for deon to sing.

I can send the document via docusign if that's easier if you do not have an electrical signature.

I have set the date the form needs to be sign with so deon just needs to sign.

Can you confirm Deon address should I list the address as no fix abode, as deon is homeless correct.

Kind regard

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 07 December 2023 07:45

To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>>

>; 'deon benjamin' <deonbenjamin@yahoo.com> <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

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Dear Andre

Please see attached documents, from a bank print out.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >

Sent: 06 December 2023 12:19

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >; 'deon benjamin'

<deonbenjamin@yahoo.com> <<mailto:deonbenjamin@yahoo.com>> >

Cc: David Quee <Davidq@Duncanlewis.com> <<mailto:Davidq@Duncanlewis.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

Importance: High

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to

open the case as some are missing unless we get these documents I can't open the file.

Bank statements can only be a week old so the bank statement needs to run until at least the 1/12/2023.

We require the following

* Barclays account 009635867 only runs until 30/11/2023 can you provide statements from 30/11/2023-6/12/2023

* everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023 you still did not provide

the statements for the savings account.

* Nat west bank account 57218161 on runs until 7/11/2023 we need 8/11/2023-6/12/2023

* Nat west bank account 49508989 need 1/12/2023-6/12/2023

You can get these printed at the bank or see if you can get the pdf online that shows the transactions and balance.

If your unable to get it to today's date, if your able to get all the bank statements to run until the 1/12/2023 and get it to me by 4pm tomorrow and its ok. I will send over the legal aid form for you to sign and try to open the case before 7 days have past as the deadline would be Friday if bank statements end on 1/12/2023.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 05 December 2023 20:08

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>

>; 'deon benjamin' <deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

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Dear Andre

We have tried all day to get what you have asked most of the banks in this area are all closed or never had any paper in 1 which we found and they wont have any as that one is closing also. We were also told when we called them is there a way to do it and they stated only online.

We have done our best to get the latest online ones, some had to be done via photo as that was the only way in which to do it.

I really hope you are able to deal with this as I am not sure what we will do, surely Legal Aid know most banks are closing and everything is being made online.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Sent: 05 December 2023 08:07

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Subject: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to open the case as some are missing

* Barclays account 009635867 only runs until 16/11/2023 can you provide statements from 17/11/2023-5/12/2023

* everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023

* Nat west bank account only shows transactions , we need the bank statement to show the account balance as well as transaction similar to Barclays account. Can you provided this for the dates of 3/9/12-5/12/2023
Once you get these documents to me I can review them and hopefully open the case.
Could you please get these to me ASAP and before Friday if possible.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 04 December 2023 12:39

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

Please see the below email from David, he has sent over the document I sent him for the legal aid. I hope we can deal with this new homelessness matter with the local authority for Deon as fast as possible and hope you could see if they will do her somewhere to stay while they carry out the review.
Regards

Lorraine

From: David Quee <<<mailto:Davidq@Duncanlewis.com>> Davidq@Duncanlewis.com>

Sent: 04 December 2023 12:06

To: 'Lorraine Cordell' <<<mailto:lorraine32@blueyonder.co.uk>>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

<<mailto:deonbenjamin@yahoo.com>> deonbenjamin@yahoo.com>

Subject: FW: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Cordell,

Further to my below email, please find below the contact details for Andre Cummings:

Email: <<mailto:AndreC@duncanlewis.com>> AndreC@duncanlewis.com

Tel no: 020 7275 2883.

Mr Cummings does not work on Monday.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: David Quee

Sent: 04 December 2023 11:59 AM

To: 'Lorraine Cordell' <<<mailto:lorraine32@blueyonder.co.uk>>>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

<<mailto:deonbenjamin@yahoo.com>> deonbenjamin@yahoo.com>

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Cordell,

Thank you for your email and attached documents.

I have sent your email to my colleague, Andre Cummings, who will now be responsible for handling your homelessness matter with the local authority.

I suggest you liaise with him regarding your new homelessness application with the local authority now.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <<<mailto:lorraine32@blueyonder.co.uk>>>

lorraine32@blueyonder.co.uk>

Sent: 03 December 2023 12:54 PM

To: David Quee <<<mailto:Davidq@Duncanlewis.com>> Davidq@Duncanlewis.com>;

'deon benjamin' <<<mailto:deonbenjamin@yahoo.com>> deonbenjamin@yahoo.com>

Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear David

Thank you for the below email and sorry it's taken me time to send you the updated information for you to deal with the review with Enfield Council I was waiting for the new updated letter from the DWP as Andre Cummings said at court this would be needed for Legal Aid. Deon was very upset at court due to what happened and the document not being put in to court in time, well we all was as we did not know what was going on.

Please see attached documents

I await to hear from you regarding the review for housing for Deon with

Enfield Council, I hope they can put her somewhere temporary until this is

addressed, there has been a great deal going on also with L&Q which I will list out in a new email.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 29 November 2023 11:19

To: 'deonbenjamin@yahoo.com' <<mailto:deonbenjamin@yahoo.com>

deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Subject: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Benjamin,

Please find the attached letter regarding your above matter for your information.

If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 07 Dec 2023 15:32:45 +0100

Dear Andre

47. Thank you for your email

48. My number is 07807 333545 and deon number is 07383 748999. Deon email is also included with this email

49. deonbenjamin@yahoo.com

50. <mailto:deonbenjamin@yahoo.com>

51. Once Legion Aid is granted I will do a writeup as to what's going on also with L&Q

Regards

Lorrane

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 07 December 2023 14:21

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

52. Thank you for the documents , could you confirm the best number to contact

53. you or deon on as I am opening a file and need to write down the phone number.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 07 December 2023 12:02

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

>; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

54. Please see attached signed document

55. Yes, Deon is of no fixed abode.

56. And there is a great deal to address regarding L&Q also that's came up over the last few weeks, which I am not sure if it will help Deon case with Enfield Council.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >
Sent: 07 December 2023 11:12
To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'
<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

57. Thank you for the bank accounts, please find attached legal aid form for deon to sign.
58. I can send the document via docusign if that's easier if you do not have an electrical signature.
59. I have set the date the form needs to be sign with so deon just needs to
60. sign.
61. Can you confirm Deon address should I list the address as no fix abode, as deon is homeless correct.

Kind regard

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 07 December 2023 07:45

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

>; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

62. Please see attached documents, from a bank print out.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

>

Sent: 06 December 2023 12:19

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Cc: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Importance: High

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to open the case as some are missing unless we get these documents I can't open

the file.
Bank statements can only be a week old so the bank statement needs to run until at least the 1/12/2023.
We require the following
* Barclays account 009635867 only runs until 30/11/2023 can you provide statements from 30/11/2023-6/12/2023
* everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023 you still did not provide the statements for the savings account.
* Nat west bank account 57218161 on runs until 7/11/2023 we need 8/11/2023-6/12/2023
* Nat west bank account 49508989 need 1/12/2023-6/12/2023

You can get these printed at the bank or see if you can get the pdf online that shows the transactions and balance.

If your unable to get it to today's date, if your able to get all the bank statements to run until the 1/12/2023 and get it to me by 4pm tomorrow and its ok. I will send over the legal aid form for you to sign and try to open the case before 7 days have past as the deadline would be Friday if bank statements end on 1/12/2023.

Kind regards
Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 05 December 2023 20:08

To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>>

>; 'deon benjamin' <deonbenjamin@yahoo.com> <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

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Dear Andre

We have tried all day to get what you have asked most of the banks in this area are all closed or never had any paper in 1 which we found and they wont have any as that one is closing also. We were also told when we called them is there a way to do it and they stated only online. We have done our best to get the latest online ones, some had to be done via photo as that was the only way in which to do it.

I really hope you are able to deal with this as I am not sure what we will do, surely Legal Aid know most banks are closing and everything is being made online.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >

Sent: 05 December 2023 08:07

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to open the case as some are missing

* Barclays account 009635867 only runs until 16/11/2023 can you provide statements from 17/11/2023-5/12/2023

* everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023

* Nat west bank account only shows transactions , we need the bank statement to show the account balance as well as transaction similar to Barclays account. Can you provided this for the dates of 3/9/12-5/12/2023

Once you get these documents to me I can review them and hopefully open the case.

Could you please get these to me ASAP and before Friday if possible.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 04 December 2023 12:39

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre

Please see the below email from David, he has sent over the document I sent him for the legal aid.

I hope we can deal with this new homelessness matter with the local authority for Deon as fast as possible and hope you could see if they will do her somewhere to stay while they carry out the review.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 04 December 2023 12:06

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Subject: FW: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204

Appeal)

Dear Ms Cordell,

Further to my below email, please find below the contact details for Andre Cummings:

Email: <mailto:AndreC@duncanlewis.com> AndreC@duncanlewis.com

Tel no: 020 7275 2883.

Mr Cummings does not work on Monday.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: David Quee

Sent: 04 December 2023 11:59 AM

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204

Appeal)

Dear Ms Cordell,

Thank you for your email and attached documents.

I have sent your email to my colleague, Andre Cummings, who will now be responsible for handling your homelessness matter with the local authority.

I suggest you liaise with him regarding your new homelessness application with the local authority now.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Sent: 03 December 2023 12:54 PM

To: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>;

'deon benjamin' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204

Appeal)

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Dear David

Thank you for the below email and sorry it's taken me time to send you the updated information for you to deal with the review with Enfield Council I was waiting for the new updated letter from the DWP as Andre Cummings said at court this would be needed for Legal Aid. Deon was very upset at court due to what happened and the document not being put in to court in time, well we all was as we did not know what was going on.

Please see attached documents

I await to hear from you regarding the review for housing for Deon with Enfield Council, I hope they can put her somewhere temporary until this is addressed, there has been a great deal going on also with L&Q which I will list out in a new email.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 29 November 2023 11:19

To: 'deonbenjamin@yahoo.com' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Subject: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Benjamin,

Please find the attached letter regarding your above matter for your information.

If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your

Homelessness Matter (S204 Appeal)

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 07 Dec 2023 15:39:35 +0100

Dear Lorraine

63. Thank you for the email, once legal aid is granted I will arrange a phone call hopefully tomorrow.

64. I am apply for legal aid now .

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trklInfo=AQH09ZGdLf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 07 December 2023 14:33

To: Andre Cummings <AndreC@Duncanlewis.com>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

65. Thank you for your email

66. My number is 07807 333545 and deon number is 07383 748999. Deon email is

67. also included with this email

68. deonbenjamin@yahoo.com

69. <mailto:deonbenjamin@yahoo.com>

70. Once Legion Aid is granted I will do a writeup as to what's going on also with L&Q

Regards

Lorrane

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

Sent: 07 December 2023 14:21

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

71. Thank you for the documents , could you confirm the best number to contact you or deon on as I am opening a file and need to write down the phone number.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
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From: Lorraine Cordell <lorraine32@blueyonder.co.uk
<<mailto:lorraine32@blueyonder.co.uk>> >
Sent: 07 December 2023 12:02
To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>>
>; 'deon benjamin' <deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >
Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your
Homelessness Matter (S204 Appeal)
Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in
the email or open attachments unless you are
expecting this email.

Dear Andre
Please see attached signed document
Yes Deon is of no fixed abode.
And there is a great deal to address regarding L&Q also that's came up over
the last few weeks, which I am not sure if it will help Deon case with
Enfield Council.
Regards

Lorraine
From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >
Sent: 07 December 2023 11:12
To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<<mailto:lorraine32@blueyonder.co.uk>> >; 'deon benjamin'
<deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >
Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your
Homelessness Matter (S204 Appeal)
Dear Lorraine
Thank you for the bank accounts, please find attached legal aid form for
deon to sing.

I can send the document via docusign if that's easier if you do not have an
electrical signature.
I have set the date the form needs to be sign with so deon just needs to sign.
Can you confirm Deon address should I list the address as no fix abode, as deon is homeless correct.
Kind regard

Andre Cummings
Apprentice Solicitor
DDI: 02072752883
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trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba
VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >

Sent: 07 December 2023 07:45

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>
>; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your
Homelessness Matter (S204 Appeal)

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in
the email or open attachments unless you are expecting this email.

Dear Andre

Please see attached documents, from a bank print out.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 06 December 2023 12:19

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Cc: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your
Homelessness Matter (S204 Appeal)

Importance: High

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to open the case as some
are missing unless we get these documents I can't open the file.

Bank statements can only be a week old so the bank statement needs to run until at least the 1/12/2023.
We require the following

* Barclays account 009635867 only runs until 30/11/2023 can you provide
statements from 30/11/2023-6/12/2023

* everyday saver account 60930695 you did not provide statements for it can you provide statements
between 3/9/2023-5/12/2023 you still did not provide the statements for the savings account.

* Nat west bank account 57218161 on runs until 7/11/2023 we need 8/11/2023-6/12/2023

* Nat west bank account 49508989 need 1/12/2023-6/12/2023

You can get these printed at the bank or see if you can get the pdf online that shows the transactions and
balance.

If your unable to get it to today's date, if your able to get all the bank
statements to run until the 1/12/2023 and get it to me by 4pm tomorrow and
its ok. I will send over the legal aid form for you to sign and try to open

the case before 7 days have past as the deadline would be Friday if bank
statements end on 1/12/2023.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trklInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba
VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&

%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater- london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 05 December 2023 20:08

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>

>; 'deon benjamin' <deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

Alert: This is an external email received from outside Duncan Lewis. Please

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expecting this email.

Dear Andre

We have tried all day to get what you have asked most of the banks in this area are all closed or never
had any paper in 1 which we found and they wont have any as that one is closing also. We were also told
when we called them is there a way to do it and they stated only online.

We have done our best to get the latest online ones, some had to be done via
photo as that was the only way in which to do it.

I really hope you are able to deal with this as I am not sure what we will
do, surely Legal Aid know most banks are closing and everything is being made online.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Sent: 05 December 2023 08:07

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Subject: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness
Matter (S204 Appeal)

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to
open the case as some are missing

* Barclays account 009635867 only runs until 16/11/2023 can you provide statements from 17/11/2023-
5/12/2023

* everyday saver account 60930695 you did not provide statements for it can you provide statements
between 3/9/2023-5/12/2023

* Nat west bank account only shows transactions , we need the bank statement to show the account
balance as well as transaction similar to Barclays
account. Can you provided this for the dates of 3/9/12-5/12/2023

Once you get these documents to me I can review them and hopefully open the
case.

Could you please get these to me ASAP and before Friday if possible.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
<<mailto:lorraine32@blueyonder.co.uk>> >
Sent: 04 December 2023 12:39
To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >
Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204

Appeal)
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Dear Andre
Please see the below email from David, he has sent over the document I sent him for the legal aid. I hope we can deal with this new homelessness matter with the local

authority for Deon as fast as possible and hope you could see if they will do her somewhere to stay while they carry out the review.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com>> Davidq@Duncanlewis.com>

Sent: 04 December 2023 12:06

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

<mailto:deonbenjamin@yahoo.com>> deonbenjamin@yahoo.com>

Subject: FW: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204

Appeal)

Dear Ms Cordell,

Further to my below email, please find below the contact details for Andre Cummings:

Email: <<mailto:AndreC@duncanlewis.com>> AndreC@duncanlewis.com

Tel no: 020 7275 2883.

Mr Cummings does not work on Monday.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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[trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: David Quee

Sent: 04 December 2023 11:59 AM

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>
lorraine32@blueyonder.co.uk>; 'deon benjamin' <
<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>
Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204
Appeal)
Dear Ms Cordell,
Thank you for your email and attached documents.

I have sent your email to my colleague, Andre Cummings, who will now be
responsible for handling your homelessness matter with the local authority.
I suggest you liaise with him regarding your new homelessness application with the local authority now.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba
VnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater- london>

From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Sent: 03 December 2023 12:54 PM

To: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>;

'deon benjamin' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204
Appeal)

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Dear David

Thank you for the below email and sorry it's taken me time to send you the updated information for you to
deal with the review with Enfield Council I was waiting for the new updated letter from the DWP as Andre
Cummings said at court this would be needed for Legal Aid. Deon was very upset at court due to what
happened and the document not being put in to court in time,
well we all was as we did not know what was going on.

Please see attached documents

I await to hear from you regarding the review for housing for Deon with Enfield Council, I hope they can
put her somewhere temporary until this is addressed, there has been a great deal going on also with L&Q
which I will list out in a new email.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 29 November 2023 11:19

To: 'deonbenjamin@yahoo.com' <<mailto:deonbenjamin@yahoo.com>

deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Subject: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Benjamin,
Please find the attached letter regarding your above matter for your information.
If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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Support Letter and appointment reminder. Rio: 1048195

From: "GENERAL ENQUIRIES (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)"
<beh-tr.generalenquiries@nhs.net>

To: deonbenjamin@yahoo.com

Date: Mon, 08 Apr 2024 10:04:38 +0100

Attachments:

72. Deon Benjamin letter for housing .pdf

Dear Deon

73. Please find attached the letter that I had read out to you over the phone, with regards to housing.

74. I also wanted to remind you that our next appointment is on Friday 12th April at 3pm, at Chase Building, Chase Farm Hospital.

75. You are welcome to bring your mother to the meeting, for part of the session.

Kind regards,

Administrators on behalf of Kuntal Mehta

Enfield Integrated Core Mental Health Team

Barnet, Enfield and Haringey Mental Health NHS Trust

and Camden and Islington NHS Foundation Trust

The Chase Building | Chase Farm Hospital site | The Ridgeway | Enfield | EN2

8JL

Telephone : 020 8702 5011

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RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your

Homelessness Matter (S204 Appeal)

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Fri, 08 Dec 2023 11:51:49 +0100

Dear Abdre

76. Thank you for the update, I await to hear from you.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 08 December 2023 10:28

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your

Homelessness Matter (S204 Appeal)

Dear Lorraine and deon

77. Legal aid has now been approved, and your case has now been opened.

78. As I have not dealt with your case since the no priority need decision which was some months ago, I would need to be updated on what has changed since.

79. I will look at your file with David to see what medical evidence has been submitted for the trial you had previously that was settled.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gfIWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 07 December 2023 14:33

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>

>; 'deon benjamin' <deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre

80. Thank you for your email

81. My number is 07807 333545 and deon number is 07383 748999. Deon email is also included with this email

82. deonbenjamin@yahoo.com

83. <<mailto:deonbenjamin@yahoo.com>>

84. Once Legion Aid is granted I will do a writeup as to what's going on also with L&Q
Regards
Lorrane

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >
Sent: 07 December 2023 14:21
To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'
<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your
Homelessness Matter (S204 Appeal)

Dear Lorraine

Thank you for the documents , could you confirm the best number to contact you or deon on as I am opening a file and need to write down the phone number.

Kind regards

Andre Cummings
Apprentice Solicitor
DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >

Sent: 07 December 2023 12:02

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >
>; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your
Homelessness Matter (S204 Appeal)

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Dear Andre

Please see attached signed document

Yes Deon is of no fixed abode.

And there is a great deal to address regarding L&Q also that's came up over the last few weeks, which I am not sure if it will help Deon case with Enfield Council.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 07 December 2023 11:12

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your
Homelessness Matter (S204 Appeal)

Dear Lorraine

Thank you for the bank accounts, please find attached legal aid form for deon to sing.
I can send the document via docusign if that's easier if you do not have an
electrical signature.

I have set the date the form needs to be sign with so deon just needs to
sign.

Can you confirm Deon address should I list the address as no fix abode, as deon is homeless correct.

Kind regard

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba
VnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater- london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 07 December 2023 07:45

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

>; 'deon benjamin' <deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

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Dear Andre

Please see attached documents, from a bank print out.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Sent: 06 December 2023 12:19

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >; 'deon benjamin'

<deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Cc: David Quee <Davidq@Duncanlewis.com <<mailto:Davidq@Duncanlewis.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

Importance: High

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to open the case as some
are missing unless we get these documents I can't open the file.

Bank statements can only be a week old so the bank statement needs to run until at least the 1/12/2023.

We require the following

* Barclays account 009635867 only runs until 30/11/2023 can you provide

statements from 30/11/2023-6/12/2023

* everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023 you still did not provide the statements for the savings account.

* Nat west bank account 57218161 on runs until 7/11/2023 we need 8/11/2023-6/12/2023

* Nat west bank account 49508989 need 1/12/2023-6/12/2023

You can get these printed at the bank or see if you can get the pdf online that shows the transactions and balance.

If your unable to get it to today's date, if your able to get all the bank statements to run until the 1/12/2023 and get it to me by 4pm tomorrow and its ok. I will send over the legal aid form for you to sign and try to open the case before 7 days have past as the deadline would be Friday if bank statements end on 1/12/2023.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 05 December 2023 20:08

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>>

>; 'deon benjamin' <deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

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Dear Andre

We have tried all day to get what you have asked most of the banks in this area are all closed or never had any paper in 1 which we found and they wont have any as that one is closing also. We were also told when we called them is there a way to do it and they stated only online.

We have done our best to get the latest online ones, some had to be done via photo as that was the only way in which to do it.

I really hope you are able to deal with this as I am not sure what we will

do, surely Legal Aid know most banks are closing and everything is being made online.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Sent: 05 December 2023 08:07

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Subject: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness

Matter (S204 Appeal)

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to open the case as some are missing

* Barclays account 009635867 only runs until 16/11/2023 can you provide statements from 17/11/2023-5/12/2023

* everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023

* Nat west bank account only shows transactions , we need the bank statement to show the account balance as well as transaction similar to Barclays account. Can you provided this for the dates of 3/9/12-5/12/2023

Once you get these documents to me I can review them and hopefully open the case.

Could you please get these to me ASAP and before Friday if possible.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 04 December 2023 12:39

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

Please see the below email from David, he has sent over the document I sent him for the legal aid.

I hope we can deal with this new homelessness matter with the local authority for Deon as fast as possible and hope you could see if they will do her somewhere to stay while they carry out the review.

Regards

Lorraine

From: David Quee <<<mailto:Davidq@Duncanlewis.com>> Davidq@Duncanlewis.com>

Sent: 04 December 2023 12:06

To: 'Lorraine Cordell' <<<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

<<mailto:deonbenjamin@yahoo.com>> deonbenjamin@yahoo.com>

Subject: FW: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Cordell,

Further to my below email, please find below the contact details for Andre Cummings:
Email: <mailto:AndreC@duncanlewis.com> AndreC@duncanlewis.com
Tel no: 020 7275 2883.
Mr Cummings does not work on Monday.
Kind regards

David Quee
Trainee Solicitor
DDI: 02072752023
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From: David Quee
Sent: 04 December 2023 11:59 AM
To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk> lorraine32@blueyonder.co.uk>; 'deon benjamin' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>
Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)
Dear Ms Cordell,
Thank you for your email and attached documents.
I have sent your email to my colleague, Andre Cummings, who will now be responsible for handling your homelessness matter with the local authority.

I suggest you liaise with him regarding your new homelessness application with the local authority now.
Kind regards
David Quee

Trainee Solicitor
DDI: 02072752023
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From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk> lorraine32@blueyonder.co.uk>
Sent: 03 December 2023 12:54 PM
To: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>; 'deon benjamin' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>
Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear David

Thank you for the below email and sorry it's taken me time to send you the updated information for you to deal with the review with Enfield Council I was waiting for the new updated letter from the DWP as Andre Cummings said at court this would be needed for Legal Aid. Deon was very upset at court due to what happened and the document not being put in to court in time, well we all was as we did not know what was going on.

Please see attached documents

I await to hear from you regarding the review for housing for Deon with Enfield Council, I hope they can put her somewhere temporary until this is addressed, there has been a great deal going on also with L&Q which I will list out in a new email.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 29 November 2023 11:19

To: 'deonbenjamin@yahoo.com' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk> lorraine32@blueyonder.co.uk>

Subject: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Benjamin,

Please find the attached letter regarding your above matter for your information.

If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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[trk=gf&trklInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trklInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

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**Duncan Lewis
Solicitors**

CLIENT AUTHORITY FORM – TO THIRD PARTIES

Name of Client: DB

Client's Address: NFA

Date of birth: *****

NI Number:

My Solicitors	Duncan Lewis Solicitors
Correspondence Address	Sackville House, 143-149 Fenchurch Street, London, EC3M 6BL
Fee Earner	Andre Cummings
Direct Dial	
Case Ref. Number	B184*****

Confirmation

For the purposes of progressing my legal matter and processing data under one or all of the following: Article 6(1)(b) contract, Article 6(1)(c) legal obligation, and/or Article 6(1)(f) legitimate interests of the General Data Protection Regulation (GDPR); I hereby authorise you to release to my solicitors above, any notes, records, reports, papers, correspondence, information or documentation concerning me, in your possession, which they may require of you, including specifically if requested, my previous solicitors' files (including attendance notes), and all medical records relating to me that you may

Please quote the above case reference number in all correspondence.

Signed: _____

_____ Dated: 08/12/2023

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**Read: [B184500003] RE: [DL Admin] RE: [B184500002] RE:
[B184500002]Re: Your Homelessness Matter (S204 Appeal)**

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Fri, 08 Dec 2023 13:38:28 +0000

Your message

**Read: RE: [DL Admin] RE: [B184500002] RE:
[B184500002]Re: Your Homelessness Matter (S204 Appeal)**

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Fri, 08 Dec 2023 14:14:16 +0000

Your message

RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)
From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
To: 'Andre Cummings' <AndreC@Duncanlewis.com>
Date: Fri, 08 Dec 2023 15:01:08 +0100

Attachments:

- 85. [Deon-Flat-01.JPG](#),
- 86. [Deon-Flat-02.JPG](#),
- 87. [Deon-Flat-03.JPG](#),
- 88. [Deon-Flat-04.JPG](#),
- 89. [Deon-Flat-05.JPG](#),
- 90. [Deon-Flat-06.JPG](#),
- 91. [Deon-Flat-07.JPG](#),
- 92. [Deon-Flat-08.JPG](#),
- 93. [Deon-Flat-09.JPG](#),
- 94. [Deon-Flat-10.JPG](#),
- 95. [Deon- Flat-11.JPG](#),
- 96. [Deon-Flat-12.JPG](#),
- 97. [Deon-Flat-13.JPG](#),
- 98. [Deon-Flat-14.JPG](#),
- 99. [Deon-Flat-15.JPG](#),
- 100. [Deon-Flat-16.JPG](#),
- 101. [Deon-Flat-17.JPG](#),
- 102. [Deon-Flat-18.JPG](#),
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- 105. [Deon-Flat-21.JPG](#),
- 106. [Deon- Flat-22.JPG](#),
- 107. [Deon-Flat-23.JPG](#),
- 108. [Deon-Flat-24.JPG](#),
- 109. [Deon-Flat-25.JPG](#),
- 110. [Deon-Flat-26.JPG](#),
- 111. [Deon-Flat-27.JPG](#),
- 112. [Deon-Flat-28.JPG](#),
- 113. [Deon-Flat-29.JPG](#)

Dear Andre

Please see attached pictures of some of Deon flat. A complaint has gone into L&Q and been upheld.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>
Sent: 08 December 2023 10:28
To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin' <deonbenjamin@yahoo.com>
Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine and deon

- 114. Legal aid has now been approved and your case has now been opened.
- 115. As I have not dealt with your case since the no priority need decision which was some months ago, I would need to be updated on what has changed since.
- 116. I will look at your file with David to see what medical evidence has been
- 117. submitted for the trial you had previously that was settled.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 07 December 2023 14:33

To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>>

>; 'deon benjamin' <deonbenjamin@yahoo.com> <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

Thank you for your email

118. My number is 07807 333545 and deon number is 07383 748999. Deon email is also included with this email deonbenjamin@yahoo.com

<<mailto:deonbenjamin@yahoo.com>>

Once Legion Aid is granted I will do a writeup as to what's going on also with L&Q

Regards

Lorrane

From: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >

Sent: 07 December 2023 14:21

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >; 'deon benjamin'

<deonbenjamin@yahoo.com> <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

119. Thank you for the documents , could you confirm the best number to contact you or deon on as I am opening a file and need to write down the phone number.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 07 December 2023 12:02

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>
>; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

120. Please see attached signed document

121. Yes, Deon is of no fixed abode.

122. And there is a great deal to address regarding L&Q also that's came up over the last few weeks, which I am not sure if it will help Deon case with Enfield Council.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 07 December 2023 11:12

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

123. Thank you for the bank accounts, please find attached legal aid form for deon to sign.

124. I can send the document via docusign if that's easier if you do not have an electrical signature.

125. I have set the date the form needs to be sign with so deon just needs to sign.

126. Can you confirm Deon address should I list the address as no fix abode, as deon is homeless correct.

Kind regard

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 07 December 2023 07:45

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>
>; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your

Homelessness Matter (S204 Appeal)

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Dear Andre

Please see attached documents, from a bank print out.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >
Sent: 06 December 2023 12:19
To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'
<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Cc: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >
Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your
Homelessness Matter (S204 Appeal)
Importance: High

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to open the case as some are missing unless we get these documents I can't open the file.
Bank statements can only be a week old so the bank statement needs to run until at least the 1/12/2023.
We require the following

* Barclays account 009635867 only runs until 30/11/2023 can you provide statements from 30/11/2023-6/12/2023

* everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023 you still did not provide the statements for the savings account.

* Nat west bank account 57218161 on runs until 7/11/2023 we need 8/11/2023-6/12/2023

* Nat west bank account 49508989 need 1/12/2023-6/12/2023

You can get these printed at the bank or see if you can get the pdf online that shows the transactions and balance.

If your unable to get it to today's date, if your able to get all the bank statements to run until the 1/12/2023 and get it to me by 4pm tomorrow and its ok. I will send over the legal aid form for you to sign and try to open the case before 7 days have past as the deadline would be Friday if bank statements end on 1/12/2023.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gfIWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gfIWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 05 December 2023 20:08

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

>; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

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Dear Andre

We have tried all day to get what you have asked most of the banks in this area are all closed or never had any paper in 1 which we found and they wont have any as that one is closing also. We were also told when we called them is there a way to do it and they stated only online.

We have done our best to get the latest online ones, some had to be done via photo as that was the only way in which to do it.

I really hope you are able to deal with this as I am not sure what we will

do, surely Legal Aid know most banks are closing and everything is being made online.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 05 December 2023 08:07

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to open the case as some are missing

- * Barclays account 009635867 only runs until 16/11/2023 can you provide statements from 17/11/2023-5/12/2023

- * everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023

- * Nat west bank account only shows transactions , we need the bank statement to show the account balance as well as transaction similar to Barclays

account. Can you provided this for the dates of 3/9/12-5/12/2023

Once you get these documents to me I can review them and hopefully open the case.

Could you please get these to me ASAP and before Friday if possible.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 04 December 2023 12:39

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

Please see the below email from David, he has sent over the document I sent him for the legal aid. I hope we can deal with this new homelessness matter with the local authority for Deon as fast as possible and hope you could see if they will do her somewhere to stay while they carry out the review.

Regards
Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>
Sent: 04 December 2023 12:06
To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk> lorraine32@blueyonder.co.uk>; 'deon benjamin' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>
Subject: FW: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Cordell,
127. Further to my below email, please find below the contact details for Andre Cummings:

Email: <mailto:AndreC@duncanlewis.com> AndreC@duncanlewis.com
Tel no: 020 7275 2883.

128. Mr Cummings does not work on Monday.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: David Quee

Sent: 04 December 2023 11:59 AM

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Subject: RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Cordell,

129. Thank you for your email and attached documents.

130. I have sent your email to my colleague, Andre Cummings, who will now be responsible for handling your homelessness matter with the local authority.

131. I suggest you liaise with him regarding your new homelessness application

132. with the local authority now.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>>
lorraine32@blueyonder.co.uk>

Sent: 03 December 2023 12:54 PM

To: David Quee <<mailto:Davidq@Duncanlewis.com>> Davidq@Duncanlewis.com;
'deon benjamin' <<mailto:deonbenjamin@yahoo.com>> deonbenjamin@yahoo.com>
Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear David

133. Thank you for the below email and sorry it's taken me time to send you the updated information for you to deal with the review with Enfield Council I was waiting for the new updated letter from the DWP as Andre Cummings said at court this would be needed for Legal Aid. Deon was very upset at court due to what happened and the document not being put in to court in time, well we all was as we did not know what was going on.

Please see attached documents

134. I await to hear from you regarding the review for housing for Deon with

135. Enfield Council, I hope they can put her somewhere temporary until this is addressed, there has been a great deal going on also with L&Q which I will list out in a new email.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com>> Davidq@Duncanlewis.com>

Sent: 29 November 2023 11:19

To: 'deonbenjamin@yahoo.com' <<mailto:deonbenjamin@yahoo.com>>
deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>>
lorraine32@blueyonder.co.uk>

Subject: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Benjamin,

Please find the attached letter regarding your above matter for your information.

If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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Fw: Correspondence from London & Quadrant: Works Order AM/5801670-1

From: deon benjamin <deonbenjamin@yahoo.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Fri, 08 Dec 2023 15:10:40 +0100

Attachments:

136. 19819474.pdf

Sent from Yahoo Mail for iPhone

<[https://mail.onelink.me/107872968?](https://mail.onelink.me/107872968?pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui)

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

Begin forwarded message:

On Monday, November 27, 2023, 12:52 pm, L&Q Correspondence

<donotreply@lqgroup.org.uk> wrote:

Correspondence from London & Quadrant: Works Order AM/5801670-1.

This email is sent from an unattended mailbox. Replies to this email address

will not be processed. Please direct any enquiries to

reportarepair@lqgroup.org.uk or your usual point of contact.

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**Read: [B184500003] Deon Benjamin L&Q FW: Stage One
Complaint Acknowledgement and Decision Ref:
CAS-707727-B7H4X4**

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Your message

FZ/DB

Date: 18 December 2023

Miss DB

7 Tennyson Close, Scotland green road Enfield
EN3 4SN

Email: Lorraine32@blueyonder.co.uk

Dear DB



Cardinal House - 7th Floor
20 St Mary's Parsonage
Parsonage Gardens
Central Manchester, M3 2LY

T: +44 (0)844 478 1999
F : +44 (0)844 478 1998
www.veritassolicitors.co.uk

Re: Your housing disrepair claim

Thank you for your instructions in relation to the disrepair problems you are experiencing at your home as a result of your landlord's failure to carry out the necessary remedial works of repair.

Please note your claim will be dealt with by a designated fee earner who is experienced in housing disrepair, the details of which will be supplied to you post allocation of your claim. Your claim will be supervised by a team leader of the delegated fee earner, who details will be supplied in due course, alongside that of the fee earner.

Your Claim

We confirm that Veritas Solicitors is regulated by the Solicitors Regulations Authority, and we will always act in your best interest.

Also, we confirm we do not pay any referral fees for the introduction of any cases. However, we may partake in either a marketing campaign to marketing companies or claims management companies with whom we agree a marketing budget that we pay them for which they would carry out marketing on our behalf or pay recommendation fees to similar entities which result in the production of cases. Both methods result in obtaining cases from them and rest assured both are compliant with rules and regulations under which we are governed. Should you require further details on our onboarding processes, please contact our offices and one of our staff would be happy to explain how we acquired your case in more detail.

We will act independently for you without being compromised on integrity. We must keep affairs of clients and former clients confidential except where disclosure is required or permitted by law. If you are happy for us to discuss and disclose confidential information regarding your matter to a third party, then kindly provide an authority to do so. We can confirm that even where you have granted us authority to discuss your claim with a third party, we will only ever contact you and will only discuss your claim with them where the relevant party may have advised us that you have reached out to them to find out the progress of your claim.

From the limited information you have supplied it would appear you have reasonable prospects of success in pursuing your claim to have the necessary works of repair carried out and to recover compensation. However please note that this assessment of the prospects of success may change once we have obtained the report of an Independent Chartered Surveyor on the causes and effects of the alleged disrepair at your home. Our role in acting for you is to carry out investigations and to value your claim with a view to ultimately obtaining compensation on your behalf. Our professional practice rules dictate we must inform you of a number of matters concerning this claim and how we intend to deal with it on your behalf. We appreciate that this correspondence is comprehensive, but it is important that you thoroughly read it and understand its contents.

By law, you only have 6 years from the date of knowledge of the disrepair (or 3 years when personal injury is alleged) with which to bring your claim. This means, either the claim must be resolved, or Court proceedings are issued, prior to the expiration of any limitation period. Consequently, it is extremely important that you swiftly respond to our correspondence

and remain in contact, which includes advising us of any contact that you receive from your landlord or its representatives.

Veritas Solicitors. LLP is a limited liability partnership registered in England & Wales, with registered number OC 332894. Veritas is Regulated by the Solicitors Regulation Authority under SRA number 47203b. * Registered office.
Any reference to a partner means a member of Veritas Solicitors LLP or a consultant or employee with equivalent standing and qualifications. A list of partners is available at our registered office,

There are two main types of compensation you may claim

137. General damages: Compensation for trouble and inconvenience you have experienced as a result of disrepair at your property, due to your landlord's failure to carry out the repairs within a reasonable timescale.
138. Special damages. This will include out-of-pocket expenses you have incurred as a result of the disrepair. Examples include redecoration costs, excessive heating bills and damage to your personal belongings. We remind you to keep a note of such expenses and retain any original receipts.

In certain circumstances, if it can be shown that the condition of the property has adversely affected your health, and it is confirmed by an independent medical expert, you may also be able to include a claim for damages for personal injury.

Special Needs

If you have any special needs, of any kind, but especially in respect of communicating with us, then please tell us at once. Such special needs may include hearing difficulties, visual impairment, some other physical disability, learning difficulties, language barriers or other cross-cultural issues. Once we know about the issue, we can work together to overcome any anticipated difficulty. If there is ever anything that you do not understand, then please contact the file handler and we will endeavour to assist.

Our Charges and Funding Options

It is important you understand your responsibilities for the landlord and our costs. A person who succeeds in pursuing a claim is responsible for his/her own legal costs and must recover them from the other party, at the conclusion of the case. If you lose your case, you are responsible not only for their own costs but also for the other side's legal costs. The paragraphs below explain how we intend to ensure that you are not exposed to such cost risks.

It is now generally very difficult/not possible to obtain Legal Aid for damages for housing disrepair claims. However, there are several other alternatives that may be open to you in terms of funding your claim. You may have a legal expenses insurance policy attached to your vehicle or home contents insurance policy. You may be a member of a Trade Union or other organisation who assists their members in funding litigation. Please advise us immediately should you or your spouse or partner have a credit card, household, or motor policy, or are members of a union or similar organisation since this may include an entitlement to legal expenses insurance.

We confirm that we will conduct your claim on a “no win, no fee” basis supported by a policy of insurance to cover your disbursements, such as surveyors report fees, engineer report fees, barrister fees and Court fees, which must inevitably be incurred from time to time to progress your case.

Typical disbursement fees incurred to progress your case can range between £500 to £2,000 each. In the event of you winning the case, such sums for disbursements would be paid for by the other party or their insurers excluding the “after the event” legal expenses insurance policy premiums, if applicable, which is not recoverable from the other party.

If you lose your case, the policy insurance should reimburse the disbursements incurred including “after the event” legal expense insurance premium. This is conditional upon your consistent co-operation and provision of accurate instructions. If subsequently it is established you have pursued a fraudulent claim or provided materially inconsistent instructions then you will not have any protection under legal expenses insurance (“before the event” for example pre-existing motor, house contents, credit card policies or “after the event” policy) and will personally be responsible for your own and the opponents’ legal costs,

which may be quite substantial.

If applicable, the success fee, namely the percentage uplift that we add to your bill if you are successful in bringing your claim for housing disrepair and associated losses, is not recoverable from your opponent even if your claim is successful. The success fee, if applicable, is payable by you. We shall charge you a success fee, if applicable, of 100% of our basic charges where the claim concludes at trial, or up to 25% if your claim relates to a housing disrepair matter.

There is a maximum limit on the amount of success fee which we can recover from you. That maximum limit is 25% of the total amount of any: i) general damages for distress, inconvenience, and loss of quiet enjoyment of your property, and ii) damages for pecuniary loss (financial losses element of your compensation), other than future pecuniary loss, which are awarded to you in the proceedings covered by this agreement. The maximum limit is inclusive of any VAT which is chargeable.

The maximum limit includes any success fee payable to a barrister who has a Conditional Fee Agreement (“CFA”) with us. However, this maximum limit applies only to a success fee for proceedings at first instance and not to a success fee on other proceedings (such as, for example, an appeal against a final judgement or order).

This firm is not authorised by the Financial Conduct Authority (formerly the Financial Services Authority). However, it is included on the register maintained by the Financial Conduct Authority so that this firm can carry on insurance mediation activity. This part of the business, including arrangements for complaints or redress if something goes wrong, is regulated by the Solicitors Regulation Authority. The financial services register can be accessed via the website at www.fsa.gov.uk/register.

We have considered a variety of the insurance policies available to cover your liability for the legal costs of the other party, and although we are not acting as an insurance broker, we believe that a policy with Financial & Legal is one which is appropriate for your requirements in that it is reasonable in cost and provides adequate cover against your opponent’s costs, including disbursements, should your claim be unsuccessful.

The cost of the insurance policy will be £448.00 (inclusive of IPT) however, you do not need to pay this at this stage as it is on a deferred credit basis and will be settled at the conclusion of the claim. The cost will be collected from your compensation/damages, if awarded.

Authority to Deduct Monies

By agreeing to these terms and conditions, you authorise Veritas Solicitors to deduct, if applicable, from your compensation monies recovered from your opponents the following:

- 139. Success Fee - Up to 25 %; and
- 140. After the Event Insurance Policy Gross Premium of £448.00 inclusive of IPT:
 - 141. Net Premium £400.00 exclusive of IPT; and
 - 142. IPT £48.00

Fees can increase in accordance with inflation. We will let you have further information if inflation causes our fees to increase. If your claim is unsuccessful the policy itself covers the cost of the policy, meaning that you do not pay for its fee.

We will bear the cost of running the action along with ongoing disbursements such as obtaining a surveyor’s report, medical

records, medical reports and obtaining the Financial & Legal policy. The normal position is that if your claim succeeds your landlord will pay your compensation and will pay our costs. Therefore, there is no charge to you if your claim succeeds apart from the success fee of 25% of damages and the insurance premium if applicable of **£448.00**.

Upon receiving an offer of settlement from your landlord, when advising you of the offer, we may choose to inform you of the '**net**' sum you would receive after the agreed deductions. This is for your convenience so that you are entirely clear on the sum you would receive. If at any point, you would prefer to have a detailed breakdown including the gross offer then please advise us by contacting your designated file handler.

Costs

Although we will be claiming our costs from your opponent, we are obliged to inform you how our fees are calculated.

If your claim settled without the need of issuing Court Proceedings, in any claim worth over £1,000 in respect of the housing disrepair, we will be entitled to receive standard costs.

We will be entitled to charge an hourly rate for the work carried out on your file and the hourly rate will be that which is prescribed by the local County Court as follows:

143.	GradeA:	£261.00per	hour
144.	GradeB:	£218.00per	hour
145.	GradeC:	£178.00per	hour
146.	GradeD:	£126.00per	hour

We will also recover most disbursements such as the cost of obtaining a surveyor's report, medical report and an insurance policy.

If your claim is successfully completed in your favour, then we will look to your opponent to pay your basic charges and disbursements. This excludes the success fee and the after the event legal expenses insurance premium which are not recoverable from your opponents.

Please find attached a Conditional Fee Agreement, which we require you to sign where indicated and return the same to us in the pre-paid envelope provided.

We will make arrangements for the funding of your disbursements in this matter, as appropriate. Disbursements are any monies owed or paid as a result of progressing your case, for example: Medical fees, Surveyors Fees, Barristers Fees, Court Fees etc. On average cases, these range between £500.00 and £1600.00. If you win your case, these sums will be paid by your opponents, **excluding the After the Event Insurance policy premium, which will not be paid by your opponents**. If you lose your case, the insurance policy should reimburse the disbursements incurred, including the after-the-event insurance policy gross premium, if applicable. Please note that this recovery is subject to you cooperating with us in the progression of your claim and providing accurate instructions. **If it later transpires that you have attempted to pursue a fraudulent claim, then you will not have any protection under your any form of insurance and be personally responsible for our costs and your opponent's costs.**

If you are successful in bringing a claim against your opponents, you may recover your costs, disbursements, excluding the success fee, and any after the event insurance policy premium, as explained in more detail above.

If you are unsuccessful in bringing a claim against your opponents, generally you are not responsible for their legal costs and disbursements. However, you will continue to remain responsible for your own disbursements, but these may be recoverable from the legal expenses insurance policy covering your matter.

In certain circumstances when court proceedings have been issued, the presiding judge may find that you had no reasonable grounds in pursuing your matter or that you were dishonest in bringing your matter. If this is found, then you may be held personally responsible for payment of your opponent's reasonable legal costs and disbursements, as well as, responsible for your own legal costs and disbursements.

Based on the information provided to us by you and on assessment of your case, we believe your case is suitable for 'after the event' insurance policy namely with Financial and Legal Insurance as recommended to us by the broker we employ. This insurance provides an indemnity limit of £25,000.00, which is sufficient to cover the costs of your opponent's legal costs and disbursements and cover your own disbursement, unless there is a finding of fraud or dishonesty on your part.

The cost of this policy gross premium is in the sum of £400.00 (+ insurance premium tax at 12%) for housing disrepair claims. This sum is deferred and therefore you will be required to pay it if you are successful, at the conclusion of your claim. As we are unable to recover this premium from your opponents, regardless of whether you are successful, you will be bound by these terms and conditions to instruct and authorise us to deduct the full insurance policy premium from any compensation you will recover and forward this to the insurance provider, to discharge your liability to them. However, if you are not successful, we will not require payment from you.

Your Responsibilities

We would briefly advise that as long as you fully and reasonably cooperate with us and attend any medical examination or surveyor inspection and your claim is successful then we would accept the costs that your landlord pays, and you would receive your compensation less the 25% success fee and less the insurance premium of £448.00. The latter has been explained above.

Your Duties

147. You must be honest with us.

148. You have an active duty to keep your losses to a minimum.

149. You must tell us anything that may affect our advice. If in any doubt, tell us about it and we can decide with you if the issue is relevant to the case or not.

150. You must cooperate with us.

151. You must not ask us to act improperly or unreasonably.

152. You must attend expert's meetings, meet us or a barrister for interviews and attend court if necessary.

You must keep all relevant documents and provide them to us, even if they may adversely affect your case. It is possible

that a court will order you to hand them over to prove your case and your case can be damaged if documents have become lost. You must promptly give us your instructions.

If you receive any documents (including court papers) relating to your matter, you should immediately send these to us.

It is vital that we can contact you at all times until your case is settled. Please inform us in writing of any change of address or telephone number, as failure to do so could delay and prejudice your claim.

Furthermore, please inform us of any other Court proceedings in which you are involved or relevant to this matter and immediately forward copies of any documents you may have received.

You must provide documents to support any losses claimed. It helps us to effectively present your case if you record your losses in a diary or similar log.

Promptly inform us of your instructions when required and we cannot deal with any other person without your permission in advance.

Once information has been provided to us and subsequently changes occur, please inform us in writing. You should not contact any other party or their insurers, as it could severely prejudice your case.

If your housing disrepair matter includes a claim for personal injury, in due course it is likely we will instruct a medical expert to prepare a report. The medical expert will need to review your health records. Therefore, we will in such circumstances require you to complete an attached form of medical authority and return the same to us in the enclosed prepaid envelope.

We shall of course report to you at regular intervals as progress is made with your claim, but should you require any interim reports on progress made at any stage, please feel free to contact us.

Conditional Fee Agreement

We have agreed to take your case on a "no win, no fee" basis. The correct term for these agreements is a "Conditional Fee Agreement".

A feature of the Conditional Fee Agreement is that, in exchange for us taking the risk of not being paid for any of our work if you are unsuccessful, we are entitled to a "success fee" if you win, (you "win" if, on your behalf we obtain an agreement from your opponent to pay, or a court awards, compensation in your favour and any appeal against that award has failed). The success fee in this agreement is set at 25%.

If you win your claim, you pay our fees (as described above), our disbursements (payment of expenses on your behalf), the success fee and the premium for any after the event insurance product. VAT is charged on our base costs and the success fee.

You are entitled to seek recovery from your opponent of our basic charges, and our expenses and disbursements, **BUT not the success fee or any insurance premium, if applicable.**

If your opponent fails to pay any of the compensation or costs owed to you, we have the right to take recovery action in your name to enforce any judgement, order, or agreement. The charges of this action become part of our basic charges.

It may be that your opponent, during the course of the case, makes a Part 36 offer or payment which you reject, on our advice and your claim for damages goes ahead to trial where you recover damages that are less than that of the Part 36 offer or payment. If this happens, we will not claim any charges or success fee for work done after we received notice of the offer or payment.

If you receive interim damages, we may require you to pay some or all our disbursements at that point and to deposit a reasonable amount on account against our future disbursements.

If you receive provisional damages we are entitled to payment of our basic charges, our disbursements, and the success fee at that point.

If on the way to winning or losing you are awarded any costs by agreement or court order, then we are entitled to payment of those costs, together with a success fee on those charges if you win overall.

We can end this agreement if we believe you are unlikely to win. You will not have to pay any fees for our work (other than any expenses paid out on your behalf).

If you end the agreement between us, we have the right to decide whether you should pay our fees, VAT, and disbursements at once, or at the end of the case. This is entirely at our discretion.

We would hope to be able to negotiate a settlement of your claim without the need to involve a specialist barrister. If, however, it does become necessary to do so, we will aim to arrange a “no win, no fee” arrangement with them, so that your responsibility for such fees will be covered on the same basis as our own. However, this is entirely based upon the then instructed barrister and their chambers and they may wish to arrange instruction on a private basis. We will inform you accordingly when we instruct/receive notice from the barrister.

If we must issue court proceedings on your behalf, your liability for costs may increase. We will inform you at that time what additional costs could be incurred.

Our service is a continuing service and so our costs are payable when we cease to act for you.

Where costs are awarded on an interim basis, we may render a bill for the work covered by that interim cost award and keep the money awarded against that interim bill.

We have the right to keep any papers or money until payment is made to us. We may keep any interest on costs and disbursements that we recover.

You have the right to object to any bill we deliver to you, and you can apply for our bill to be assessed by the court under Part III of the Solicitors Act 1974, or you can make a complaint to the Legal Complaints Services.

We are entitled to charge interest on all, or part, of any bill if it is unpaid.

If you win your claim through court proceedings, your opponent may be required to pay interest on the charges and disbursements incurred by us on your behalf. Since you will have not been paying our charges through the duration of the case, we will be entitled to retain such interest.

PLEASE NOTE: IF YOU DO NOT CO-OPERATE WITH US, OR IF YOU MISLEAD US, WE WILL LOOK TO YOU FOR ALL OF OUR COSTS.

We apologise if this appears as somewhat candid, however, some clients believe the service we offer is totally free unless we win. That is not the case. If you are honest and co-operate, then the agreement with us protects you in respect of our costs. If you lose, there is no charge. If you tell us something that is not true, or you stop cooperating with us, then we can and will ask you to pay our fees. We are sure that this will not happen, but we do want to make sure that you understand how the agreement between us works. The most important feature of this agreement is that if you are unsuccessful with your claim, you will not have to pay any costs to this firm, except as set out below.

Whether successful or not, you may be asked to pay costs and expenses in the following circumstances:

153. If you ask us to obtain extra evidence in support of your claim, in circumstances where we might not be able to recover the cost of such evidence from your opponent. We would warn you before obtaining such evidence that this cost would be your responsibility whether the case was or was not successful.
154. If you fail to cooperate with us in the conduct of your claim or provide us with misleading information. In such a situation we would have the right to stop working for you and to charge you for the work which has been done at the hourly rate set out in this correspondence and for expenses incurred on your behalf.
155. Our fees to act for you are your responsibility. They will form part of your claim against the other party. If you win the case the other side will usually be ordered to pay your basic costs, expenses, and disbursements, BUT not the success fee or any insurance premium, if applicable.
156. If you lose, unless your claim is judged fraudulent, or the claim is struck out, or you are claiming for the benefit of someone else; you should have the benefit of *Qualified one-way Cost Shifting* which effectively means no order for costs will be made against you. This however does not apply in claims for housing disrepair.
157. If you win, we are entitled to be paid for the work we have done from the sums recovered from the other side, whether those sums are for costs or not. Normally there will be a delay between settlement of the claim and agreement on costs, especially in litigated cases. We have no wish to unnecessarily withhold payment of your damages; however, we reserve the right to raise an interim bill and retain an amount up to our maximum potential entitlement in costs against you pending our true entitlement crystallising.
158. There may be other situations where you could end up paying a fee to us, whether sums are recovered from the other side. These situations are: if you fail to cooperate with us; if you fail to attend a medical/expert examination or court hearing that we reasonably ask you to attend; if you fail to give us necessary instructions; and/or if you withdraw instructions from us (i.e., stop using our firm).
159. Another situation where you may end up paying us some fees even from your damages if we are not able to recover some of our costs from the paying party which has been as a result of either our offices not receiving proper instructions and us having to continually chase you for them, or if you keep asking us for unnecessary updates in

relation to your matter time, which cannot be properly charged to the Defendant or their insurers. In this situation we reserve the right to send you a bill for the extra work we have carried out which the Defendants do not have to pay.

If you end the agreement between us, we have the right to decide whether you should pay our fees, VAT. and disbursements at once; or at the end of the case. This is entirely at our discretion.

If there is ever any doubt about you being able to recover costs, we will tell you. Please remember, we are acting on a 'No Win – No Fee' basis, as detailed above and you have the option of taking out cover for our expenses and disbursements under an after the event insurance policy.

Disclosure of relationships

We only select Conditional Fee Insurance products from a limited number of insurers, but we are not contractually obliged to conduct business in this way. You may ask us for a list of the insurers.

Our terms of business form the agreement between us. However, as it is your case, under our professional rules, we are obliged to tell you about the fees being incurred in your name.

Timescales

A straightforward case, where the council / housing association / private landlord whereby liability is known from the date of knowledge and is not in dispute the matter will take 6 to 12 months from our being instructed.

Where the council / housing association / private landlord dispute liability it will take about 12 months to 2 years.

More complex or higher value cases, cases that must go to court and more serious injury claims can potentially take longer than the above stipulated time frames.

These are guidelines/estimates which are only based on an average and not intended to bind us.

Levels of Service and Complaints Procedure

During the course of your matter, if there is any aspect about which you are concerned or require clarification, then please raise it with the person who is handling the matter, with a view to the matter being resolved quickly. If you remain concerned or we could not agree on an appropriate course of action, then your complaint would be referred to Mr Pete Graham, the firm's compliance manager, who will contact you, and attempt to resolve the matter to your satisfaction.

The firm has a Complaints Procedure document, which is available on request, and which would be sent to you should you make a complaint.

Your right to complain might relate to the way in which your matter is being handled, or about a bill which we have issued. In the case of a complaint about a bill, there might also be a right to object to the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974. However, we would point out that if all or part of a bill remains unpaid, we may be entitled to charge interest – any such entitlement being set out in our Terms and Conditions of Business and/or on the

reverse side of the bill.

If you remain dissatisfied at the end of our complaints process, you would then be at liberty to contact the Legal Ombudsman, whose address is PO Box 15870, Birmingham, B30 9EB.

That organisation is the statutory body to whom you may refer your complaint once we have concluded our professional obligation to try and resolve it. The time limits for you to make a complaint to the Legal Ombudsman are one year from you becoming aware of your right to complain and six months from our final responses to the complaint.

File storage

We store files at no charge to you for six years after the end of your case with us has ended. The file will then be destroyed, and we shall take it that we have your permission to do this unless you tell us otherwise in writing. Should you require any documents from the file at any time during the 6 years, kindly note that there will be an administration charge of £50.

Money Laundering

We are required by the government to ask all our clients for proof of identity. We would stress that this does not mean that you are or anyone else is suspected of any wrongdoing. The purpose is to make it harder for the proceeds of crime to go undetected and to improve financial security for everyone throughout the financial and business sectors.

Please could you provide us with one of the following documents:

- 160. Your current passport
- 161. Your photo card driving license
- 162. Your benefit book

And in all cases an electricity, gas, or other household bill in your name and at your current address which is no more than 3 calendar months old at the time it is produced.

In addition, we may carry out further checks via third party company, like 'Verify', to ascertain further confirmation in respect of your identity. If no objections are received, we will presume you consent to our use of Verify.

Please do not forward originals only forward copies of the above by post

Making a disclosure

We are professionally and legally obliged to keep your affairs confidential. However, solicitors may be required by statute to make a disclosure to the National Crime Agency where they know or suspect that a transaction may involve money

laundering or terrorist financing. If we make a disclosure in relation to your matter, we may not be able to tell you that a disclosure has been made. We may have to stop working on your matter for a period of time and may not be able to tell you why.

Action Plan

We will notify the Third Party and/or their insurance company and pursue the claim on your behalf. We shall keep you informed of further developments.

Unless you inform us otherwise, we trust we have your permission to sign any court documents on your behalf.

Confidentiality

External firms or organisations may conduct audit or quality checks on our practice. This could mean that your file is selected for checking, in which case we would need your consent for inspection to occur. All inspections are, of course, conducted in confidence. If you prefer to withhold consent, work on your file will not be affected in any way. Since very few of our clients do object to this, I propose to assume that we have your consent unless you notify us to the contrary.

We will also assume that, unless you indicate otherwise, your consent on this occasion will extend to all future matters that we conduct on your behalf. Please do not hesitate to contact me if I can explain this further or if you would like me to mark your file as not to be inspected. If you would prefer to withhold consent, please put a line through this section in the copy letter for return to me. Please note that external firms or organisation that conduct audits or quality checks on our practice are required to maintain confidentiality in relation to your file.

Again, this will be an exception to the recent changes brought about GDPR and data protection under disclosure rules.

We are obliged to advise that we work with external companies of a variety in nature in order to provide you with the best service we can. Details of the types of external services provided to us are as follows:

163. I.T. and Legal Software Companies: e.g Global Asset Support Ltd., Select Legal, Y.P. Solutions Ltd., Legal Support Ltd. and other Consultants. These are providers of I.T. support, case management software and general assistance with our website or other social media support. Some of these consultants may be based outside of the U.K and carry out works outside of the U.K.
164. General Consultants: Accountants, Bookkeepers, File Handlers, Legal Compliance firms, Auditors, Data Processing and Administrative assistants are often used to process accounting information, files or assist the current file handlers within our offices. Again, these may carry out works outside of the U.K.

Should you require more detail of the above-named companies roles within our company or specific names of individuals who may carry out works upon your file of papers, we invite you to contact our offices to discuss further.

1. Data Protection

Primarily, we use information you provide for the provision of legal services. Our use of that information is subject to your instructions, the Data Protection Act 1998, as reformed by GDPR and our duty of confidentiality. A copy of the GDPR policy of our firm can be viewed on our website or provided to you upon request. Please note that our work for you may require us to give information to third parties such as government agencies/bodies and other professional advisors or experts. You have a right of access under the data protection legislation and GDPR to the personal data that we hold about you.

I enclose the following documentation which I require you to complete, sign and return in the pre-paid envelope provided:

- **Conditional Fee Agreement x 2**
- **Client Care Letter Confirming Losses**

This is required to ensure that you do not have any before the event insurance which would cover your legal costs in bringing a claim. I also enclose the guidance booklet for conditional fee agreements, which you should read carefully and keep for your information.

We hope that by sending this letter we have addressed your immediate queries about the day-to-day handling of your work and our terms of business.

You will be considered and deemed to have accepted the terms herein on the basis of Veritas Solicitors continuing to receive instructions from you and in the absence of any objections within the next 14 days.

Please note that if you have queries, please do not hesitate to contact us **Monday to Friday between 9.00am and 5.30pm on 0844 478 1999**.

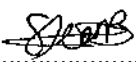
Thank you for your valued instructions in this matter and we are confident that we will be able to provide you with an excellent standard of service now and in the future.

DECLARATION

I confirm that I have read and understood the above terms and conditions of business for Veritas Solicitors LLP and agree to

I note Veritas Solicitors costs in this matter and their entitlement to a success fee of up to 25% and continue to agree to instruct Veritas Solicitors

being bound to these terms and conditions. I understand that Veritas Solicitors LLP will now act on my behalf in pursuing my consequential losses against my opponents. I note that my continuing instructions will also amount to acceptance of these terms and conditions as well.

SIGNED:.....

DATED:.....18/12/2023.....

PRINT NAME:.....Deon Benjamin.....

Please sign, date and return

We enclose a self-addressed envelope to assist in replying.

If there are any matters within this letter that you do not understand please do not hesitate to contact us.

Yours sincerely,

Veritas Solicitors LLP

Date: 18 December 2023



Conditional Fee Agreement ('CFA')

For use in Housing Disrepair cases (including where appropriate those with an element of personal injury)

This agreement is a binding legal contract between you and your solicitor/s. Before you sign, please read everything carefully. This agreement must be read in conjunction with the Schedules and the Law Society Conditions attached.

Agreement date: 18/12/2023

We, the Solicitors **Veritas Solicitors LLP** of 7th Floor | Cardinal House | 20 St Mary's Parsonage | Parsonage Gardens | Manchester | M32LY

You, the client, DB 7 Tennyson Close, Scotland green road Enfield London EN3 4SN

What is covered by this agreement:

- **Your claim and / or application for an order for specific performance of your landlord's (London & Quadrant) repairing obligations pursuant to s 11 of Landlord and Tenant Act 1985 and /or s4 of Defective Premises Act 1972 and /or Section 9(a) of Homes (Fitness For Human Habitation) Act 2018 the provisions of the tenancy agreement between you and your landlord.**
- **Your claim for general and/or special damages arising from your landlord's breaches of the statutory and / or contractual provisions set out in paragraph 1 herein.**
- **Any claim for damages for personal injury suffered as a result of your occupation of rented accommodation situate and whereat you are, or were, the tenant of (London & Quadrant)**
 - Any application for pre-action or non-party disclosure.
 - Any appeal by your opponent.
 - Any appeal you make against an interim order or an assessment of costs.
 - Any proceedings you take to enforce a judgment, order or agreement.
 - Negotiations about and/or a court assessment of the costs of this claim.

What is not covered by this agreement

- Any counterclaim against you.
- Any appeal you make against the final judgment or order.

Paying us if you win

If you win your claim, you pay our basic charges, our expenses and disbursements and a success fee together with the premium for any insurance you take out. You are entitled to seek recovery from your opponent of part or all of our basic charges and our expenses and disbursements, but not the success fee or any insurance premium.

The overall amount we will charge you for our basic charges, success fees, expenses and disbursements is limited as set out in

Schedule 2 below.

It may be that your opponent makes a formal offer to settle your claim which you reject on our advice, and your claim for

damages goes ahead to trial where you recover damages that are less than that offer. If this happens, we will *not add our success fee to the basic charges* for the work done after we received notice of the offer or payment. In these circumstances, you may be ordered to pay your opponent's costs, but only up to the amount of damages and interest awarded to you.

Expenses and Disbursements

If you receive interim damages, we may require you to pay our expenses and disbursements at that point and a reasonable amount for our future expenses and disbursements.

If you receive provisional damages, we are entitled to payment of our basic charges, our expenses and disbursements and success fee at that point.

If you win overall but, on the way, lose an interim hearing, you may be required to pay your opponent's charges of that hearing, but usually only up to the amount of damages awarded to you.

If on the way to winning or losing you are awarded any costs, by agreement or court order, then we are entitled to payment of those costs, together with a success fee on those charges if you win overall.

What do I pay if I lose?

If you lose you will normally have the benefit of Qualified One-Way Cost Shifting so the court will not usually enforce an order for costs against you, unless:

- the proceedings have been struck out; or
- the claim is fundamentally dishonest; or
- the claim includes a claim for the financial benefit of someone else.

If you lose, you do not pay our charges but we may require you to pay our expenses and disbursements.

The Success Fee

The success fee is set out in Schedule 1.

Basic Charges

Details of our basic charges are set out in Schedule 2.

Ending this agreement

If you have a right to cancel this agreement under Schedule 3 (see below) and do so within the 14 day time limit, you will pay nothing. Otherwise if you end this agreement before you win or lose, you pay our basic charges and expenses and disbursements. If you go on to win, you also pay a success fee.

We may end this agreement before you win or lose, with the consequences set out in the Law Society Conditions.

Other points

Definitions of words used in this CFA are explained in the Law Society Conditions.

You have the right to cancel this agreement in the circumstances set out in Schedule 3.

We add VAT, at the rate that applies when the work is done, to the total of the basic charges and success fee. Our VAT Registration Number is 925807213.

You may be able to take out an insurance policy against the risk of paying expenses and disbursements (but not our charges) if you lose, or some or all of your opponent's costs even if you win. You will be responsible for paying the insurance premium for this if you win. If you lose the premium is not payable. Full details are contained in the insurance policy documents. We will give further information about insurance policies to you so that you can decide whether you wish to take one out.

The parties acknowledge and agree that this agreement is not a Contentious Business Agreement within the terms of the Solicitors Act 1974.

Signatures

Signed by the solicitor:

Amina Ali

Signed by the client:

.....*[Signature]*.....

Dated:

.....18/12/2023.....

Note: We are not bound to act on a conditional fee basis until both you and we have signed this agreement.

Schedule 1

Success fee

The success fee is set at **100 %** of our basic charges, where the claim concludes at trial; or **25%** where the claim concludes before a trial has commenced.

The success fee percentage reflects the following:

- the fact that if you lose, we will not earn anything;
- our assessment of the risks of your case;
- any other appropriate matters;
- the fact that if you win we will not be paid our basic charges; until the end of the claim
- our arrangements with you about paying expenses and disbursements.
- the arrangements about payment of our costs if your opponent makes a Part 36 offer or payment which you reject on our advice, and your claim for damages goes ahead to trial where you recover damages that are less than that offer or payment.

The Success Fee cannot be more than 100% of the basic charges in total.

Cap on the amount of Success Fee which you will pay us in the event of Success in proceedings at first instance

There is a maximum limit on the amount of the success fee which we can recover from you.

That maximum limit is 25% of the total amount of any:

- general damages for pain suffering and loss of amenity; and
- damages for pecuniary loss, other than future pecuniary loss;

which are awarded to you in the proceedings covered by this agreement. The maximum limit is applicable to these damages net of any sums recoverable by the Compensation Recovery Unit of the Department of Work and Pensions. The maximum limit is inclusive of any VAT which is chargeable.

The maximum limit includes any success fee payable to a barrister who has a CFA with us.

However, this maximum limit applies only to a success fee for proceedings at first instance and not to a success fee on other proceedings (such as, for example, an appeal against a final judgment or order).

We will provide you with a copy of any relevant judgment or of our calculation of any settlement showing how much of your damages should be attributed to General Damages and Past Pecuniary Loss, net of any sums recoverable by the Compensation Recovery Unit. If you do not agree our calculation and

this makes a difference to the amount of the Success Fee payable by you, then we will put the matter for determination by an independent barrister of at least 10 years call, to be appointed by agreement between us or, in default of agreement, by the President of the Law Society of England and Wales, such barrister to act as expert and not as arbitrator and his decision shall be binding. The barrister's costs for assessing this issue *are* to be paid by you if the barrister agrees with us, but otherwise *are to be* paid by us.

You also have the right to apply to the court for assessment of our costs, including our success fee.

Schedule 2

Basic charges

These are for work done from now until this agreement ends. These are subject to review.

How we calculate our basic charges

These are calculated for each hour engaged on your matter. Routine letters and telephone calls will be charged as units of one tenth of an hour. Other letters and telephone calls will be charged on a time basis. The hourly rates are:

Grade of Fee Earner	Hourly Rate
1 Solicitors, Legal Executives and Other fee earners with over eight years post qualification experience including at least eight years litigation experience.	£261.00
2 Solicitors, Legal Executives and Other fee earners with over four years post qualification experience including at least four years litigation experience.	£218.00
3 Other Solicitors, Legal Executives and Other fee earners.	£178.00
4 Trainee solicitors, paralegals and other fee earners	£126.00

We review the hourly rate in January each year and we will notify you of any change in the rates in writing.

The above hourly rates may not apply if your claim is subject to a specific fixed fee arrangement agreed between us. If a specific fixed fee arrangement has been agreed with you it is set out below and that fee plus expenses payable by you will be the amount of legal costs payable by you less any amount recovered from

your opponent.

Schedule 3

Notice of the Right to Cancel

This only applies if you sign the Conditional Fee Agreement:

- At your home, workplace or at someone else's home; or
- At our offices but following a visit by us (or by someone acting on our behalf) to your home, workplace or someone else's home; or
- At our offices but following a meeting between us away from our offices.

You have the right to cancel this contract if you wish and can do so by delivering, sending (including electronic mail) a cancellation notice to the person mentioned below at any time within 14 days starting with the day of receipt of this Notice.

The person to whom a cancellation notice may be given is Mr F Fazal of **Veritas Solicitors LLP** of 7th Floor | Cardinal House | 20 St Mary's Parsonage | Parsonage Gardens | Manchester | M32LY

Notice of cancellation is deemed to be served as soon as it is posted or sent to us.

You can use the cancellation form provided below if you wish.

Signed on behalf of **Veritas Solicitors LLP**

Dated:

If you wish to cancel the contract, you **must do so in writing** and deliver personally or send (which maybe by electronic mail) this to the person named below. You may use this form if you want to but you do not have to.

(Complete, detach and return this form ONLY IF YOU WISH TO CANCEL THE CONTRACT)

To: Mr F Fazal of **Veritas Solicitors LLP**

At 7th Floor | Cardinal House | 20 St Mary's Parsonage | Parsonage Gardens | Manchester | M32LY

Case Reference No:

I hereby give notice that I wish to cancel my Conditional Fee Agreement with your firm.

Signed:.....

Name (please print):.....

Address:.....

.....

.....

.....

.....

.....

Date:.....

Law Society Conditions

The Law Society Conditions below are part of this agreement. Any amendments or additions to them will apply to you. You should read the conditions carefully and ask us about anything you find unclear.

Our responsibilities

We must:

- always act in your best interests, subject to our duty to the court;
- explain to you the risks and benefits of taking legal action;

- give you our best advice about whether to accept any offer of settlement;
- give you the best information possible about the likely costs of your claim for damages.

Your responsibilities

You must:

- give us instructions that allow us to do our work properly;
- not ask us to work in an improper or unreasonable way;
 - not deliberately mislead us;
 - cooperate with us;
- go to any medical or expert examination or court hearing.

Dealing with costs if you win

- you are liable to pay all our basic charges, our expenses and disbursements and the success fee (up to the maximum limit) together with the premium of any insurance policy incepted on your behalf.
- Normally, you can claim part or all of our basic charges and our expenses and disbursements from your opponent. You provide us with your irrevocable agreement to pursue such a claim on your behalf. However, you cannot claim from your opponent the success fees or the premium of any insurance policy you take out.
- If we and your opponent cannot agree the amount, the court will decide how much you can recover. If the amount agreed or allowed by the court does not cover all our basic charges and our expenses and disbursements, then you pay the difference.
- You, not your opponent, pay our success fee and any insurance premium.
- You agree that after winning, the reasons for setting the success fee at the amount stated may be disclosed to the court and any other person required by the court.
- If your opponent is receiving Community Legal Service funding, we are unlikely to get any money from him or her. So if this happens, you have to pay us our basic charges, expenses and disbursements and success fee.

We are allowed to keep any interest your opponent pays on the charges.

You agree to pay into a designated account any cheque received by you or by us from your opponent and made payable to you. Out of the money, you agree to let us take the balance of the basic charges; success fee; insurance premium; our remaining expenses and disbursements; and VAT. You take the rest.

If your opponent fails to pay monies due to you

If your opponent does not pay any damages or charges owed to you, we have the right to take recovery action in your name to enforce a judgement, order or agreement. The charges of this action become part of the basic

charges.

Payment for advocacy

The cost of advocacy and any other work by us, or by any solicitor agent on our behalf, forms part of our basic charges. We shall discuss with you the identity of any barrister instructed, and the arrangements made for payment.

Barristers who have a conditional fee agreement with us

If you win, you are normally entitled to recover their fee from your opponent, but not their success fee. The barrister's success fee is shown in the separate conditional fee agreement we make with the barrister. You must pay the barrister's success fee shown in the separate conditional fee agreement we make with the barrister. We will discuss the barrister's success fee with you before we instruct him or her. If you lose, you pay nothing to the barrister.

The barrister's success fee is included within the maximum limit to the recoverable success fee in proceedings at first instance as explained in Schedule 1.

Barristers who do not have a conditional fee agreement with us

If you win, then you will normally be entitled to recover all or part of their fee from your opponent. If you lose, then you must pay their fee.

What happens when this agreement ends before your claim for damages ends?

• *Paying us if you end this agreement*

You can end the agreement at any time. Unless you have a right to cancel this agreement under Schedule 3 and do so within the 7 day time limit we then have the right to decide whether you must:

- pay our basic charges and our expenses and disbursements including barristers' fees but not the success fee when we ask for them; or
- pay our basic charges, and our expenses and disbursements including barristers' fees and success fees if you go on to win your claim for damages.

• *Paying us if we end this agreement*

We can end this agreement if you do not keep to your responsibilities. We then have the right to decide whether you must:

1. pay our basic charges and our expenses and disbursements including barristers' fees but not the success fee when we ask for them; or
2. pay our basic charges and our expenses and disbursements including barristers' fees and success fees if you go on to win your claim for damages.

1. We can end this agreement if we believe you are unlikely to win. If this happens, you will only have to pay our expenses and disbursements. These will include barristers' fees if the barrister does not have a conditional fee agreement with us.

(ii) We can end this agreement if you reject our opinion about making a settlement with your opponent. You must then:

1. pay the basic charges and our expenses and disbursements, including barristers' fees;
2. pay the success fee if you go on to win your claim for damages.

If you ask us to get a second opinion from a specialist solicitor outside our firm, we will do so. You will pay in advance the cost of a second opinion.

(iv) We can end this agreement if you do not pay your insurance premium when asked to do so.

(c) *Death*

This agreement automatically ends if you die before your claim for damages is concluded. We will be entitled to recover our basic charges up to the date of your death from your estate.

If your personal representatives wish to continue your claim for damages, we may offer them a new conditional fee agreement, as long as they agree to pay the success fee on our basic charges from the beginning of the agreement with you.

What happens after this agreement ends

After this agreement ends, we may apply to have our name removed from the record of any court proceedings in which we are acting unless you have another form of funding and ask us to work for you.

We have the right to preserve our lien unless another solicitor working for you undertakes to pay us what we are owed including a success fee if you win.

Explanation of words used

1. *Advocacy*

Appearing for you at court hearings.

2. *Basic charges*

Our charges for the legal work we do on your claim for damages as set out in Schedule 2.

3. *Claim*

Your demand for damages for personal injury whether or not court proceedings are issued.

4. **Counterclaim**

A claim that your opponent makes against you in response to your claim.

5. **Damages**

Money that you win whether by a court decision or settlement.

6. **Our expenses and disbursements**

Payments we make on your behalf such as:

1. court fees;
2. experts' fees;
3. accident report fees;
4. travelling expenses.

5. **Interim damages**

Money that a court says your opponent must pay or your opponent agrees to pay while waiting for a settlement or the court's final decision.

6. **Interim hearing**

A court hearing that is not final.

7. **Lien**

Our right to keep all papers, documents, money or other property held on your behalf until all money due to us is paid. A lien may be applied after this agreement ends.

8. **Lose**

The court has dismissed your claim or you have stopped it on our advice.

9. **Formal Offer to Settle**

An offer to settle your claim made in accordance with Part 36 of the Civil Procedure Rules.

10. **Provisional damages**

Money that a court says your opponent must pay or your opponent agrees to pay, on the basis that you will be able to go back to court at a future date for further damages if:

1. you develop a serious disease; or
2. your condition deteriorates;

in a way that has been proved or admitted to be linked to your personal injury claim.

3. **Qualified One-Way Cost Shifting**

The rules in respect of costs payable if you lose a personal injury claim set out in [Part 44 Section II] of the Civil Procedure Rules.

4. **Success fee**

The percentage of basic charges that we add to your bill if you win your claim for damages

5. **Trial**

The final contested hearing or the contested hearing of any issue to be tried separately and a reference to a claim concluding at trial includes a claim settled after the trial has commenced or a judgement.

6. **Win**

Your claim for damages is finally decided in your favour, whether by a court decision or an agreement to pay you damages or in any way that you derive benefit

from pursuing the claim.

'Finally' means that your opponent:

- is not allowed to appeal against the court decision; or
- has not appealed in time; or
- has lost any appeal

FORM OF AUTHORITY



Cardinal House - 7th Floor
20 St Mary's Parsonage
Parsonage Gardens
Central Manchester, M3 2LY

T: +44 (0)844 478 1999 F : +44
(0)844 478 1998
www.veritassolicitors.co.uk

PERSONAL DETAILS	
NAME	DB
DOB	*****
ADDRESS	7 Tennyson Close, Scotland green road Enfield London EN3 4SN

Hereby confirm that I irrevocably instruct and authorise Veritas Solicitors of 7th Floor, Cardinal House, 20 St Mary's parsonage, Parsonage Gardens, Manchester, M3 2LY to act as my legal representatives for my Housing Disrepair matter:

1. to act on my behalf in accordance with the terms and conditions of business supplied to me in relation to the repairs and recovery of damages and/or any other losses arising from the above matter.
2. to commence court proceedings in my name, unless otherwise confirmed by me in writing, in order to progress with my claim as they see fit and appropriate.

I confirm:

3. I will provide honest and timely instructions when requested to do so by Veritas Solicitors.
4. I will not and do not instruct any other firm to act on my behalf in relation to this index matter.
5. I understand that filling in and signing this form gives you permission to give copies of all relevant records or documents relating to my claim for housing disrepair including:-(i) copy of tenancy agreement including tenancy conditions (ii) tenancy file (iii) documents relating to notice given, disrepair reported, inspection reports or repair works to the property (iv) computerised records to my solicitor Veritas Solicitors or agent whose details are given below pursuant to the Data Protection Act 2018, and as superseded by GDPR Regulations.

Yours faithfully


Dr. Y. Chong MB BS DRCOG

6. I Authorise my Landlord (London & Quadrant) to provide the following: (i) copy of tenancy agreement including tenancy conditions (ii) tenancy file (iii) documents relating to notice given, disrepair reported, inspection reports or repair works to the property (iv) computerised records to my solicitor Veritas Solicitors or agent whose details

are given below pursuant to the Data Protection Act 2018.

Veritas Solicitors New Claims Risk Assessment (HDR)

Client Name	DB
Reference	FZ/DB
Fee Earner	Faraz Fazal
Date	18 December 2023

RISK ISSUE	PERCENTILE RISK
Disclosure	3
Surveyor Report	5
Photographs	5
Reported dates	5
Joint Tenancy	5
Live tenancy	5
Personal Injury caused by HDR	5
Rent Arrears	3
Witnesses	3
Litigation Risk	5
Client as witness	3
Case cost bearing	3
Special damages evidence	3
Part 36 Offers/Payments	5
Client Must not allow repairs	3
TOTAL SUCCESS FEE	61

- Prospects of Success greater than 61% yes 0 no ☐
- Damages likely to exceed small claims limit yes 0 no ☐
- Damages not likely to exceed fast track limit yes 12 no ☐
- More than 3 months to Limitation yes 2 no ☐

Injury complained of caused
by negligence and/or breach of
statutory duty of an identified

- to be uninsured for third party risks yes 2 no ☐
- Claimant does not have suitable BTE cover yes 2 no ☐

Signed by Supervisor *Amina Ali*

Date 18/12/2023

Signed by Client *[Signature]*

Date 18/12/2023

Dated: 18 December 2023

Ref: FZ/DB

RE: Housing Disrepair Claim

We write further to the above matter and to your claim for housing disrepair.

We have reviewed the risk of your claim and therefore its merits and believe that you require an after the event (ATE) insurance policy to protect you on your matter.

In accordance with this we draw your attention to the below, which explains about after the event insurance and how it will protect you in this matter against adverse costs and disbursements.



What you need to know about ATE Insurance

Claiming compensation is costly and we have a duty to ensure you are fully aware of the risks involved.

A “No win, No Fee” Agreement (Conditional Fee Agreement (CFA)) means you do not pay us - your solicitor unless you win your case. However, you will be liable to pay for any disbursements and expenses incurred on your behalf and your opponent’s costs as well, unless you take out ATE insurance.

We recommend that you purchase an After the Event Insurance policy to protect yourself against such unexpected costs.

If you do not purchase an ATE Insurance Policy now but decide to purchase insurance when it’s needed later, the premium will be considerably higher, and it will probably be uneconomical to do so.

We are only able to secure low premiums if you agree to purchase a policy now.

Premiums rise dramatically after this period.

Why do I need to insure my claim?

It is not a legal requirement to purchase insurance to protect yourself from unexpected legal costs, however if you choose not to you must understand that you will be personally responsible for any costs due to your opponent in circumstances outlined below as well as any disbursements incurred on your behalf which cannot be recovered from your opponent.

There is nothing new about insuring the legal costs of litigation and due to the uncertainty of litigation and the high costs involved we strongly advise you to purchase ATE insurance rather than encounter any unexpected costs consequences.

You can of course arrange your own insurance if you prefer to arrange this yourself, however you must advise us if this is the case as there are strict terms and conditions within policies which we and you must comply.

Financial & Legal Insurance Company Limited (F&L) is a well- known specialist insurer who have insured and protected thousands of customers over the years against opponent's costs and disbursements. As you are liable for your own incurred disbursements and in certain scenarios opponent's costs and disbursements, ATE insurance can provide peace of mind and security against unexpected costs.

What are disbursements?

Disbursements are expenses that we as your solicitor, incur on your behalf for items such as copies of your medical records, an incident report, surveyor or other expert reports, medical reports (necessary to detail your injuries) as well as court fees and counsel's fees for both advice and court appearances, if necessary. It is difficult to predict what the total of these disbursements may be because many of them depend on the complexity of issues which may only come to light later in the case. Much will depend on whether the Defendant agrees to settle with you, and if so at what stage. However, we can say that disbursements will certainly be many hundreds of pounds and often run into thousands of pounds if counsel is involved and/or trial takes place.

What are opponent's costs?

Opponent's costs are the legal costs plus any disbursements your opponent incurs in defending a claim against you. Costs can often be extremely high and in some circumstances (failing to beat a Part 36 offer) you could win your case but all of your damages could be consumed by paying your opponent's costs.

Who is the insurance policy designed for?

After the Event insurance is designed to help any Claimant, including commercial customers who need to take legal action and could be facing considerable adverse costs in the event they lose their claim or even win their claim but are still ordered to pay costs to their opponent.

When do I pay the premium?

There are no up- front costs

You do not have to pay anything for this policy now.

No win, no fee Premium

You only ever pay us the premium in the event you win your claim for compensation

If your claim is unsuccessful, you do not have to pay the premium for this policy.

If your claim is successful, the premium will be deducted from the damages you recover.

The policy gives you the ability to ensure that an opponent pays you the correct level of damages because with our consent you can reject a damages offer which is deemed to be too low and if you later

receive less than the sum you rejected, the policy will pay your liability for your opponent's costs. This benefit alone may well outweigh the cost of the premium.

On the 1st April 2013 the court rules were amended so that you will now recover extra 10% damages compared to what you would have recovered before April 2013, and this will in part enable you to pay for this sort of ATE Insurance out of the money you recover.

What does F&L Insurance offer?

Provided your case is accepted by the insurer and you have agreed to pay the premium F&L Insurance can provide costs protection cover in the event you lose your case by paying reasonably incurred disbursements as well as protect your compensation in the event you fail to beat your opponent's offer to settle.

When should I get covered?

The earlier you take out the policy, the lower your premium will be. Insurance taken out later in your case will mean you will have to pay a considerably higher premium, and in some cases will mean you cannot get your case insured at all.

How do I arrange cover?

We will arrange cover on your behalf which is appropriate for your needs providing you have authorised us to do so. If you do not provide your consent, we will not arrange cover for you and therefore agree to pay for any disbursements or opponents costs yourself if you lose your case or are ordered to do so.

Premiums?

Premiums vary according to the type of legal case you are pursuing because some cases are more complex than others and are therefore more expensive to pursue. The premiums below apply to fast-track cases with cover up to £25,000.

We will advise you if F&L Insurance reject your application for cover or if the premium differs from the figures below.

The insurance premium tax (currently 12%) will be payable at the rate in force at the time the premium is paid.

Housing Disrepair Claim - £448 inclusive of IPT

Who is F&L Insurance?

F&L Insurance Company Limited is an insurance company that specializes in After the Event (ATE) legal expenses insurance.

The policy is covered in the United Kingdom by the Financial Services Compensation Scheme (FSCS).

We would advise you however that we are not insurance brokers. The legal expenses insurance

market is complex and frequently changes. Accordingly, we do not offer professional advice on all policies available in the market, but we will advise you in detail on the circumstances of your own case, should at any stage your interest's conflict with ours, and if this occurs, we may recommend that Counsel's advice should be obtained on those areas of conflict.

Unless you instruct us otherwise, we will arrange for an insurance policy to be taken out with F&L Insurance Company to protect you against the risks set out above. In doing so you will be agreeing to allow the insurer, to inspect your file and receive ongoing information from us regarding the progress of your case and its outcome. You will also be agreeing with F&L that we can act on your behalf to ensure compliance with the policy terms. Most importantly, instructing us to proceed will constitute your irrevocable agreement to allow us to receive your damages and to deduct the appropriate premium from the damages and to send it to the insurer in settlement of the liability to pay the premium.

Authorisation

We are not directly authorised by the Financial Conduct Authority; however, we are included on the exempt professional's register maintained by the Financial Conduct Authority so that we may carry out insurance mediation activity. This means broadly that we can arrange, sell and administer insurance contracts. This part of our business, including arrangements for complaints or redress if something goes wrong, is regulated by the Solicitors Regulation Authority.

The register can be accessed via the Financial Services website at:

www.fsa.gov.uk/register/epfSearchForm.do

The Law Society of England and Wales is a designated professional body for the purposes of the Financial Services and Markets Act 2000. The Solicitors Regulation Authority is the independent regulatory arm of the Law Society. The Legal Ombudsman deals with complaints against lawyers. If you are unhappy with any insurance advice you receive from us, you should raise your concerns with either of those bodies.

CANCELLATION MANDATE

If we do not receive back the document/mandate signed and dated below within the next 7 days, we will presume you would like us to keep your insurance premium in place to cover any outstanding costs or disbursements.

Products

We only deal with products from F&L Insurance Company Limited for legal expenses insurance policies, but we are not contractually obliged to conduct business in this way.

VERITAS SOLICITORS

MANDATE AFTER THE EVENT INSURANCE POLICY

I have read this letter regarding the insurance policy you have taken out on my behalf.

I request that my insurance premium taken out on my behalf is cancelled and are aware that I will be liable / responsible for paying any outstanding disbursement and costs from my damages if I was not able to beat an offer to settle.

Yes I would like an ATE Policy to be obtained on file.

☒

No I would Not Like an ATE Policy to be obtained on file.

☐

Client Name: [REDACTED]

Signed: [REDACTED]

Dated: 18/12/2023

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**DRDABIDOYE
DR Y CHONG**

**NIGHTINGALE HOUSE SURGERY 1-3 NIGHTINGALE
ROAD EDMONTON LONDON N9 8AJ Tel: 0208 805 9997
www.nightingalehousesurgery.nhs.uk**

13 January 2023

YC/KM

PRIVATE & CONFIDENTIAL

TO WHOM IT MAY CONCERN

Dear Sir/Madam

Re: Miss DB dob *** NHS No: ***** 23 Byron Terrace, Hertford Road, London, N9 7DG**

I can confirm that the above 33-year-old lady is a patient registered at our practice.

Going through her medical records she has had a history of depression since 2008.

She was assaulted on 26th November 2022 and was admitted to North Middlesex Hospital A&E department with bleeding in the right hand. She was examined by the surgeons and had a rupture of the flexor digitorum superficialis tendon and was treated with antibiotics and bandaging.

According to the patient, following review, they are going to have to operate on the injury to repair the tendon in March.

Due to the assault, she has been suffering an acute exacerbation of her mental health issues. She informs us that the police have assessed her flat and deemed it unsafe to live in and therefore currently she is homeless and has been put up by her friends and temporary accommodation.

She is struggling to sleep. She was very tearful when she spoke to my colleague Priya Sharma and was started on anti-depressants Mirtazapine On 7th December 2022.

When she was reviewed by Miss Sharma on 21st December, she was extremely stressed and has self-harmed. She was also getting thoughts of self-harm and is waiting for therapy from the mental health team. She is very stressed about her homeless situation.

We would be grateful if she could be provided with suitable accommodation as soon as possible due to the impact it is having on her mental health and as well as her recovery from the hand injury.

Many thanks.

2

Yours faithfully


Dr. Y. Chong MB BS DRCOG

**DRDABIDOYE
DR Y CHONG**

**NIGHTINGALE HOUSE SURGERY 1-3 NIGHTINGALE
ROAD EDMONTON LONDON N9 8AJ Tel: 0208 805 9997
www.nightingalehousesurgery.nhs.uk**

26 January 2023

PRIVATE & CONFIDENTIAL

Re: Miss DB dob *** NHS No: ***** 23 Byron Terrace, Hertford Road, London, N9 7DG**

I can confirm that the above 33-year-old lady is a patient registered at our practice.

Going through her medical records she has had a history of depression since 2008.

She was assaulted on 26th November 2022 and was admitted to North Middlesex Hospital A&E department with bleeding in the right hand. She was examined by the surgeons and had a rupture of the flexor digitorum superficialis tendon and was treated with antibiotics and bandaging. She notes that she had a form of surgery initially in November 2022 and she has been having hand therapy since.

According to the patient, following review, they are going to have to operate on the injury to repair the tendon in March 2023.

Due to the assault, she has been suffering an acute exacerbation of her mental health issues. She informs us that the police have assessed her flat and deemed it unsafe to live in and therefore currently she is homeless and has to stay sometimes with friends in the day. She has to leave the friends at night and stays in the streets and sometimes wherever she can.

She is struggling to sleep. She was very tearful when she spoke to my colleague! Priya Sharma and was started on anti-depressants Mirtazapine On 7th December 2022. When she was reviewed by Miss Sharma on 21st December, she was extremely stressed and has self-harmed. She was also getting thoughts of self-harm and is waiting for therapy from the mental health team. She is very stressed about her homeless situation.

She is having repeated flashbacks and dreams about the assault. She feels low when these happen, with nausea and sickness. She has dreams about people stabbing her

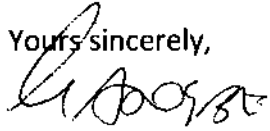
and has significant numbness in the hand.

We would be grateful if she could be provided with suitable accommodation as soon as possible due to the impact it is having on her mental health and as well as her recovery from the hand injury.

4

Many thanks,

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Dr. Ajogbe', written in a cursive style.

Dr Ajogbe
Salaried GP

**DRDABIDOYE
DR Y CHONG**

NIGHTINGALE HOUSE SURGERY

**1-3 NIGHTINGALE ROAD
EDMONTON LONDON N9 8AJ Tel:
0208 805 9997
www.nightingalehousesurgery.nhs.uk**

16 March 2023

PRIVATE & CONFIDENTIAL

Re: Miss DB dob *** NHS No: ***** 23 Byron Terrace, Hertford Road, London, N9 7DG**

7. can confirm that the above 33-year-old lady is a patient registered at our practice.

Going through her medical records she has a history of depression since 2008.

She was assaulted on 26th November 2022 and was admitted to North Middlesex Hospital A&E department with bleeding in the right hand. She was examined by the surgeons and had a rupture of the flexor digitorum superficialis tendon and was treated with antibiotics and bandaging. She notes that she had a form of surgery initially in November 2022 and she has been having hand therapy since.

According to the patient, following review, they are going to have to operate on the injury to repair the tendon in March 2023.

Due to the assault, she has been suffering an acute exacerbation of her mental health issues. She informs us that the police have assessed her flat and deemed it unsafe to live in and therefore currently she is homeless and has to stay sometimes with friends in the day. She has to leave the friends at night and stays in the streets and sometimes wherever she can.

She is struggling to sleep. She was very tearful when she spoke to my colleague Priya

Sharma and was started on anti-depressants Mirtazapine On 7th December 2022. When she was reviewed by Miss Sharma on 21st December, she was extremely stressed and has self-harmed. She was also getting thoughts of self-harm

and is waiting for therapy from the mental health team. She is very stressed about her homeless situation.

She is having repeated flashbacks and dreams about the assault. She feels low when these happen, with nausea and sickness. She has dreams about people stabbing her and has significant numbness in the hand. She has seen the Enfield Community Psychiatric nurse, Kris Gopaulen who has noted that "her presentation is suggestive of traits of PTSD" and the Clinical Psychologist at Royal free Hospital Lisa Goodman, has also seen DB. She scored 67 on the PCL-5 test by Lisa Goodman which she has stated indicates "symptoms consistent with PTSD", see reports attached. As such, DB has been referred to IAPT for PTSD management.

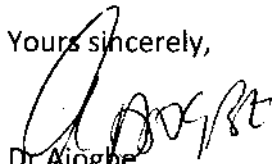
DB has had a recent pelvic scan. This has shown a 3cm ovarian cyst. She will need to be scanned again in 3 months. She has complained of pelvic pain.

We would be grateful if she could be provided with suitable accommodation as soon as possible due to the impact it is having on her mental health and as well as her recovery from the hand injury.

6

Many thanks,

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Dr. Ajogbe', written over the printed name.

Dr Ajogbe
Salaried GP



PLEASE USE THE KIOSKS



NHS

Royal Free London

NHS Foundation Trust

Tel: 020 7443 9757

369

MISS DB 23 BYRON
TERRACE HERTFORD
ROAD LONDON
N9 7DG



2217

F514STI683HW
S369 cl.350/504 bl

12 January 2023

MRN Number: 50****

NHS Number: *****

Dear Miss DB

This letter is to confirm that an appointment has been made for you to see a member of the Plastic Surgery Service team on: **Tuesday 28 February 2023 at 13:30**

At: Clinic 4,
1st Floor
Royal Free Hospital
Pond Street

London, NW3 2QG

This appointment is with a Psychologist who works within The Plastic surgery team:

Please bring this letter with you when you attend, with any current medication that you are taking, in original containers.

If you need to cancel or reschedule this appointment please contact us on the telephone number above, as if you fail to notify us and do not attend this appointment, you may be discharged back to the care of your GP.

Please Note: If you are late for this appointment there is a risk that you will not be seen and your appointment will have to be rescheduled.

For further information about The Royal Free London, our Sites and Services, Transport Links and Parking etc. please visit our website.

<https://www.royalfree.nhs.uk>

Please let us know on the above number if your contact details have changed.

Yours sincerely

Outpatient Appointment Centre

Department of Plastic & Reconstructive Surgery
Ext: 36988

Clinic Date:
16/02/2023



Date Typed: 24/02/2023

Private & Confidential

Suzanne
Hand Therapist
Royal Free Hospital
Pond Street
London ' '
NW3 2QG

Dear Suzanne
**Royal Free London
NHS Foundation Trust**

Royal Free Hospital
Pond Street London NW3
2QG www.royalfree.nhs.uk
Switchboard: 020 7794 0500
Fax: 020 7830 2195

/J05969890/MRN50369287

NHS No: 434 751 8617

(1)

Re: Miss DB DOB: 26/08/1989
23 Byron Terrace, Hertford Road, London, N9 7DG

Thank you for referring DB to the plastic surgery psychology service. I met with her on 16th February for a psychological assessment. She attended the clinic with her friend James who waited outside but helped her complete measures as DB is dyslexic.

DB reports that she was involved in an altercation during which she was stabbed in the palm of her hand in November 2022. She remembers the period before the stabbing but has no memory of what & happened thereafter. DB reports experiencing constant intrusive thoughts in relation to the incident.

She thinks these may be memories but is not sure. She has constant nightmares, during which she is stabbed or otherwise unsafe. She is therefore getting very little sleep and feeling exhausted during the day.

DB finds that her traumatic "memories" are easily triggered. Triggers include walking past the site of the incident. Thoughts of the incident immediately flooded back and felt like she couldn't breathe. DB needed to put a plastic bag over her hand to try and stem the blood flow (she needed a blood transfusion as part of hospital treatment). Recently when she needed to cover her hand bag in with the bath, this triggered memories and severe anxiety.

DB scored a total of 67 today on the PCL-5 indicating symptoms consistent with PTSD. DB reports that she has been sectioned in the past and has previously experienced auditory hallucinations. I understand that she has a diagnosis of bipolar and has been under mental health services since childhood. It was unclear why. DB is feeling that her friends and family may be manipulating her, by this-she meant they are encouraging her to go out and go to appointment^ . She is unable to articulate why but feels the intent may not be benign. She recognises this may represent paranoid thinking which can be considered in the context of her bipolar diagnosis.

DB reports that since the stabbing she is finding it difficult to go out. She is unable to go to her home as the perpetrators are known to her and there is a pending court case. They know where she lives and she is fearful of another attack. She is therefore moving around between friends' houses.

DB finds that she does not want to care for her injured hand. She feels that it is not hers. She feels she does not want to use it or care for it and that it is bad. She reports that she tells hand therapy

she is engaging in exercises, when actually she is finding it very difficult to find the motivation to do this. We discussed the concept of embodiment and how we might work with that within the service. DB / reports feeling low, anxious and exhausted. She is experiencing some suicidal ideation but has no ' current plans or intent. She rates herself 3/10 likely to act, with her mother and family being protective factors.

DB has a history of self-harm, involving horizontal cutting of her arms. The last occurrence of this was over a year ago. DB reports that she saw her GP two weeks ago who is aware of her history of self-harm and suicidal ideation. She was advised to self-refer to the crisis team but had not felt able to do this. We made this referral today together in clinic. The referral was taken by Jubeda Akthar, Assistant Practitioner. DB was advised that a clinician would contact her within four hours today. I have asked for an email to update in due course.

DB would need to be stable under community services before psychological therapy in relation to her hand would be indicated. Her scores today on the PHQ-9 were 17/24 and her scores on the GAD- 7 were 19/21 indicating both severe depression and severe anxiety. As psychological therapy in relation to the hand is not indicated at this point, I will now discharge DB from the plastic surgery psychology service back to the care of the crisis team and her GP. However, when she is stable, she is most welcome to return to the plastic surgery psychology service for support in relation to engaging with hand therapy, should that be deemed necessary.

Yours sincerely

Dictated and approved electronically to avoid delay.

Lisa Goodman
Clinical Psychologist

cc

Private & Confidential

Dr J M Thomas
Nightingale House Surgery
8. Nightingale Road Edmonton
London
N9 8AJ

Miss DB
23 Byron Terrace
Hertford Road
London
N9 7DG

. fnllotfinS re^erra' ^Om hand therapy. Attended clinic with Seen today for psychology assessment asure\$.

her friend James who helped her complete

n n altercation dur'n8 which she was stabbed in the palm of
eon reports that she was involved in a ^ stabbi„gr ^^ ^ mcmon, o(^ happened her hand. She
remembers the period be intrusive ^^ |n re|atipp tp ,be jncWe„t _ she W^ D“n”””” “*””“ sure. She has
constant nightmares, during which she is thinks these may be memories, but is not su ,

stabbed or otherwise unsafe. She is therefore getting very Me sleep and feehrlg exhausted during the day.

DB finds that her traumatic "memories" are easily triggered. Triggers include walking past the s of the incident. Thoughts of the incident immediately flooded back and felt like she couldn't breathe. DB needed to put a plastic bag over her hand to try and stem the blood flow (she needed a blood transfusion as part of hospital treatment). Recently when she needed to cover er hand with a bag in the bath, this triggered memories and severe anxiety.

Total score on PCL-5 is 67, indicating PTSD. Symptoms consistent with PTSD.

DB reports that she has been sectioned in the past and has previously experienced auditory hallucinations. I understand that she has a diagnosis of bi-polar and has been under services since childhood. It was unclear why. DB reports that since the stabbing, she is finding it difficult to go out. She is unable to go to her home, as perpetrators are known to her and there is a court case pending. They know where she lives and she is fearful of another attack. She is therefore moving around between friends' houses. DB is feeling that her friends and family may be manipulating her - by this she meant they are encouraging her to go out and to appointments. She is unable to articulate why but feels the intent may not be benign. She recognises this may represent paranoid thinking, which can be considered in the context of other bi-polar diagnosis. DB finds that she does not want to care for her injured hand. She feels it is not hers. She feels she does not want to use it or care for it and that it is bad. She reports that she tells hand therapy she is engaging in exercises when actually she is finding it very difficult to find the motivation to do this. We discussed the concept of embodiment and how we might work with that within this service.

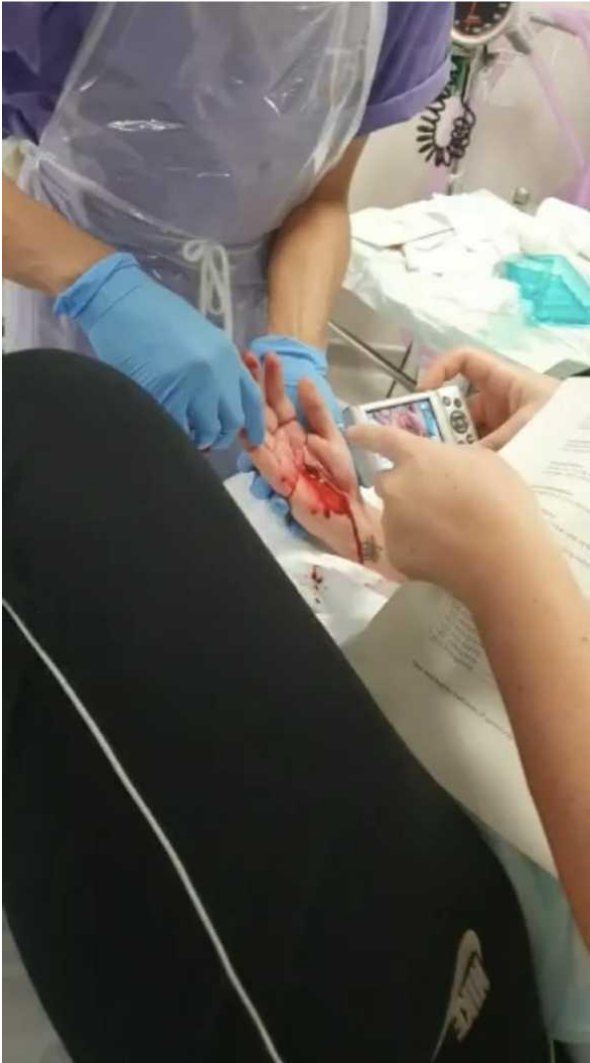
DB reports feeling low, anxious and exhausted. She is experiencing some suicidal ideation but has no current plans or intent. She rates herself 3/10 likely to act, with her mother and family being protective factors. She has a history of self-harm involving horizontal cutting of the arms. Last occurrence was circa one year ago.

DB reports that she saw her GP two weeks ago, who is aware of history of self-harm and suicidal ideation. She had advised herself to self-refer to the crisis team. She had not felt able to do this. We did this together today in clinic. Referral was taken by Jubeda Akthar, Assistant Practitioner. DB was advised that a clinician would contact her within four hours today. I have asked for an e-mail update in due course. DB would need to be stable under community services, before psychological therapy in relation to her hand would be indicated.

Scores on PHQ9 = 19/24 (8 questions) indicating severe depression

Scores on GAD7 = 19/21 indicating severe anxiety .

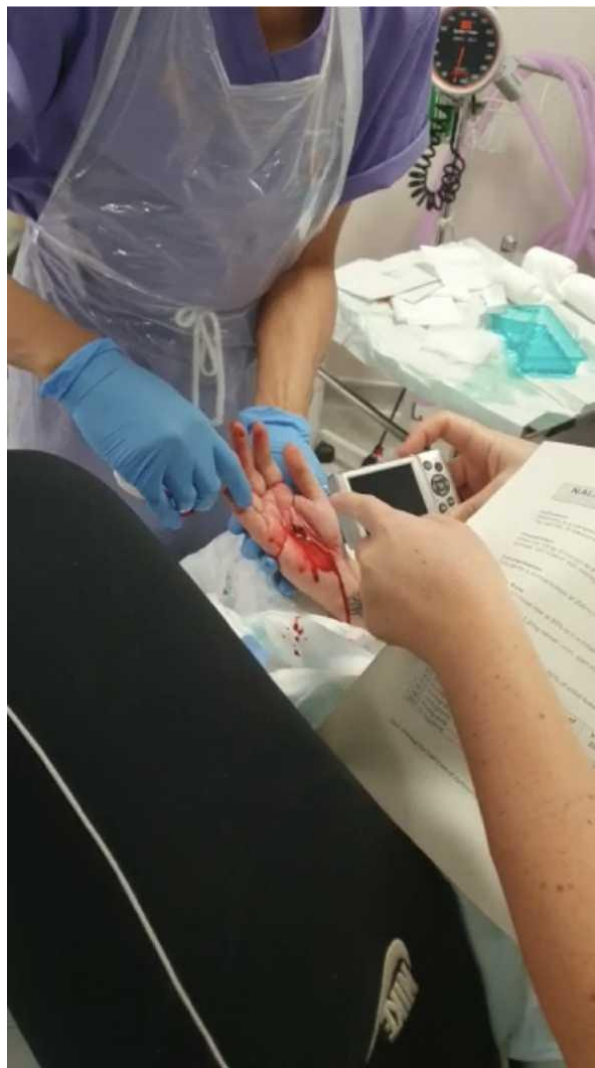
Copy of this note provided to patient today at her request, as she is concerned, she will not remember the content of our consultation.















GP Discharge Letter

Procedures

None

Clinical Summary

Plan

Home today
OTC analgesia
Hand elevation
HTC 3 days
ROS 10-14 days
Continue oral abx

Safety Alerts

None

Allergies and Adverse Reactions

No known allergies

Medications and Medical Devices

AWAITING PHARMACY REVIEW

Weight: No measured or estimated weight recorded**Height:** No measured or estimated height recorded**BSA:** No measured or estimated BSA recorded**New Medication Prescribed Since Admission**

Medication	Route	Dose	Frequency	No. of Days Supplied	GP to continue
co-amoxiclav 500 mg-125 mg oral tablet tablet	oral	1 tablet	THREE times a day	5	No
Indication: traumatic wound					

Prescriber: Parthiban, Sunil **Smartcard ID:** 559568599104**Screened by Pharmacist:**

Outpatient Prescription

To the patient: If the doctor asks you to take this prescription to the GP, you should take it to your GP practice and leave it with them. You may not need to make an appointment immediately but please confirm with your GP practice if you need to return later, for example to discuss any change in treatment with your GP.

This prescription is for: Royal Free Outpatient Pharmacy

Patient Name: BENJAMIN, DEON SHANTEL	NHS Number: 434 751 8617
Date of Birth: 26/Aug/1989	Hospital MRN: 50369287
Gender: Female	Home Telephone:
Patient Address: 23 BYRON TERRACE HERTFORD ROAD LONDON N9 7DG	Mobile Phone: 07868267755
Consultant: Mosahebi-Mohammadi, Afshin	
Clinic: RF-Clinic 4	

Allergies: No known allergies

Allergies: Active: NKA

Weight: No measured or estimated weight recorded

Height: No measured or estimated height recorded

BSA: 0.00 m²

Medication Prescribed This Visit						Pharmacy Use Only				
Medication	Route	Dose	Frequency	Days Supplied	GP to Continue	Qty Sup.	Qty T/F	S	D	C
co-amoxiclav 500 mg-125 mg oral tablet tablet	oral	1 tablet	THREE times a day	7	No					
Indication: stab wound to hand; Instructions: 26/11/22 SA.										
dihydrocodeine tablet	oral	30 mg	FOUR times a day	14	No					
Indication: stab wound to hand; Instructions: 26/11/22 SA.										
paracetamol tablet	oral	1 gram	FOUR times a day	14	No					
Indication: stab wound to hand; Instructions: OTC.										
Date: 26-Nov-2022		Prescriber (Smartcard ID): Bawa, Jasmine Hamam (565197352107)				Contact Number: 2331				

Independent Prescriber Name:

NOTE: Patients who don't have to pay must fill in parts 1 and 3 (unless they are exempt on

Person Full Name BENJAMIN, MISS DEON SHANTEL

NHS Number (Person Alias) 434 751 8617

26/Nov/2022 19:35
1 of 2

Dr THOMAS, JM NIGHTINGALE HOUSE SURGERY
1 NIGHTINGALE ROAD
EDMONTON
LONDON
N9 8AJ

GP Identifier: G9505133
GP phone: 020 88059997

Discharge Summary for BENJAMIN, DEON SHANTEL

Patient Demographics

Name: BENJAMIN, DEON SHANTEL
Address: 23 BYRON TERRACE
HERTFORD ROAD
LONDON
N9 7DG

Gender: Female

Date of Birth: 26/08/1989

NHS: 434 751 8617

Other Identifier (MRN): 50369287

Admission Details

Date: 27/NOV/22 08:01:15

Source: Usual Place of Residence

Lead Consultant: Ponniah, Allan

Lead Consultant Specialty: Plastic Surgery
Service

Discharge Details

Date: 27/NOV/22 00:00:00

Destination: Usual Place of Residence

Discharge by: Ponniah, Allan Jonathan

Outcome: Discharged with consent

Discharging Ward: RF-6 EAST

Summary

Diagnosis

No ranking:

27-Nov-2022 Rupture flexor digitorum superficialis tendon (Confirmed) - Presented

On: 27-Nov-2022

COVID Status

Negative

Printed by: Khan, Lidia Zofia
Printed on: 27/Nov/2022 16:21 GMT

Consent Form 1

Version 1.0
London
1997/00

Agreement to Investigation or Treatment

t details (or pre-printed label)

NHS 434 751 8617
P: BENJAMIN, Dean, S
Female
23 Byron Terrace
Hertford Road
NHS number (London)
☐ Male ☒ Female

Patient's first names
Responsible health professional
Job title
Special requirements
(eg other language/other communication method)

Name of proposed procedure or course of treatment (include brief explanation if medical term not clear)

EXPERIMENTAL ANAESTHETIC OF RIGHT PALM FZ3 (CASE 21)
- RITUAL CON TO RIFRAME - (PACED)

Statement of health professional (to be filled in by health professional with appropriate knowledge of proposed procedure, as specified in consent policy)

I have explained the procedure to the patient. In particular, I have explained:

The intended benefits: lightning
active pulse

Serious or frequently occurring risks: per. injection, bleeding, dizziness, nausea, vomiting, hypotension, tachycardia, chest pain, allergic reaction, damage to nearby structures

Any extra procedures which may become necessary during the procedure

- ☐ blood transfusion
- ☐ other procedure (please specify)

I have also discussed what the procedure is likely to involve, the benefits and risks of any available alternative treatments (including no treatment) and any particular concerns of this patient.

☐ I have also discussed use of any residual tissue that may be removed in the course of the procedure under the terms of the Human Tissue Act 2004 (see guidance notes)

☐ The following leaflet/tape has been provided

This procedure will involve:

- ☒ general and/or regional anaesthesia
- ☒ local anaesthesia
- ☐ sedation

Additional Risk factor to be assessed by healthcare professional

☐ Is the patient at risk of vCJD for public health purposes ☐ No ☒ Yes

Signed
Name (PRINT) E. DAVISON

Date 26/11/20
Job title SCF

Contact details (if patient wishes to discuss options later)

Statement of interpreter (where appropriate)

I have interpreted the information above to the patient to the best of my ability and in a way in which I believe can understand.

Signed
Name (PRINT)
Date

Copy accepted by patient: yes / no (please ring)

YELLOW COPY: CASE NOTES

WHITE COPY: PATIENT

Consent Form 1

NHS
London
NHS 700

Agreement to Investigation or Treatment

t details (or pre-printed label)

NHS 434 751 5517
MRN 50369297
P: BENJAMIN, Dean, S
Female
23 Byron Terrace
Hendon Road
NHS number (London) 26-AUG-1983

Patient's first names

Responsible health professional

Job title

Special requirements

(eg other language/other communication method)

☐ MaleFemale ☐

Name of proposed procedure or course of treatment (include brief explanation if medical term not clear)

EXPLANATION AND AGREEMENT OF RIGHT CLINICAL TRIAL (ASAP)
- RISKY CON TO RISKY - (RISKY)

Statement of health professional (to be filled in by health professional with appropriate knowledge of proposed procedure, as specified in consent policy)

I have explained the procedure to the patient. In particular, I have explained:
The intended benefits *improved*
active joints

Serious or frequently occurring risks *for infection, bleeding, stroke (heart),
numbness, stiffness, nerve or blood vessel damage, pain, swelling, redness,
loss of the leg, damage to nearby structures*

Any extra procedures which may become necessary during the procedure

☐ blood transfusion☐ other procedure (please specify)

I have also discussed what the procedure is likely to involve, the benefits and risks of any available alternative treatments (including no treatment) and any particular concerns of this patient.

☐ I have also discussed use of any residual tissue that may be removed in the course of the procedure under the terms of the Human Tissue Act 2004 (see guidance notes)

☐ The following leaflet/tape has been provided

This procedure will involve:

☒ general and/or regional anaesthesia☒ local anaesthesia☐ sedation

Additional Risk factor to be assessed by healthcare professional

☐ Is the patient at risk of vCJD for public health purposes

☐ No ☐ Yes

Signed

Name (PRINT) E. DAVISON

Date 26/11/21

Job title SCF

Contact details (if patient wishes to discuss options later)

Statement of interpreter (where appropriate)

I have interpreted the information above to the patient to the best of my ability and in a way in which I believe can understand.

Signed

Name (PRINT)

Date

Copy accepted by patient: yes / no (please ring)

YELLOW COPY: CASE NOTES

WHITE COPY: PATIENT



Private & Confidential

To be opened by addressee only

Dr Abidoye
Nightingale House Surgery
1-3 Nightingale Road
Edmonton
London
N9 8AJ

Barnet, Enfield and Haringey Mental Health Trust
Enfield Mental Health Single Point of Access
25 Crown Lane
Southgate
London
N14 5SH

Tel: 0208 702 3329

3rd July 2023

NHS No. 434 751 8617
RiO No. 1048105

Re: Miss DB - DoB: 26 Aug 1989

23 Byron Terrace Hertford Road, Edmonton, London, N9 7DG

Miss DB is a 33-year-old unemployed single woman seen in a face-to-face appointment at Crown Lane clinic.

She has had mental health referrals this year from her GP Dr Abidoye, Nightingale Surgery (referral dated April 23) and Dr Lisa Goodman Psychologist in the RFHosp hand plastic surgery team (she referred her in Feb 23 with PTSD).

She seemed restless during the interview and dissatisfied with many aspects of her life and interactions with health professionals.

She swore frequently when speaking to me.

She told me that she has a boyfriend and has been with him for "a while" but the relationship is difficult sometimes "because of her mood swings" (said Mum).

She feels her friends and her boyfriend "don't like me" "I feel like I'm on my own and no-one gets me...I'm losing everyone" "I feel like I'm unlucky...proper unlucky, and everything bad happens to me...I've always felt like that and it makes me so angry...I lose a lot of things...everything I touch turns into shit ...everyone else gets chances".

"If I do get friends, they find the truth of me and then they don't want to be with me anymore" and she feels she needs to "pretend" to keep relationships.

She attended her appointment on time with Mum (Lorraine) and Uncle (Andrew).

She won't go back to live in her London Quadrant flat (because of the attack) and their relationship can be tense and Mum is unwell (heart op recently and on dialysis, now on the transplant list) so she's staying with different friends and "Holly doesn't want me to stay there no more".

She is using her mother's address (Byron Terrace N9) for correspondence etc.

She has a solicitor (going through Court at the moment) trying to get her a place to live.

Chief Executive: Jinjer Kandola MBE

Interim Chair: Peter Molyneux



Her Uncle says, "she has no stability" although her family try to support her "but she argues with us all the time".

History of presenting complaint:

"I'm just stressed out ...I don't feel right and I get angry all the time" (to which Mum responds "she's had those issues for years").

Mum says, "she's getting high and low really quickly".

Andrew said that "she has been much worse since the attack" (when she was assaulted end Nov 22 and sustained a severe cut to her, dominant, right hand).

Nightmares have been worse after the attack (end November 22) "I can't sleep and I wake up sweaty and shivering" the nightmares are not just related to the attack and when she wakes it takes her a long time "to calm down",

The dreams have got worse and she has been nauseated and shaky since she has been on risperidone,

She sometimes believes "family and friends...people are talking about me and being funny with me ...I can't explain it ...I don't know it's just the way I feel...sometimes I feel like it's real other times I think I'm being stupid".

She doesn't like the way people look at her and if people are round her laughing, she feels they are laughing at her "I've always felt people laugh and look at me funny...some people are just horrible".

"I feel people are against me because they think I am lying and chatting shit".

She sometimes relates TV to her and gives the example that she sees a character on TV and they are stabbed and she feels it is more than a coincidence "is it to do with me?" - not clearly an idea of reference.

She says her hand (cut in the attack) "doesn't feel like my hand" since the attack but she can't explain this. She is right-handed but isn't using her damaged right hand. "I don't even like the sight of it".

She says she thinks about the attack very often and "it just comes into my head".

She is avoidant of memories of the attack.

She doesn't want to use knives for cooking because a cut was used in the attack.

Similarly, she gets upset by plastic bags because after the attack they used a plastic bag to try to stop the bleeding.

She was "bad before the attack but she's gone ballistic since".

She has never gone out much but less wanting to go out since the attack.



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She continues to have treatment from the hand plastic surgery team at the Royal free hospital.

She has a psychologist from that team (Lisa Goodman).

She is waiting for her next hand clinic appointment.

She should be wearing a splint but she puts bandages on it instead because she finds the splint painful and doesn't want to look at her hand.

"I need someone to talk to you can't just give me tablets".

"I can't keep living like this ...it's stupid ...no-one is listening... I'm sick and tired of this... I want to know I can be safe.

"I don't believe people that just chat shit" (referring to health professionals) "she's getting no help".

Sleep? "I never sleep", initial insomnia - when I asked why and she said "fuck knows" but she sleeps with the light on, feels scared and any noise startles her.

She wakes sweaty every night.

If she wakes in the night, she sometimes feels the need to check there is no-one there before she can go back to sleep.

"Sometimes I feel alright and sometimes I feel like shit".

Limited pleasure from life since the attack.

I feel "so down".

Some diurnal mood variation "not very good in the morning".

Appetite variable "I don't fancy food...I feel sick thinking about it".

Weight - has lost 2 stone (without trying to) since she was stabbed (approx 6 months).

Social Hx

Benefits ESA, PIP (for hand and mental health)

No debt

Homeless at the moment ("sofa-surfing").

Forensic Hx

Caution for drunk and disorderly 18/12 ago and she said angrily "I had a little too much to drink at a funeral...that was ages ago".

Caution and probation and a tag for ABH as a teenager "I was only young...it was ages ago".

Personal Hx

Premature - Born at 27/40 "she died about 20 times and they brought her back to life" - "lung collapses" and ventilated.



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Long periods in hospital including GOSH, in an out of hospital up until 7 School - "primary was good".

Her emotional problems got worse "at secondary school".

Mum feels her mood changed after her periods started.

Physical health

Recent ECG because "her heart was going .fast" and she need to be " monitored by a specialist".

GP also told her she is "borderline diabetic".

Polycystic ovaries (she is waiting for a gynae appointment) and a separate issue with other "cysts on her ovaries".

Asthma.

Her blood pressure has been raised.

Past Psych Hx:

Never admitted for mental health problems.

No period of treatment from Crisis Home Treatment team although she has called them.

Diagnosed with dyslexia.

She saw school counsellors for "mood swings", anger and "cutting" from "early teens"

Not sure if she saw CAMHS (child and adolescent services).

DSH history - she was cutting (wrists /legs) but stopped around 22 years.

She explained it was "for release" not with the intention to die "it makes me feels less numb...it makes me feel better".

She cut herself in COVID and the last time was? early Dec and she says she has stopped now.

She says she tried to hang herself? age 20 when attending Lucas House OP for anxiety/depression and she had a variety of antidepressants including fluoxetine, sertraline, venlafaxine.

"I don't want to kill myself.

She saw CPN Gopaulen for assessment 1.3.23 when no psychotic symptoms were elicited.

Current medication:

Risperidone 2mg (1mg bd) - prescribed by GP- but feels it makes her sweaty and shaky and dizzy and "horrible".



North London
**Mental Health
Partnership**

No other medication.

Analgesics for headaches (her headaches have been worse recently) and period pains (she has heavy, painful periods).

Substance misuse:

No recreational drugs use

Tried cannabis and coke "but it made me feel funny and I didn't like it"

Infrequent alcohol "but when she does, she gets plastered"

Smokes tobacco (roll ups, a pouch a week approx).

Impression:

EUPD

Mixed anxiety/depressive symptoms? part of - PTSD.

Plan:

Given MIND leaflets on EUPD and PTSD.

Given Choice and medication leaflets for risperidone and mirtazapine.

"I don't want to keep taking tablets...but I hundred per cent need something" so we agreed she will reduce risperidone to 1mg nocte for a week and then stop.

I have given her an FP10 for 28 days mirtazapine 15mg nocte - after a week she could increase the dose to 30mg nocte.

I will refer to the South locality team at Lucas House.

Dr Hilary Scurlock
Consultant Psychiatrist
Enfield Mental Health Single Point of Access

Yours sincerely

Cc: Miss DB



Mental Health Partnership



Barnet, Enfield and Haringey
Mental Health NHS Trust
Camden and Islington
NHS Foundation Trust

Enfield Personality Disorder Stream

Enfield Integrated Core Mental Health Team

The Chase Building

Chase Farm Hospital Site

The Ridgeway Enfield EN2

8JL

Private &
Confidential Miss
DB 23 Byron
Terrace Hertford
Road Edmonton
London
N9 7DG



Tel: 020 8702 5011/5023

PD Team Direct Dial: 020 8702 5020

Email: [beh-tr.generalenquiries\(8\)nhs.net](mailto:beh-tr.generalenquiries(8)nhs.net)

8th November 2023

NHS number: 434 7518617

Hospital number: 1048195

Dear DB,

Following your referral to Enfield Integrated Core Team, we have booked your initial assessment, I can confirm this will be a **face-to-face appointment**, your appointment details are as below:

Date & Time: 2nd February 2023 at 09:30am

Location: The Chase Building, Chase Farm Hospital Site

Clinician: Kuntal Mehta

We have enclosed several documents which we would be grateful if you could complete and bring with you to your appointment. If you cannot complete these at home, or would like some help filling them in, your clinician will be happy to help you with these at your appointment. Please note this appointment is an assessment and is not the start of therapy. We ask that if you cannot attend the appointment as above, please contact us at your earliest convenience **020 8702 5023/5011**. Please be aware that failure to attend this appointment may result in a discharge from our service. We look forward to meeting you.

Yours sincerely,

Administrator for Enfield Personality Disorder Stream
On Behalf of Barnet, Enfield and Haringey Mental Health Trust

Cc: NIGHTINGALE HOUSE SURGERY, 1 NIGHTINGALE ROAD, EDMONTON, N9 8AJ

Interim Chair: Peter Molyneux

Chief Executive: Jinjer Kandola MBE



Enfield Therapy Service
The Chase Building
Chase Farm Hospital
The Ridgeway
Enfield
EN2 8JL

Bus
W8 – Chase Farm Hospital
W9 – Chase Farm Hospital
313 – Chase Farm Hospital

Train
10-15 minute walk from Gordon Hill Station

Car
Pay and display: only available on first come first service basis.



Contact us

Tel 020 8702 5011/5516

For free translation phone

Per një përktim falas telefononi

مكتبة المجلد الرابع

বিদ্যার্থীরাও অনবাস্তব স্বপ্ন এটিকে নাকচ করে

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Del narkotikamo vartijmo skambaitinta

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Po bezplatna humectantje prosimy dzwonic

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What is Enfield Therapy Service?

If you have experienced recurring, on-going or severe mental ill health, or if your symptoms have not been helped by a short course of therapy in IAPT, it is likely that you will be referred on to Enfield Therapy Service.

Enfield Therapy Service is a secondary care mental health team who offer psychological treatment.

Your first contact will usually be a psychological assessment and treatment planning session, where we will consider your individual needs and discuss with you options for treatment.

Treatment is divided into three streams:

Post-Traumatic Stress Disorder (PTSD) Stream - for people who have survived multiple, enduring and/or severe trauma and are experiencing symptoms of PTSD.

Personality Disorder Stream – for people with a diagnosis of Emotionally Unstable Personality Disorder (EUPD), who struggle with self-harm, relationships, impulsivity, and managing emotions.

Psychological Therapies Stream – for people with recurrent, enduring and/or severe anxiety and/or depression. We also see some people with symptoms of personality disorders.

What can we offer?

Group Therapy – Provide an opportunity to understand and develop the skills to help a person cope with their symptoms. Meeting other people with similar difficulties also helps people feel less alone.



Individual Therapy – We offer a variety of therapeutic approaches to help people explore their difficulties and reduce symptoms.

Family Therapy – Appointments for couples and families to think about how mental health can be improved by looking at relationships.

Medication – Prescription drugs are often used in treating various symptoms. Evidence suggests a combination of medication and talking therapy is often the most effective treatment. Generally an individual's medication will be managed by their GP. Psychiatrists can provide expert advice to the GP, as well as offering specialist psychiatric reviews.

Signposting – We can signpost people to services that can address difficult social issues, such as housing or asylum status, as well as other therapy services.

What can we *not* offer?

- We don't recommend starting therapy if you are using illegal drugs or alcohol to cope, or if you are going through stressful events such as on-going court cases or homelessness. It's better if these difficulties are addressed first.
- We cannot offer long term support or care-coordination for practical and social issues such as housing, debt, asylum etc.
- We do not offer therapy for people who are currently experiencing an episode of psychosis.

What to do in a Crisis?

Remember your coping strategies
We would encourage you to remember your coping strategies and try these first. What works best is different for each person, which is why we teach a range of skills and strategies.

Crisis Teams

There is a dedicated Crisis Resolution and Home Treatment Team (CRHT) who are available 24 hours a day, 7 days a week.

Their contact telephone number is:

Enfield CRHT 020 8702 3800





We would appreciate if you would complete this form in order for us to update our systems with your most current information. **Please hand this completed form to the Reception, when you arrive for your appointment.**

Name			Surname		
Date of Birth			Marital status		
Address:					
Home Tel:			Mobile:		
Email:					
Dependent children (under 18) including children living in the household				YES / NO (If yes please state details below)	
Names (children)		School		Date(s) of birth	
Next of Kin Details (please note that the person listed below will only be contacted in an emergency)					
Emergency contact name		Relationship		Contact number	
Address:				Postcode:	
Home Tel:			Mobile		
Email address:					
Housing status:					
Own home	☐	Private rent	☐	Council	☐
Other: (please specify)					
Employment status:					
Employed	☐		Unemployed	☐	





Receiving benefits:	Yes	No
Name of benefit:		
Occupation:		
GP name and address:		Postcode:
Smoker (please circle appropriate answer) Yes / No If Yes how many a day: Age when started: Do you want help to cut down:		
Physical health conditions including allergies:		
Disability	Yes	No
If yes, please indicate nature of disability.		
Ethnicity (please select by ticking or circling your ethnicity)		
Asian or Asian British - Any other background Asian or Asian British – Bangladeshi Asian or Asian British – British Asian or Asian British - Caribbean Asian Asian or Asian British - East African Asian Asian or Asian British – Indian Asian or Asian British – Kashmiri Asian or Asian British - Mixed Asian	Other Ethnic Groups – Japanese Other Ethnic Groups – Kurdish Other Ethnic Groups - Latin American Other Ethnic Groups – Malaysian Other Ethnic Groups - Maur/SEyc/Mald/StHelen Other Ethnic Groups – Moroccan Other Ethnic Groups - North African Other Ethnic Groups - Other Middle East	

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Asian or Asian British - Other/Unspecified Asian or Asian British – Pakistani Asian or Asian British – Punjabi Asian or Asian British – Sinhalese Asian or Asian British - Sri Lanka Asian or Asian British – Tamil Black or Black British – African Black or Black British - Any other background Black or Black British – British Black or Black British – Caribbean Black or Black British – Mixed Black or Black British – Nigerian Black or Black British - Other/Unspecified Black or Black British – Somali Mixed - Any other mixed background Mixed - Asian and Chinese Mixed - Black and Asian Mixed - Black and Chinese Mixed - Black and White Mixed - Chinese and White Mixed - Other/Unspecified Mixed - White & Asian Mixed - White & Black African Mixed - White & Black Caribbean Other Ethnic Groups - Any Other Group Other Ethnic Groups – Arab Other Ethnic Groups – Chinese Other Ethnic Groups – Filipino Other Ethnic Groups – Iranian Other Ethnic Groups – Israeli	Other Ethnic Groups - South/Central American Other Ethnic Groups – Vietnamese White – Albanian White - All Republics of former USSR White - Any other background White – Bosnian White – British White – Cornish White – Croatian White - Cypriot (part not stated) White – English White – Greek White - Greek Cypriot White - Gypsy/Romany White – Irish White - Irish Traveller White – Italian White – Kosovan White - Mixed White White - Northern Irish White - Other European White - Other Republics of former Yugoslavia White - Other/Unspecified White – Polish White – Scottish White – Serbian White – Traveller White – Turkish White - Turkish Cypriot White - Welsh Any Other Group



Chase Farm Hospital Site



① **Mental Health Unit**
Day Hospital
Dorset Ward
Sussex Ward
Suffolk Ward
Devon Ward (PICU/ICU)
Emergency Assessment Centre
Management Offices

② **Camlet 1**
Hendville Ward
Hollin Ward
Lovell Ward

③ **Camlet 2**
Kingwood Centre
Hadley Ward
Ashmore Ward

④ **Camlet 3**
Grace Ward
Clapper Ward
Aston Ward
Elliot Ward

⑤ **Aven Villa Trust HQ**

⑥ **Ivy House**

⑦ **Cornwall Villa**

⑧ **Somerset Villa**

⑨ **Cumbria Villa**

⑩ **The Oaks**

⑪ **Silver Birches**

⑫ **Lea Villa**

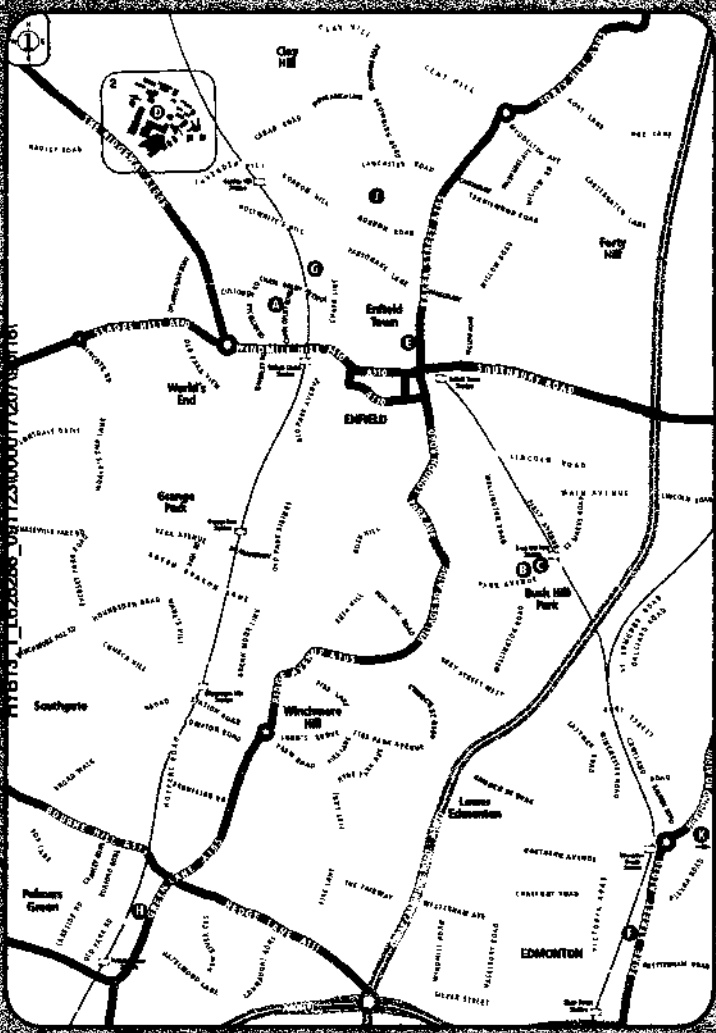
⑬ **Warwick Centre (The Elms)**

⑭ **King's Oak Private Hospital**

⑮ **Barnet & Chase Farm Hospital NHS Trust**

⑯ **Visitors Pay and Display**

Car Route with direction of traffic flow



Travel Directions to Chase Farm Hospital Site

- By Underground:**
Nearest Tube Station:
Piccadilly Line to Oakwood
- By Rail:**
Nearest Railway Stations:
Gordon Hill (short walk)
Potters Bar Station (then bus 313)
Enfield Town (bus W9 and 313)
- Bus Connections:**
Bus Route 313 - runs approximately every 20 minutes during daytime hours
Bus Route W9 - runs approximately every 15 minutes during daytime hours

- 1** Chase Farm Hospital Site
Chase Farm Hospital Site
Enfield, London EN2 8BT
Tel: 020 8487 2000
Fax: 020 8487 2001
Email: info@chasefarm.nhs.uk
- 2** Chase Farm Hospital Site
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The Short Warwick-Edinburgh Mental Well-being Scale **(SWEMWBS)**

Below are some statements about feelings and thoughts.

Please tick the box that best describes your experience of each over the last 2 weeks

STATEMENTS	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	1	2	3	4	5
I've been feeling useful	1	2	3	4	5
I've been feeling relaxed	1	2	3	4	5
I've been dealing with problems well	1	2	3	4	5
I've been thinking clearly	1	2	3	4	5
I've been feeling close to other people	1	2	3	4	5
I've been able to make up my own mind about things	1	2	3	4	5



Patient Health Questionnaire (PHQ-9)

NAME:

DATE:

Over the last 2 weeks , how often have you been bothered by any of the following problems? (use "0" to indicate your answer)	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things	0	1	2	3
2. Feeling down, depressed, or hopeless	0	1	2	3
3. Troubling falling or staying asleep	0	1	2	3
4. Feeling tired or having little energy	0	1	2	3
5. Poor appetite or overeating	0	1	2	3
6. Feeling bad about yourself - or that you are a failure or have let yourself or your family	0	1	2	3
7. Trouble concentrating on things, such as reading the newspaper or watching television	0	1	2	3
8. Moving or speaking so slowly that other people could have noticed. Or the opposite - being so fidgety or restless that you have been moving around a lot more than usual	0	1	2	3
9. Thoughts that you would be better off dead, or of hurting yourself	0	1	2	3

Add columns

TOTAL:

10. If you checked off **any** problems, how **difficult** have these problems made it for you to do your work, take care of things at home, or get along with other people?

Not at all

Somewhat

difficult

Very difficult

Extremely
difficult

Generalised Anxiety Disorder 7-item (GAD-7) scale

<i>Over the last 2 weeks, how often have you been bothered by the following problems?</i>	Not at all	Several days	Over half the days	Nearly every day
1. Feeling nervous, anxious, or on edge	0	1	2	3
2. Not being able to stop or control worrying	0	1	2	3
3. Worrying too much about different things	0	1	2	3
4. Trouble relaxing	0	1	2	3
5. Being so restless that it's hard to sit still	0	1	2	3
6. Becoming easily annoyed or irritable	0	1	2	3
7. Feeling afraid as if something awful might happen	0	1	2	3

Add the score for each column

+

+

+

Total Score (*add your column scores*) =

If you checked off any problems, how difficult have these made it for you to do your work, take care of things at home, or get along with other people?

Not difficult at all

Somewhat difficult

Very difficult _____

Extremely difficult



Pharmacy Stamp

Age

Title, Forename, Surname & Address

D.o.I

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^1^ w^hN^

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Number of days' treatment

N.B. Ensure dose is stated

Endorsements

28d

NHS Number: 434 751 ft)?

HOSPITAL PRESCRIBER

HP

MIRTAZAPINE o
15 mg nocte

Prescriber's name and initials in block capitals

H C.W.

Signature of Prescriber

Date

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ENFIEUTASSESSMENT SERV

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LONDON

N14 5SH

020 87023329 BEHMHT

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NHS

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64189999390

HP

Private & Confidential	Barnet, Enfield and Haringey Mental Health Trust
To be opened by addressee only	Enfield Assessment Service
Date: 08.03.2023	25 Crown Lane
Dr Abidoye	Southgate London
Nightingale House Surgerv	N14 5SH
Nightingale Road Edmonton	Tei: 0208 702 3329
N9 8AJ	****

Dear Dr Abidoye,

Re: Miss DB DoB ** (*** years) Address - Currently of no fixed abode - Sofa surfing**

I had opportunity to assess Ms DB in our Silver Street Clinic on 01 March 2023 after she was referred by our Crisis Telephone Service. She presented with her partner.

Reason for Referral

Referrer reported history of auditory hallucinations and suspected that DB has PTSD.

Clinical Documentation recorded diagnosis of depression and anxiety.

Experiencing a deterioration in MH triggered by:

9. Assaulted and stabbed on 27th November 2022- In hospital for 3 days

10. Mum is currently in hospital- had a heart operation

11. Not able to return to her home address due to assault.

DB reported that she has been having disturbed sleep and-nightmares at night.

No changes in appetite highlighted.

DB has a history of having auditory hallucinations but denied experiencing psychotic symptoms at time of triage.

DB is not taking any medication at present; she was previously prescribed sertraline but stopped taking medication 3.weeks ago, GP is aware and she reported they would review medication. - —

- No currently using drugs or drinking alcohol.

Reported that she used to socially use cocaine but stopped after she was assaulted last year.

No clear diagnosis

History of presenting Problem:

Gave verbal consent to information sharing along Trust guidelines, happy for final letter to go to GP and to home address

Ms DB told me last November she went to pick up her boyfriend at a Bar. When they came out, her boyfriend who was intoxicated with alcohol had an altercation with a man and a woman whom she alleged were both under the influence of alcohol. She got involved during the altercation pulling



Chairman: Jackie Smith
Chief Executive: Jinjer



her boyfriend away and she alleged she was pushed to the ground and the woman stabbed her. She sustained deep cut in her right hand, and she told me she fainted because of the bleeding and she now unable to remember much what actually happened.

Police now is investigating the incident. No one has been arrested yet and they are still looking for the alleged assailant. She is now stressed out of having to attend court. She told CCTV footage is not clear.

She told me she has been told by police not go to her flat "kicked me out and told me it is dangerous for me to go back." and subsequently has been of no fixed abode since. She told me she has been sofa surfing at her boyfriend and other friends since the incident.

Since the incident, she has been experiencing symptoms suggestive of PTSD -

Hyperarousal - easily irritable and aggressive at time, hypervigilance, can't go outside - afraid of the dark, difficulty concentrating, and difficulty sleeping, experiencing bad dreams, and waking up in sweat. Constant ruminating and flashbacks about the incident 'in my head', Crying for no reason.

Compounded to the trauma following the incident, she attended North Middlesex University hospital yesterday and was told that she must have her ovary removed and she is worried she wouldn't be able to have any kids.

She also told me she is also stressed out as her mum is in ICU following a heart operation and she is physically very unwell.

Before the incident she told me was paranoid about people betraying her and she has been diagnosed with dyslexia when she was at school, and she has had depression and anxiety since she was 13 years of age.

She told me she was previously diagnosed with bipolar affective disorder and when challenged as her health records doesn't indicate such a diagnosis, she then told me it was the charity MIND who told her she may have had Bipolar. .

Past Psychiatric History:

Previously treated with depression and anxiety from 2008 - 2011.

Otherwise, no previous history on Rio.

Current Medication:

Sertraline 150mg

Sleeping tablet - Zopiclone

She told me she has been on Sertraline most of her life although she never felt any benefit since on it and has been taking it as prescribed.

To the contrary, notes from our CTS indicate she stopped taking her antidepressant.



OUR VALUES



Information provided about her condition by her GP

Ms DB understands the risk and benefit of medication prescribed and was involved in decision[^] about medication.

Drug/ Alcohol and smoking status:

Smoke cigarettes.

Only drinks alcohol socially when out with her friends - She used to drink in excess during her teenage years but denied any problematic drinking recently.

She told me she used to sniff 'Charlie' cocaine during her teenage years. However, when our CTS spoke with her recently, she reported to socially use cocaine but only stopped after she was assaulted last November.

Present Social Circumstances:

She is currently of NFA and sofa surfing She receives ESA and PIP.

Mental State Examination:

A+B: Revealed a 33-year-old Caucasian woman. Her right hand was bandaged and told me she is scheduled to attend special unit for plastic surgery on her hand. She was casually dressed, and her self-care was good. She established a rapport easily and she was mildly agitated shaking her leg incessantly during the interview. Her speech was fluent, coherent and normal in volume, rate and content

Subjectively she rated her mood as being (0) on a scale of 0 to 10 (where 0 is most depressed and 10 happiest). However objectively her mood appears normal with a reactive and mildly anxious affect

She told she attempted self harm by cutting her wrists about 7 months ago. No scar or mark noted. Her left wrist is covered with tattooed. She has no current suicidal ideation, plan or intent and cited her mum as a protective factor.

With regards to her perception, she reported hearing her boyfriend whispering to her from inside her head "playing games in my head" and not from external spaces about 3 to 4 times in a week since the incident. This appears more related to her traumatic experiences and unlikely to be psychotic. She also reported a history of feeling paranoid about other people betraying her, likely in the context of her personality and a history of using cocaine.

Her appetite is not great, although she is eating, and she is not sleeping well although she reported having 8 hours sleep last night.





Nursing Impression:

Her presentation is suggestive of traits of PTSD following an incident last November when she alleges, she got stabbed in her right arm.

She is also stressed out as she subsequently lost her accommodation following the incident and her mum is currently very unwell in hospital.

Management plan:

We discussed therapy to manage her PTSD and advised her to engage with IAPT.

Please refer her to Enfield IAPT for therapy.

She told me a housing solicitor is helping her with her accommodation and I have advised her to go to the homeless person unit and MIND for support.

She told me she is seeing her GP for a review of her medication.

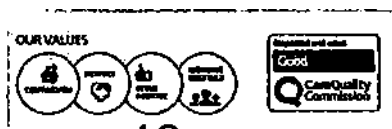
I have discharged her back to your care,

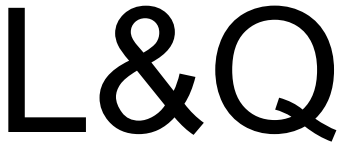
Yours sincerely,



**Kris Gopaulen Community
Psychiatric Nurse Enfield
Assessment Service**

Copy to: Ms DB





West Ham Lane Office
29-35 West Ham Lane
London E15 4PH
Tel: 0300 456 9998
Email: info@lqgroup.org.uk
Website: www.lqgroup.org.uk

Confidential

Miss DB 7 Tenneyson Close, Enfield, London, EN34SN

21 October 2019

Dear Miss D DB

Medical Assessment - Priority Awarded

Following your recent medical assessment, I can confirm that medical priority has been awarded and the recommendations are:

Bed Size - According to L&Q Policy

Max Floor Level with a lift - 4th Floor or Above

Max Floor Level without a lift - 2nd Floor

Gas Central Heating - Desirable

Garden - No Special Requirement.

Please note, as L&Q operate a Choice Based Lettings System you are able to place on bids on properties that you deem as suitable for your household needs. If there are any concerns regarding the suitability of a property, a Lettings officer will discuss this with you during the Lettings process.

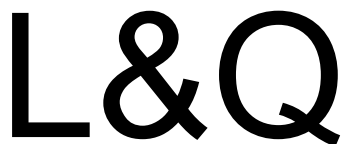
Your transfer application is now in Band 3 - All priority cases.

It is recommended that you also register with your local authority as you have a medical reason for moving homes. To do this, you will need to complete an application form and submit any supporting documents. Details can be obtained from each council website.

Yours sincerely

Lettings Team

BECAUSE HOMES MATTER



L&Q Direct

PO Box 194

Sidcup DA15 0AJ

Tel: +44 (0)300 456 9998

Email: info@lqgroup.org.uk

Website: www.lqgroup.org.uk

09th December 2022

URGENT – For the attention of the Duty Homeless Persons Unit Officer, Homelessness Section

Dear Sir/Madam,

Application for assistance under section 183 of the Housing Act 1996

Please treat this letter as an application for assistance under section 183, Housing Act 1996.

Homelessness or threatened with homelessness (Section 175 Housing Act 1996)

We believe that our client should be treated as homeless or threatened with homelessness. This is because:

Please see summary notes for the case below

Ms DB contacted L&Q and has reported that on 25th November she was stabbed outside a pub by two unknown persons. She was hospitalised and needed surgery after sustaining life changing injuries. Ms DB has seen both of the perpetrators on her estate while walking her dog and believes they live on the estate and know where she lives. She has not stayed in her property due to fear for her life. While she was in hospital, she has received a call from an unknown number telling her to drop the charges. She has stayed in the hospital last few nights as she has no where else to stay. Police are investigating her case crime ref: 5232489/22. I have received an email from the police officer stating, ***'The victim currently resides at an address where both suspect live within the same estate and there has been escalation of violent behaviour within this estate since the incident on 25/11/2022'***. They advised that it is not safe for Ms DB to remain at her property and she should be moved.

Advised resident to approach the local authority explain her situation regarding the incident and that she wants to make a homeless application.

Ms DB has requested urgent re-housing.

It is of the recommendation of L&Q that accommodation is considered to ensure the safety and wellbeing of DB.

Interim accommodation duty (section 188 Housing Act 1996)

BECAUSE HOMES MATTER

We believe that on the basis of the above that your authority has reason to believe that our client may be homeless, eligible and in priority need. Therefore, your authority has a duty to provide suitable accommodation pending completion of your enquiries. We would remind you that this duty arises irrespective of location connection with your authority.

Ms DB is a tenant of **London & Quadrant Housing Trust (L&Q)**. However, due to:

- *Please see details of case above*

This tenant feels it is not safe for them to remain at their property at **7 Tenneyson Close, Enfield, London EN3 4SN**.

Police details

DC Neha Chadda

North Area BCU

Local Investigations Team 2a

Metropolitan Police Service

North Area BCU (Enfield & Haringey)

07717850110

For this reason, I am referring them for emergency re-housing as per s188 of the Housing Act 1996 (Homelessness). "Interim duty to accommodate in case of apparent priority need." And also, under section 10 of the Homeless Act 2002, where it is not reasonable for a person to continue to occupy accommodation if it is probable that this will lead to threats of violence from another person.

Details of **Ms DB**, tenancy are as follows:

Tenancy start date with **L&Q** – **15/08/2011**

Date of birth: **26/08/1989**

I would be grateful if you can contact me to confirm receipt of this letter. Please can you also keep me informed of the progress of your enquiries as an authorised representative of our client and provide us with a copy of your decision letter. You can contact me on 0300 456 9996 or via email to nsharif@lqgroup.org.uk Thank you for your assistance.

Yours

You faithfully

Nazma Sharif

Nazma Sharif

ASB Case worker

Valerie Opara

From: Neha.Chadda@met.police.uk
Sent: 08 December 2022 17:55
To: Cc: RROteam
emily.berry@emfield.gov.uk; Nazma Sharif
Subject: 5232489/22

Follow Up Flag: Follow up
Flag Status: Flagged

Good evening,

I am emailing in relation to the above crime report. This a GBH with intent investigation where the victim was assaulted in a pub which resulted in life changing injuries to her hand.

The victim currently resides at an address where both suspect live within the same estate and there has been escalation of violent behaviour within this estate since the incident on 25/11/2022.

The victim's name is DB Shantel DB she currently resides at 7 TENNYSON CLOSE, SCOTLAND GREEN ROAD, ENFIELD, EN3 4SN.

We would recommend a move due to the proximity of the suspects of this investigation and the mental/physical toll this incident has been on Ms DB.

Kind Regards,



DC Neha Chadda
North Area BCU
Local Investigations Team 2a
Metropolitan Police Service
North Area BCU (Enfield & Haringey)
X07717850110
www.met.police.uk ^ Neha.Chadda@met.police.uk

Enfield Haringey
Unless otherwise stated this email is GSC Code – Official

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Your Ref:
NHS Number 434 751 8617
Hospital Number: 1048195

Enfield Assessment Service
25 Crown Lane
Southgate London
N14 5SH

22 Feb 2023

Tel: 0208 702 3329

Private and Confidential to be opened by addressee

Miss DB Shantel DB
23 Byron Terrace Hertford Road
Edmonton
London
N9 7DG

Dear Miss DB,

Following our recent phone conversation, we would like to confirm your appointment as follows

Date: 01 Mar 2023

Time: 11 30

Clinician: Kyalassum Gopaulen

Location: 58-60 Silver Street, Enfield, Middlesex, EN1 3EP

To make sure that access to our services is fair, please:

12. Call the above number if you are unable to attend this appointment
We may not be able to offer you another appointment if you don't attend this one, or don't tell us that you can't come
13. Arrive on time for your appointment as we may not be able to see you if you are late

Please contact us on the above number if English is not your first language and you need help or an interpreter.

Yours sincerely

Annalynn Kamulete

On Behalf of Barnet, Enfield and Haringey Mental Health Trust



Interim Chair: Peter Molyne
Chief Executive: Jinjer Kand



**Mental Health
Partnership**

Barnet, Enfield and Haringey
Mental Health NHS Trust
Camden and Islington
NHS Foundation Trust

Enfield Personality Disorder Stream

Integrated Core Mental Health Team

The Chase Building Chase

Farm Hospital Site

The Ridgeway

Enfield EN2 8JL

Private &
Confidential Miss
DB 23 Byron
Terrace Hertford
Road Edmonton
London N9 7DG



Tel: 020 8702 5011/5023

PD Team Direct Dial: 020 8702 5020

Email: beh-tr.generalenquiries@nhs.net

6th December 2023

NHS number: 434 7518617

Hospital number: 1048195

Dear DB,

Due to unforeseen circumstances, we have had to amend the assessment date that we previously booked for you. I can confirm this will be a face-to-face appointment, your appointment details are as below:

Date & Time: 23rd February 2024 at 09:30am

Location: The Chase Building, Chase Farm Hospital Site

Clinician: Kuntal Mehta

We have enclosed several documents which we would be grateful if you could complete and bring with you to your appointment. If you cannot complete these at home, or would like some help filling them in, your clinician will be happy to help you with these at your appointment. Please note this appointment is an assessment and is not the start of therapy. We ask that if you cannot attend the appointment as above, please contact us at your earliest convenience **020 8702 5023/5011**. Please be aware that failure to attend this appointment may result in a discharge from our service. We look forward to meeting you.

Yours sincerely,

Administrator for **Enfield Personality Disorder Stream**

On Behalf of Barnet, Enfield and Haringey Mental Health Trust

Cc: NIGHTINGALE HOUSE SURGERY, 1 NIGHTINGALE ROAD, EDMONTON, N9 8AJ

Better Mental Health. Better Lives. Be: ? _

Interim Chair: Peter Molyneux
Chief Executive: Jinjer Kandola MBE

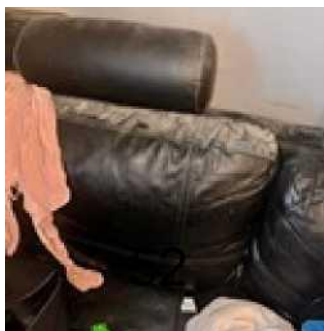
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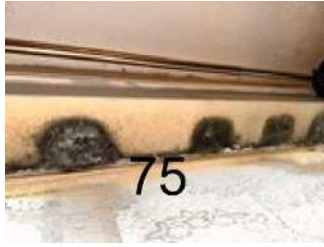
















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**DRDABIDOYE
DR Y CHONG**

13 January 2023

**NIGHTINGALE HOUSE SURGERY 1-3 NIGHTINGALE
ROAD EDMONTON LONDON N9 8AJ Tel: 0208 805 9997
www.nightingalehousesurgery.nhs.uk**

YC/KM

PRIVATE & CONFIDENTIAL

TO WHOM IT MAY CONCERN

Dear Sir/Madam

Re: Miss DB dob *** NHS No: ***** 23 Byron Terrace, Hertford Road, London, N9 7DG**

I can confirm that the above 33-year-old lady is a patient registered at our practice.

Going through her medical records she has had a history of depression since 2008.

She was assaulted on 26th November 2022 and was admitted to North Middlesex Hospital A&E department with bleeding in the right hand. She was examined by the surgeons and had a rupture of the flexor digitorum superficialis tendon and was treated with antibiotics and bandaging.

According to the patient, following review, they are going to have to operate on the injury to repair the tendon in March.

Due to the assault, she has been suffering an acute exacerbation of her mental health issues. She informs us that the police have assessed her flat and deemed it unsafe to live in and therefore currently she is homeless and has been put up by her friends and temporary accommodation.

She is struggling to sleep. She was very tearful when she spoke to my colleague Priya Sharma and was started on anti-depressants Mirtazapine On 7th December 2022.

When she was reviewed by Miss Sharma on 21st December, she was extremely stressed and has self-harmed. She was also getting thoughts of self-harm and is waiting for therapy from the mental health team. She is very stressed about her homeless situation

We would be grateful if she could be provided with suitable accommodation as soon as possible due to the impact it is having on her mental health and as well as her recovery from the hand injury.

Many thanks.

Yours faithfully


Dr. Y. Chong MB BS DRCOG

**DRDABIDOYE
DR Y CHONG**

**NIGHTINGALE HOUSE SURGERY 1-3 NIGHTINGALE
ROAD EDMONTON LONDON N9 8AJ Tel: 0208 805 9997
www.nightingalehousesurgery.nhs.uk**

26 January 2023

PRIVATE & CONFIDENTIAL

Re: Miss DB dob *** NHS No: ***** 23 Byron Terrace, Hertford Road, London, N9 7DG**

I can confirm that the above 33-year-old lady is a patient registered at our practice. Going through her medical records she has had a history of depression since 2008. She was assaulted on 26th November 2022 and was admitted to North Middlesex Hospital A&E department with bleeding in the right hand. She was examined by the surgeons and had a rupture of the flexor digitorum superficialis tendon and was treated with antibiotics and bandaging. She notes that she had a form of surgery initially in November 2022 and she has been having hand therapy since.

According to the patient, following review, they are going to have to operate on the injury to repair the tendon in March 2023.

Due to the assault, she has been suffering an acute exacerbation of her mental health issues. She informs us that the police have assessed her flat and deemed it unsafe to live in and therefore currently she is homeless and has to stay sometimes with friends in the day. She has to leave the friends at night and stays in the streets and sometimes wherever she can.

She is struggling to sleep. She was very tearful when she spoke to my colleague! Priya Sharma and was started on anti-depressants Mirtazapine On 7th December 2022. When she was reviewed by Miss Sharma on 21st December, she was extremely stressed and has self-harmed. She was also getting thoughts of self-harm and is waiting for therapy from the mental health team. She is very stressed about her homeless situation.

She is having repeated flashbacks and dreams about the assault. She feels low when these happen, with nausea and sickness. She has dreams about people stabbing her and has significant numbness in the hand

We would be grateful if she could be provided with suitable accommodation as soon as possible due to the impact it is having on her mental health and as well as her recovery from the hand injury.

Many thanks,

Yours sincerely,



Dr Ajogbe
Salaried GP

**DRDABIDOYE
DR Y CHONG**

NIGHTINGALE HOUSE SURGERY

**1-3 NIGHTINGALE ROAD
EDMONTON LONDON N9 8AJ**

Tel: 0208 805 9997

www.nightingalehousesurgery.nhs.uk

16 March 2023

PRIVATE & CONFIDENTIAL

Re: Miss DB dob *** NHS No: ***** 23 Byron Terrace,
Hertford Road, London, N9 7DG**

I can confirm that the above 33-year-old lady is a patient registered at our practice.

Going through her medical records she has a history of depression since 2008.

She was assaulted on 26th November 2022 and was admitted to North Middlesex Hospital A&E department with bleeding in the right hand. She was examined by the surgeons and had a rupture of the flexor digitorum superficialis tendon and was treated with antibiotics and bandaging. She notes that she had a form of surgery initially in November 2022 and she has been having hand therapy since.

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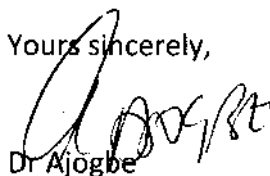
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She is having repeated flashbacks and dreams about the assault. She feels low when these happen, with nausea and sickness. She has dreams about people stabbing her and has significant numbness in the hand. She has seen the Enfield Community Psychiatric nurse, Kris Gopaulen who has noted that "her presentation is suggestive of traits of PTSD" and the Clinical Psychologist at Royal free Hospital Lisa Goodman, has also seen DB. She scored 67 on the PCL-5 test by Lisa Goodman which she has stated indicates "symptoms consistent with PTSD", see reports attached. As such, DB has been referred to IAPT for PTSD management.

DB has had a recent pelvic scan. This has shown a 3cm ovarian cyst. She will need to be scanned again in 3 months. She has complained of pelvic pain. We would be grateful if she could be provided with suitable accommodation as soon as possible due to the impact it is having on her mental health and as well as her recovery from the hand injury.hhh

Many thanks,

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Dr. Ajogbe', written over the printed name.

Dr Ajogbe
Salaried GP



PLEASE USE THE KIOSKS



Royal Free London

NHS Foundation Trust

Tel: 020 7443 9757

]]

369

MISS DB 23 BYRON
TERRACE HERTFORD
ROAD LONDON
N9 7DG

12 January 2023

MRN Number: 50****
NHS Number: *****

Dear Miss DB

This letter is to confirm that an appointment has been made for you to see a member of the Plastic Surgery Service team on: **Tuesday 28 February 2023 at 13:30**

At: Clinic 4,
1st Floor
Royal Free Hospital
Pond Street

London, NW3 2QG

This appointment is with a Psychologist who works within The Plastic surgery team:

Please bring this letter with you when you attend, with any current medication that you are taking, in original containers.

If you need to cancel or reschedule this appointment please contact us on the telephone number above, as if you fail to notify us and do not attend this appointment, you may be discharged back to the care of your GP.

Please Note: If you are late for this appointment there is a risk that you will not be seen and your appointment will have to be rescheduled.

For further information about The Royal Free London, our Sites and Services, Transport Links and Parking etc. please visit our website.

<https://www.royalfree.nhs.uk>

Please let us know on the above number if your contact details have changed.

Yours sincerely

Outpatient Appointment Centre

world class expertise ♦ local care

www.royalfree.nhs.uk

Mark Lam, chairman Caroline Clarke, chief executive

Department of Plastic & Reconstructive Surgery

Ext: 36988



/J05969890/MRN50369287

NHS No: 434 751 8617

Clinic Date: 16/02/2023

Date Typed: 24/02/2023

Private & Confidential

Suzanne

Hand Therapist

Royal Free Hospital

Pond Street

London ' '

NW3 2QG

Dear Suzanne

**Royal Free London
NHS Foundation Trust**

**Royal Free Hospital
Pond Street London NW3
2QG www.royalfree.nhs.uk
Switchboard: 020 7794 0500
Fax: 020 7830 2195**

(1)

**Re: Miss DB DOB: 26/08/1989
23 Byron Terrace, Hertford Road, London, N9 7DG**

Thank you for referring DB to the plastic surgery psychology service. I met with her on 16th February for a psychological assessment. She attended the clinic with her friend James who waited outside but helped her complete measures as DB is dyslexic.

DB reports that she was involved in an altercation during which she was stabbed in the palm of her hand in November 2022. She remembers the period before the stabbing but has no memory of what & happened thereafter. DB reports experiencing constant intrusive thoughts in relation to the incident.

She thinks these may be memories but is not sure. She has constant nightmares, during which she is stabbed or otherwise unsafe. She is therefore getting very little sleep and feeling exhausted during the day.

DB finds that her traumatic "memories" are easily triggered. Triggers include walking past the site of the incident. Thoughts of the incident immediately flooded back and felt like she couldn't breathe. DB needed to put a plastic bag over her hand to try and stem the blood flow (she needed a blood transfusion as part of hospital treatment). Recently when she needed to cover her hand bag in with the bath, this triggered memories and severe anxiety.

DB scored a total of 67 today on the PCL-5 indicating symptoms consistent with PTSD. DB reports that she has been sectioned in the past and has previously experienced auditory hallucinations. I understand that she has a diagnosis of bipolar and has been under mental health services since

childhood. It was unclear why. DB is feeling that her friends and family may be manipulating her, by this-she meant they are encouraging her to go out and go to appointment[^]. She is unable to articulate why but feels the intent may not be benign. She recognises this may represent paranoid thinking which can be considered in the context of her bipolar diagnosis.

DB reports that since the stabbing she is finding it difficult to go out. She is unable to go to her home as the perpetrators are known to her and there is a pending court case. They know where she lives and she is fearful of another attack. She is therefore moving around between friends' houses.

DB finds that she does not want to care for her injured hand. She feels that it is not hers. She feels she does not want to use it or care for it and that it is bad. She reports that she tells hand therapy she is engaging in exercises, when actually she is finding it very difficult to find the motivation to do this. We discussed the concept of embodiment and how we might work with that within the service. DB / reports feeling low, anxious and exhausted. She is experiencing some suicidal ideation but has no ' current plans or intent. She rates herself 3/10 likely to act, with her mother and family being protective factors.

DB has a history of self-harm, involving horizontal cutting of her arms. The last occurrence of this was over a year ago. DB reports that she saw her GP two weeks ago who is aware of her history of self-harm and suicidal ideation. She was advised to self-refer to the crisis team but had not felt able to do this. We made this referral today together in clinic. The referral was taken by Jubeda Akthar, Assistant Practitioner. DB was advised that a clinician would contact her within four hours today. I have asked for an email to update in due course.

DB would need to be stable under community services before psychological therapy in relation to her hand would be indicated. Her scores today on the PHQ-9 were 17/24 and her scores on the GAD- 7 were 19/21 indicating both severe depression and severe anxiety. As psychological therapy in relation to the hand is not indicated at this point, I will now discharge DB from the plastic surgery psychology service back to the care of the crisis team and her GP. However, when she is stable, she is most welcome to return to the plastic surgery psychology service for support in relation to engaging with hand therapy, should that be deemed necessary.

Yours sincerely

Dictated and approved electronically to avoid delay.

Lisa Goodman

Clinical Psychologist

cc

Private & Confidential

Dr J M Thomas

Nightingale House Surgery

14. Nightingale Road Edmonton

London

N9 8AJ

Miss DB

23 Byron Terrace

Hertford Road

London

N9 7DG

. fnllotfinS re^erra' ^Om hand therapy. Attended clinic with Seen today for psychology assessment asure\$.

her friend James who helped her complete

n n altercation dur'n8 which she was stabbed in the palm of
eon reports that she was involved in a ^ stabbi„gr ^^ ^ mcmon, o(^ happened her hand. She
remembers the period be intrusive ^^ |n re|atipp tp ,be jncWe„t _ she W^ D“n”””” “*””“ sure. She has
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Total score on PCL-5 is 67, indicating PTSD. Symptoms consistent with PTSD.

DB reports that she has been sectioned in the past and has previously experienced auditory hallucinations. I understand that she has a diagnosis of bi-polar and has been under services since childhood. It was unclear why. DB reports that since the stabbing, she is finding it difficult to go out. She is unable to go to her home, as perpetrators are known to her and there is a court case pending. They know where she lives and she is fearful of another attack. She is therefore moving around between friends' houses. DB is feeling that her friends and family may be manipulating her - by this she meant they are encouraging her to go out and to appointments. She is unable to articulate why but feels the intent may not be benign. She recognises this may represent paranoid thinking, which can be considered in the context of other bi-polar diagnosis. DB finds that she does not want to care for her injured hand. She feels it is not hers. She feels she does not want to use it or care for it and that it is bad. She reports that she tells hand therapy she is engaging in exercises when actually she is finding it very difficult to find the motivation to do this. We discussed the concept of embodiment and how we might work with that within this service.

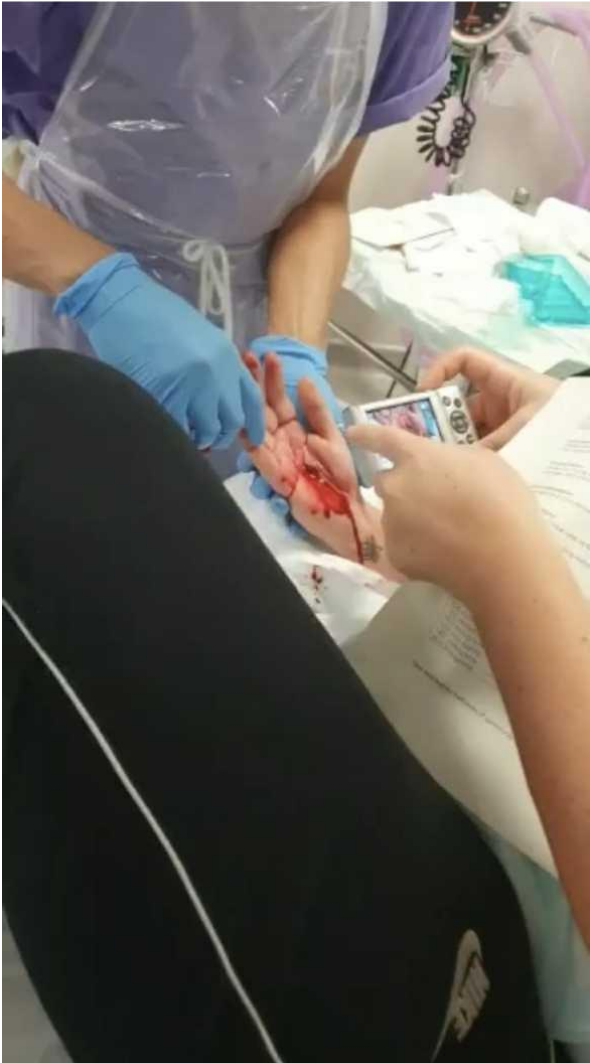
DB reports feeling low, anxious and exhausted. She is experiencing some suicidal ideation but has no current plans or intent. She rates herself 3/10 likely to act, with her mother and family being protective factors. She has a history of self-harm involving horizontal cutting of the arms. Last occurrence was circa one year ago.

DB reports that she saw her GP two weeks ago, who is aware of history of self-harm and suicidal ideation. She had advised herself to self-refer to the crisis team. She had not felt able to do this. We did this together today in clinic. Referral was taken by Jubeda Akthar, Assistant Practitioner. DB was advised that a clinician would contact her within four hours today. I have asked for an e-mail update in due course. DB would need to be stable under community services, before psychological therapy in relation to her hand would be indicated.

Scores on PHQ9 = 19/24 (8 questions) indicating severe depression

Scores on GAD7 = 19/21 indicating severe anxiety .

Copy of this note provided to patient today at her request, as she is concerned, she will not remember the content of our consultation.

















GP Discharge Letter

Procedures

None

Clinical Summary

Plan

Home today
OTC analgesia
Hand elevation
HTC 3 days
ROS 10-14 days
Continue oral abx

Safety Alerts

None

Allergies and Adverse Reactions

No known allergies

Medications and Medical Devices

AWAITING PHARMACY REVIEW

Weight: No measured or estimated weight recorded**Height:** No measured or estimated height recorded**BSA:** No measured or estimated BSA recorded**New Medication Prescribed Since Admission**

Medication	Route	Dose	Frequency	No. of Days Supplied	GP to continue
co-amoxiclav 500 mg-125 mg oral tablet tablet	oral	1 tablet	THREE times a day	5	No
Indication: traumatic wound					

Prescriber: Parthiban, Sunil **Smartcard ID:** 559568599104**Screened by Pharmacist:**

Outpatient Prescription

To the patient: If the doctor asks you to take this prescription to the GP, you should take it to your GP practice and leave it with them. You may not need to make an appointment immediately but please confirm with your GP practice if you need to return later, for example to discuss any change in treatment with your GP.

This prescription is for: Royal Free Outpatient Pharmacy

Patient Name: BENJAMIN, DEON SHANTEL	NHS Number: 434 751 8617
Date of Birth: 26/Aug/1989	Hospital MRN: 50369287
Gender: Female	Home Telephone:
Patient Address: 23 BYRON TERRACE HERTFORD ROAD LONDON N9 7DG	Mobile Phone: 07868267755
Consultant: Mosahebi-Mohammadi, Afshin	
Clinic: RF-Clinic 4	

Allergies: No known allergies

Allergies: Active: NKA

Weight: No measured or estimated weight recorded

Height: No measured or estimated height recorded

BSA: 0.00 m²

Medication Prescribed This Visit						Pharmacy Use Only				
Medication	Route	Dose	Frequency	Days Supplied	GP to Continue	Qty Sup.	Qty T/F	S	D	C
co-amoxiclav 500 mg-125 mg oral tablet tablet	oral	1 tablet	THREE times a day	7	No					
Indication: stab wound to hand; Instructions: 26/11/22 SA.										
dihydrocodeine tablet	oral	30 mg	FOUR times a day	14	No					
Indication: stab wound to hand; Instructions: 26/11/22 SA.										
paracetamol tablet	oral	1 gram	FOUR times a day	14	No					
Indication: stab wound to hand; Instructions: OTC.										
Date: 26-Nov-2022		Prescriber (Smartcard ID): Bawa, Jasmine Hamam (565197352107)				Contact Number: 2331				

Independent Prescriber Name:

NOTE: Patients who don't have to pay must fill in parts 1 and 3 (unless they are exempt on

Person Full Name BENJAMIN, MISS DEON SHANTEL

NHS Number (Person Alias) 434 751 8617

26/Nov/2022 19:35
1 of 2

Dr THOMAS, JM NIGHTINGALE HOUSE SURGERY
1 NIGHTINGALE ROAD
EDMONTON
LONDON
N9 8AJ

GP Identifier: G9505133
GP phone: 020 88059997

Discharge Summary for BENJAMIN, DEON SHANTEL

Patient Demographics

Name: BENJAMIN, DEON SHANTEL
Address: 23 BYRON TERRACE
HERTFORD ROAD
LONDON
N9 7DG

Gender: Female

Date of Birth: 26/08/1989

NHS: 434 751 8617

Other Identifier (MRN): 50369287

Admission Details

Date: 27/NOV/22 08:01:15

Source: Usual Place of Residence

Lead Consultant: Ponniah, Allan

Lead Consultant Specialty: Plastic Surgery
Service

Discharge Details

Date: 27/NOV/22 00:00:00

Destination: Usual Place of Residence

Discharge by: Ponniah, Allan Jonathan

Outcome: Discharged with consent

Discharging Ward: RF-6 EAST

Summary

Diagnosis

No ranking:

27-Nov-2022 Rupture flexor digitorum superficialis tendon (Confirmed) - Presented

On: 27-Nov-2022

COVID Status

Negative

Printed by: Khan, Lidia Zofia
Printed on: 27/Nov/2022 16:21 GMT

Consent Form 1

Version 1.0
London
1997/00

Agreement to Investigation or Treatment

t details (or pre-printed label)

NHS 434 751 8617
P: BENJAMIN, Dean, S
Female
23 Byron Terrace
Hertford Road
NHS number (London)
☐ Male ☐ Female

Patient's first names
Responsible health professional
Job title
Special requirements
(eg other language/other communication method)

Name of proposed procedure or course of treatment (include brief explanation if medical term not clear)

EXPERIMENTAL ANAESTHETIC OF RIGHT PALM FZ3 (CASE 21)
- MEDICAL CON TO RIFRAME - (PACED)

Statement of health professional (to be filled in by health professional with appropriate knowledge of proposed procedure, as specified in consent policy)

I have explained the procedure to the patient. In particular, I have explained:

The intended benefits: lighter
active pulse

Serious or frequently occurring risks: per. infection, bleeding, nerve (lost)
muscle stiffness, nerve on, hand numbness, pulse, injury
cont. nerve, ligament, damage to hand, hand

Any extra procedures which may become necessary during the procedure

- ☐ blood transfusion
- ☐ other procedure (please specify)

I have also discussed what the procedure is likely to involve, the benefits and risks of any available alternative treatments (including no treatment) and any particular concerns of this patient.

☐ I have also discussed use of any residual tissue that may be removed in the course of the procedure under the terms of the Human Tissue Act 2004 (see guidance notes)

☐ The following leaflet/tape has been provided

This procedure will involve:

- ☒ general and/or regional anaesthesia
- ☒ local anaesthesia
- ☐ sedation

Additional Risk factor to be assessed by healthcare professional

☐ Is the patient at risk of vCJD for public health purposes ☐ No ☐ Yes

Signed
Name (PRINT) E. DAVISON

Date 26/11/20
Job title SCF

Contact details (if patient wishes to discuss options later)

Statement of interpreter (where appropriate)

I have interpreted the information above to the patient to the best of my ability and in a way in which I believe can understand.

Signed

Name (PRINT)

Date

Copy accepted by patient: yes / no (please ring)

YELLOW COPY: CASE NOTES

WHITE COPY: PATIENT

Consent Form 1

NHS
London
NHS 700

Agreement to Investigation or Treatment

t details (or pre-printed label)

NHS 434 751 5517
MRN 50369297
P: BENJAMIN, Dean, S
Female
23 Byron Terrace
Hendon Road
NHS number (London) 26-AUG-1983

Patient's first names
Responsible health professional
Job title
Special requirements
(eg other language/other communication method)

☐ Male ☐ Female

Name of proposed procedure or course of treatment (include brief explanation if medical term not clear)

EXPLANATION AND AMENDMENT OF RIGHT CLAM F23 (ASIAN)
- RISKY CON TO RIFRAME - (ASIAN)

Statement of health professional (to be filled in by health professional with appropriate knowledge of proposed procedure, as specified in consent policy)

I have explained the procedure to the patient. In particular, I have explained:
The intended benefits *improved*
active joints

Serious or frequently occurring risks *for infection, bleeding, nerve (lost),*
muscle stiffness, nerve on hand, tuberculosis, further surgery,
lost sample, ligament damage to hand, stroke

Any extra procedures which may become necessary during the procedure

- ☐ blood transfusion
☐ other procedure (please specify)

I have also discussed what the procedure is likely to involve, the benefits and risks of any available alternative treatments (including no treatment) and any particular concerns of this patient.

- ☐ I have also discussed use of any residual tissue that may be removed in the course of the procedure under the terms of the Human Tissue Act 2004 (see guidance notes)
☐ The following leaflet/tape has been provided

This procedure will involve:

- ☒ general and/or regional anaesthesia ☒ local anaesthesia ☐ sedation

Additional Risk factor to be assessed by healthcare professional

- ☐ Is the patient at risk of vCJD for public health purposes

☐ No ☐ Yes

Signed
Name (PRINT) E. DAVISON

Date 26/11/21
Job title SCF

Contact details (if patient wishes to discuss options later)

Statement of interpreter (where appropriate)

I have interpreted the information above to the patient to the best of my ability and in a way in which I believe can understand.

Signed

Name (PRINT)

Date

Copy accepted by patient: yes / no (please ring)

YELLOW COPY: CASE NOTES

WHITE COPY: PATIENT



**North London
Mental Health
Partnership**



Barnet, Enfield and Haringey
Mental Health NHS Trust
Camden and Islington
NHS Foundation Trust

Private & Confidential

To be opened by addressee only

Dr Abidoye

Nightingale House Surgery

1-3 Nightingale Road

Edmonton

London

N9 8AJ

Barnet, Enfield and Haringey Mental Health Trust
Enfield Mental Health Single Point of Access

25 Crown Lane
Southgate
London
N14 5SH

Tel: 0208 702 3329

3rd July 2023

NHS No. 434 751 8617

RiO No. 1048105

Re: Miss DB - DoB: 26 Aug 1989

23 Byron Terrace Hertford Road, Edmonton, London, N9 7DG

Miss DB is a 33-year-old unemployed single woman seen in a face-to-face appointment at Crown Lane clinic.

She has had mental health referrals this year from her GP Dr Abidoye, Nightingale Surgery (referral dated April 23) and Dr Lisa Goodman Psychologist in the RFHosp hand plastic surgery team (she referred her in Feb 23 with PTSD).

She seemed restless during the interview and dissatisfied with many aspects of her life and interactions with health professionals.

She swore frequently when speaking to me.

She told me that she has a boyfriend and has been with him for "a while" but the relationship is difficult sometimes "because of her mood swings" (said Mum).

She feels her friends and her boyfriend "don't like me" "I feel like I'm on my own and no-one gets me...I'm losing everyone" "I feel like I'm unlucky...proper unlucky, and everything bad happens to me...I've always felt like that and it makes me so angry...I lose a lot of things...everything I touch turns into shit ...everyone else gets chances".

"If I do get friends, they find the truth of me and then they don't want to be with me anymore" and she feels she needs to "pretend" to keep relationships.

She attended her appointment on time with Mum (Lorraine) and Uncle (Andrew).

She won't go back to live in her London Quadrant flat (because of the attack) and they're relationship can be tense and Mum is unwell (heart op recently and on dialysis, now on the transplant list) so she's staying with different friends and "Holly doesn't want me to stay there no more".

She is using her mother's address (Byron Terrace N9) for correspondence etc.

She has a solicitor (going through Court at the moment) trying to get her a place to live.

Chief Executive: Jinjer Kandola MBE

Interim Chair: Peter Molyneux



Her Uncle says, "she has no stability" although her family try to support her "but she argues with us all the time".

History of presenting complaint:

"I'm just stressed out ...I don't feel right and I get angry all the time" (to which Mum responds "she's had those issues for years").

Mum says, "she's getting high and low really quickly".

Andrew said that "she has been much worse since the attack" (when she was assaulted end Nov 22 and sustained a severe cut to her, dominant, right hand).

Nightmares have been worse after the attack (end November 22) "I can't sleep and I wake up sweaty and shivering" the nightmares are not just related to the attack and when she wakes it takes her a long time "to calm down",

The dreams have got worse and she has been nauseated and shaky since she has been on risperidone,

She sometimes believes "family and friends...people are talking about me and being funny with me ...I can't explain it ...I don't know it's just the way I feel...sometimes I feel like it's real other times I think I'm being stupid".

She doesn't like the way people look at her and if people are round her laughing, she feels they are laughing at her "I've always felt people laugh and look at me funny...some people are just horrible".

"I feel people are against me because they think I am lying and chatting shit".

She sometimes relates TV to her and gives the example that she sees a character on TV and they are stabbed and she feels it is more than a coincidence "is it to do with me?" - not clearly an idea of reference.

She says her hand (cut in the attack) "doesn't feel like my hand" since the attack but she can't explain this. She is right-handed but isn't using her damaged right hand. "I don't even like the sight of it".

She says she thinks about the attack very often and " it just comes into my head".

She is avoidant of memories of the attack.

She doesn't want to use knives for cooking because a cut was used in the attack.

Similarly, she gets upset by plastic bags because after the attack they used a plastic bag to try to stop the bleeding.

She was "bad before the attack but she's gone ballistic since".

She has never gone out much but less wanting to go out since the attack.



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She continues to have treatment from the hand plastic surgery team at the Royal free hospital.

She has a psychologist from that team (Lisa Goodman).

She is waiting for her next hand clinic appointment.

She should be wearing a splint but she puts bandages on it instead because she finds the splint painful and doesn't want to look at her hand.

"I need someone to talk to you can't just give me tablets".

"I can't keep living like this ...it's stupid ...no-one is listening... I'm sick and tired of this... I want to know I can be safe.

"I don't believe people that just chat shit" (referring to health professionals) "she's getting no help".

Sleep? "I never sleep", initial insomnia - when I asked why and she said "fuck knows" but she sleeps with the light on, feels scared and any noise startles her.

She wakes sweaty every night.

If she wakes in the night, she sometimes feels the need to check there is no-one there before she can go back to sleep.

"Sometimes I feel alright and sometimes I feel like shit".

Limited pleasure from life since the attack.

I feel "so down".

Some diurnal mood variation "not very good in the morning".

Appetite variable "I don't fancy food...I feel sick thinking about it".

Weight - has lost 2 stone (without trying to) since she was stabbed (approx 6 months).

Social Hx

Benefits ESA, PIP (for hand and mental health)

No debt

Homeless at the moment ("sofa-surfing").

Forensic Hx

Caution for drunk and disorderly 18/12 ago and she said angrily "I had a little too much to drink at a funeral...that was ages ago".

Caution and probation and a tag for ABH as a teenager "I was only young...it was ages ago".

Personal Hx

Premature - Born at 27/40 "she died about 20 times and they brought her back to life" - "lung collapses" and ventilated.



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Long periods in hospital including GOSH, in an out of hospital up until 7 School - "primary was good".

Her emotional problems got worse "at secondary school".

Mum feels her mood changed after her periods started.

Physical health

Recent ECG because "her heart was going .fast" and she need to be " monitored by a specialist".

GP also told her she is "borderline diabetic".

Polycystic ovaries (she is waiting for a gynae appointment) and a separate issue with other "cysts on her ovaries".

Asthma.

Her blood pressure has been raised.

Past Psych Hx:

Never admitted for mental health problems.

No period of treatment from Crisis Home Treatment team although she has called them.

Diagnosed with dyslexia.

She saw school counsellors for "mood swings", anger and "cutting" from "early teens"

Not sure if she saw CAMHS (child and adolescent services).

DSH history - she was cutting (wrists /legs) but stopped around 22 years.

She explained it was "for release" not with the intention to die "it makes me feels less numb...it makes me feel better".

She cut herself in COVID and the last time was? early Dec and she says she has stopped now.

She says she tried to hang herself? age 20 when attending Lucas House OP for anxiety/depression and she had a variety of antidepressants including fluoxetine, sertraline, venlafaxine.

"I don't want to kill myself.

She saw CPN Gopaulen for assessment 1.3.23 when no psychotic symptoms were elicited.

Current medication:

Risperidone 2mg (1mg bd) - prescribed by GP- but feels it makes her sweaty and shaky and dizzy and "horrible".



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No other medication.

Analgesics for headaches (her headaches have been worse recently) and period pains (she has heavy, painful periods).

Substance misuse:

No recreational drugs use

Tried cannabis and coke "but it made me feel funny and I didn't like it"

Infrequent alcohol "but when she does, she gets plastered"

Smokes tobacco (roll ups, a pouch a week approx).

Impression:

EUPD

Mixed anxiety/depressive symptoms? part of - PTSD.

Plan:

Given MIND leaflets on EUPD and PTSD.

Given Choice and medication leaflets for risperidone and mirtazapine.

"I don't want to keep taking tablets...but I hundred per cent need something" so we agreed she will reduce risperidone to 1mg nocte for a week and then stop.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Hilary Scurlock'.

I have given her an FP10 for 28 days mirtazapine 15mg nocte - after a week she could increase the dose to 30mg nocte.

I will refer to the South locality team at Lucas House.

Dr Hilary Scurlock
Consultant Psychiatrist
Enfield Mental Health Single Point of Access

Cc: Miss DB



Mental Health Partnership



Barnet, Enfield and Haringey
Mental Health NHS Trust
Camden and Islington
NHS Foundation Trust

Enfield Personality Disorder Stream
Enfield Integrated Core Mental Health Team

The Chase Building
Chase Farm Hospital Site
The Ridgeway Enfield EN2
8JL

Private &
Confidential Miss
DB 23 Byron
Terrace Hertford
Road Edmonton
London
N9 7DG



Tel: 020 8702 5011/5023
PD Team Direct Dial: 020 8702 5020
Email: [beh-tr.generalenquiries\(8\)nhs.net](mailto:beh-tr.generalenquiries(8)nhs.net)

8th November 2023

NHS number: 434 7518617

Hospital number: 1048195

Dear DB,

Following your referral to Enfield Integrated Core Team, we have booked your initial assessment, I can confirm this will be a **face-to-face appointment**, your appointment details are as below:

Date & Time: 2nd February 2023 at 09:30am

Location: The Chase Building, Chase Farm Hospital Site

Clinician: Kuntal Mehta

We have enclosed several documents which we would be grateful if you could complete and bring with you to your appointment. If you cannot complete these at home, or would like some help filling them in, your clinician will be happy to help you with these at your appointment. Please note this appointment is an assessment and is not the start of therapy. We ask that if you cannot attend the appointment as above, please contact us at your earliest convenience **020 8702 5023/5011**. Please be aware that failure to attend this appointment may result in a discharge from our service. We look forward to meeting you.

Yours sincerely,

Administrator for Enfield Personality Disorder Stream

On Behalf of Barnet, Enfield and Haringey Mental Health Trust

Cc: NIGHTINGALE HOUSE SURGERY, 1 NIGHTINGALE ROAD, EDMONTON, N9 8JL
Chief Executive: Jinjer Kandola MBE



Getting to Enfield Therapy Service

Enfield Therapy Service

The Chase Building

Chase Farm Hospital

The Ridgeway

Enfield

EN2 8JL

Bus

W8 – Chase Farm Hospital

W9 – Chase Farm Hospital

313 – Chase Farm Hospital

Train

10-15 minute walk from Gordon Hill Station

Car

Pay and display: only available on first come first service basis.

Contact us

Tel 020 8702 5011/5516



You can ring for a translation
Monday - Friday
9.00am - 5.00pm

Please give this number:
497841

For free translation phone

Per një përkthim falas telefonik

للترجمة المجانية الرجاء الاتصال هاتفا

വിനামূলക്കുള്ള അനുവാദമുള്ള ടെലിഫോൺ സേവനം

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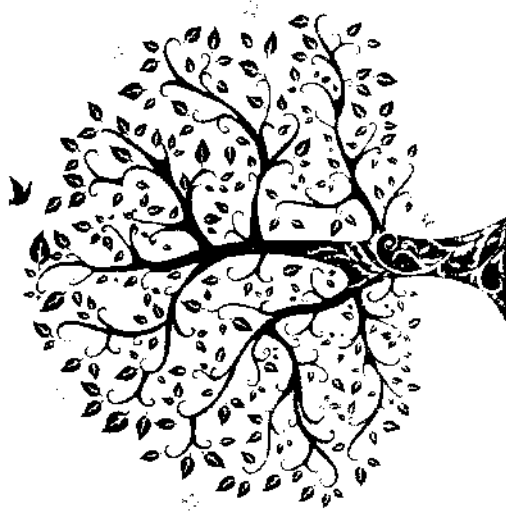
0800 952 0119

Barnet, Enfield and Haringey
Mental Health NHS Trust



A University Teaching Trust

Enfield Therapy Service (ETS)



Information for
Service Users, Carers
& Professionals

Enfield and Haringey NHS



What is Enfield Therapy Service?

If you have experienced recurring, on-going or severe mental ill health, or if your symptoms have not been helped by a short course of therapy in IAPT, it is likely that you will be referred on to Enfield Therapy Service.

Enfield Therapy Service is a secondary care mental health team who offer psychological treatment.

Your first contact will usually be a psychological assessment and treatment planning session, where we will consider your individual needs and discuss with you options for treatment.

Treatment is divided into three streams:

Post-Traumatic Stress Disorder (PTSD)

Stream - for people who have survived multiple, enduring and/or severe trauma and are experiencing symptoms of PTSD.

Personality Disorder Stream – for people with a diagnosis of Emotionally Unstable Personality Disorder (EUPD), who struggle with self-harm, relationships, impulsivity, and managing emotions.

Psychological Therapies Stream – for people with recurrent, enduring and/or severe anxiety and/or depression. We also see some people with symptoms of personality disorders.

What can we offer?

Group Therapy – Provide an opportunity to understand and develop the skills to help a person cope with their symptoms. Meeting other people with similar difficulties also helps people feel less alone.



Individual Therapy – We offer a variety of therapeutic approaches to help people explore their difficulties and reduce symptoms.

Family Therapy – Appointments for couples and families to think about how mental health can be improved by looking at relationships.

Medication – Prescription drugs are often used in treating various symptoms. Evidence suggests a combination of medication and talking therapy is often the most effective treatment. Generally an individual's medication will be managed by their GP. Psychiatrists can provide expert advice to the GP, as well as offering specialist psychiatric reviews.

Signposting – We can signpost people to services that can address difficult social issues, such as housing or asylum status, as well as other therapy services.

What can we *not* offer?

- We don't recommend starting therapy if you are using illegal drugs or alcohol to cope, or if you are going through stressful events such as on-going court cases or homelessness. It's better if these difficulties are addressed first.
- We cannot offer long term support or care-coordination for practical and social issues such as housing, debt, asylum etc.
- We do not offer therapy for people who are currently experiencing an episode of psychosis.

What to do in a Crisis?

Remember your coping strategies
We would encourage you to remember your coping strategies and try these first. What works best is different for each person, which is why we teach a range of skills and strategies.

Crisis Teams

There is a dedicated Crisis Resolution and Home Treatment Team (CRHT) who are available 24 hours a day, 7 days a week.

Their contact telephone number is:

Enfield CRHT 020 8702 3800





We would appreciate if you would complete this form in order for us to update our systems with your most current information. **Please hand this completed form to the Reception, when you arrive for your appointment.**

Name			Surname		
Date of Birth			Marital status		
Address:					
Home Tel:			Mobile:		
Email:					
Dependent children (under 18) including children living in the household				YES / NO (If yes please state details below)	
Names (children)		School		Date(s) of birth	
Next of Kin Details (please note that the person listed below will only be contacted in an emergency)					
Emergency contact name		Relationship		Contact number	
Address:				Postcode:	
Home Tel:			Mobile		
Email address:					
Housing status:					
Own home	☐	Private rent	☐	Council	☐
Other: (please specify)					
Employment status:					
Employed	☐		Unemployed	☐	





Receiving benefits:	Yes	No
Name of benefit:		
Occupation:		
GP name and address:		Postcode:
Smoker (please circle appropriate answer) Yes / No If Yes how many a day: Age when started: Do you want help to cut down:		
Physical health conditions including allergies:		
Disability	Yes	No
If yes, please indicate nature of disability.		
Ethnicity (please select by ticking or circling your ethnicity)		
Asian or Asian British - Any other background Asian or Asian British – Bangladeshi Asian or Asian British – British Asian or Asian British - Caribbean Asian Asian or Asian British - East African Asian Asian or Asian British – Indian Asian or Asian British – Kashmiri Asian or Asian British - Mixed Asian	Other Ethnic Groups – Japanese Other Ethnic Groups – Kurdish Other Ethnic Groups - Latin American Other Ethnic Groups – Malaysian Other Ethnic Groups - Maur/SEyc/Mald/StHelen Other Ethnic Groups – Moroccan Other Ethnic Groups - North African Other Ethnic Groups - Other Middle East	

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Asian or Asian British - Other/Unspecified Asian or Asian British – Pakistani Asian or Asian British – Punjabi Asian or Asian British – Sinhalese Asian or Asian British - Sri Lanka Asian or Asian British – Tamil Black or Black British – African Black or Black British - Any other background Black or Black British – British Black or Black British – Caribbean Black or Black British – Mixed Black or Black British – Nigerian Black or Black British - Other/Unspecified Black or Black British – Somali Mixed - Any other mixed background Mixed - Asian and Chinese Mixed - Black and Asian Mixed - Black and Chinese Mixed - Black and White Mixed - Chinese and White Mixed - Other/Unspecified Mixed - White & Asian Mixed - White & Black African Mixed - White & Black Caribbean Other Ethnic Groups - Any Other Group Other Ethnic Groups – Arab Other Ethnic Groups – Chinese Other Ethnic Groups – Filipino Other Ethnic Groups – Iranian Other Ethnic Groups – Israeli	Other Ethnic Groups - South/Central American Other Ethnic Groups – Vietnamese White – Albanian White - All Republics of former USSR White - Any other background White – Bosnian White – British White – Cornish White – Croatian White - Cypriot (part not stated) White – English White – Greek White - Greek Cypriot White - Gypsy/Romany White – Irish White - Irish Traveller White – Italian White – Kosovan White - Mixed White White - Northern Irish White - Other European White - Other Republics of former Yugoslavia White - Other/Unspecified White – Polish White – Scottish White – Serbian White – Traveller White – Turkish White - Turkish Cypriot White - Welsh Any Other Group



Chase Farm Hospital Site



① **Mental Health Unit**
Day Hospital
Dorset Ward
Sussex Ward
Suffolk Ward
Devon Ward (PICU/ICU)
Emergency Assessment Centre
Management Offices

② **Camlet 1**
Hendville Ward
Hollin Ward
Lovell Ward

③ **Camlet 2**
Kingwood Centre
Hadley Ward
Ashmore Ward

④ **Camlet 3**
Grace Ward
Clapper Ward
Aston Ward
Elliot Ward

⑤ **Aven Villa Trust HQ**

⑥ **Ivy House**

⑦ **Cornwall Villa**

⑧ **Somerset Villa**

⑨ **Cumbria Villa**

⑩ **The Oaks**

⑪ **Silver Birches**

⑫ **Lea Villa**

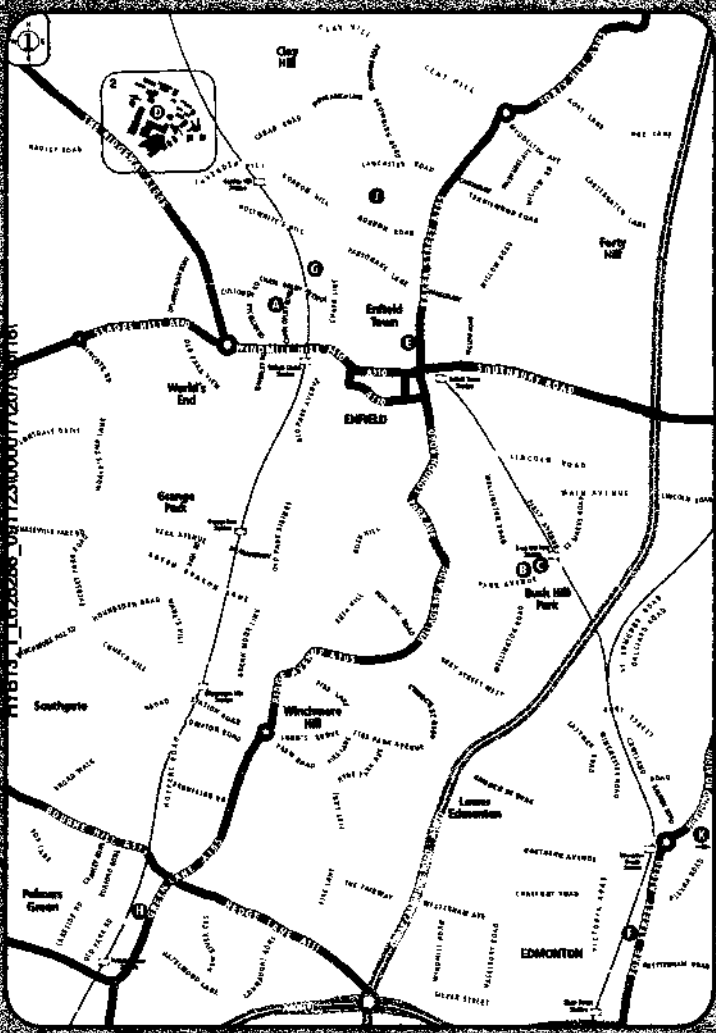
⑬ **Warwick Centre (The Elms)**

⑭ **King's Oak Private Hospital**

⑮ **Barnet & Chase Farm Hospital NHS Trust**

⑯ **Visitors Pay and Display**

Car Route with direction of traffic flow



Travel Directions to Chase Farm Hospital Site

- By Underground:**
Nearest Tube Station:
Piccadilly Line to Oakwood
- By Rail:**
Nearest Railway Stations:
Gordon Hill (short walk)
Potters Bar Station (then bus 313)
Enfield Town (bus W9 and 313)
- Bus Connections:**
Bus Route 313 - runs approximately every 20 minutes during daytime hours
Bus Route W9 - runs approximately every 15 minutes during daytime hours

- ① **Child & Adolescent Mental Health Service**
Avenue House
100-102, The Broadway
Enfield, Middlesex EN2 6JH
(Enfield) 2000 and 2001
Enfield Health Centre
Enfield
- ② **Child & Adolescent Mental Health Service**
Enfield Community Centre
100-102, The Broadway
Enfield, Middlesex EN2 6JH
(Enfield) 2000 and 2001
Enfield Health Centre
Enfield
- ③ **Child & Adolescent Mental Health Service**
Enfield Community Centre
100-102, The Broadway
Enfield, Middlesex EN2 6JH
(Enfield) 2000 and 2001
Enfield Health Centre
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- ④ **Child & Adolescent Mental Health Service**
Enfield Community Centre
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(Enfield) 2000 and 2001
Enfield Health Centre
Enfield
- ⑧ **Child & Adolescent Mental Health Service**
Enfield Community Centre
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(Enfield) 2000 and 2001
Enfield Health Centre
Enfield
- ⑨ **Child & Adolescent Mental Health Service**
Enfield Community Centre
100-102, The Broadway
Enfield, Middlesex EN2 6JH
(Enfield) 2000 and 2001
Enfield Health Centre
Enfield
- ⑩ **Child & Adolescent Mental Health Service**
Enfield Community Centre
100-102, The Broadway
Enfield, Middlesex EN2 6JH
(Enfield) 2000 and 2001
Enfield Health Centre
Enfield

The Short Warwick-Edinburgh Mental Well-being Scale **(SWEMWBS)**

Below are some statements about feelings and thoughts.

Please tick the box that best describes your experience of each over the last 2 weeks

STATEMENTS	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	1	2	3	4	5
I've been feeling useful	1	2	3	4	5
I've been feeling relaxed	1	2	3	4	5
I've been dealing with problems well	1	2	3	4	5
I've been thinking clearly	1	2	3	4	5
I've been feeling close to other people	1	2	3	4	5
I've been able to make up my own mind about things	1	2	3	4	5



Patient Health Questionnaire (PHQ-9)

NAME:

DATE:

Over the last 2 weeks , how often have you been bothered by any of the following problems? (use "□" to indicate your answer)	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things	0	1	2	3
2. Feeling down, depressed, or hopeless	 0	1	2	3
3. Troubling falling or staying asleep	0	1	2	3
4. Feeling tired or having little energy	 b	i ' 1	2	3
5. Poor appetite or overeating	0	1	2	3
6. Feeling bad about yourself - or that you are a failure or have let yourself or your family	 b	1	2	3
7. Trouble concentrating on things, such as reading the newspaper or watching television	o	. 1	l 2	3
8. Moving or speaking so slowly that other people could have noticed. Or the opposite - being so fidgety or restless that you have been moving around a lot more than usual	o ' 0	1	2	3
9. Thoughts that you would be better off dead, or of hurting yourself	 b	1	i 2	3

Add columns

TOTAL:

10. If you checked off **any** problems, how **difficult** have these problems made it for you to do your work, take care of things at home, or get along with other people?

Not at all

Somewhat

difficult

Very difficult

Extremely

difficult

Generalised Anxiety Disorder 7-item (GAD-7) scale

<i>Over the last 2 weeks, how often have you been bothered by the following problems?</i>	Not at all	Several days	Over half the days	Nearly every day
1. Feeling nervous, anxious, or on edge	0	1	2	3
2. Not being able to stop or control worrying	0	1	2	3
3. Worrying too much about different things	0	1	2	3
4. Trouble relaxing	0	1	2	3
5. Being so restless that it's hard to sit still	0	1	2	3
6. Becoming easily annoyed or irritable	0	1	2	3
7. Feeling afraid as if something awful might happen	0	1	2	3

Add the score for each column

+

+

+

Total Score (*add your column scores*) =

If you checked off any problems, how difficult have these made it for you to do your work, take care of things at home, or get along with other people?

Not difficult at all

Somewhat difficult

Very difficult _____

Extremely difficult



Pharmacy Stamp

Age

Title, Forename, Surname & Address

D.o.I

JL/^IW 64^ ^^^ UtAi^
^1^ w^hN^

Please don't stamp over age bi

Number of days' treatment

N.B. Ensure dose is stated

Endorsements

28d

NHS Number: 434 751 ft)?

HOSPITAL PRESCRIBER

HP

MIRTAZAPINE o
15 mg nocte

Prescriber's name and initials in block capitals

H C.W.

Signature of Prescriber

Date

For
dispenser
No. of
Prescs.
on form

bre

ENFIEUTASSESSMENT SERV

RRPE6

25 CROWN LANE SOUTHGATE
LONDON

020 87023329 BEHMHT

N14 5SH

RRP

NHS

FP10NC0608

64189999390

HP

Private & Confidential	Barnet, Enfield and Haringey Mental Health Trust
To be opened by addressee only	Enfield Assessment Service
Date: 08.03.2023	25 Crown Lane
Dr Abidoye	Southgate London
Nightingale House Surgery	N14 5SH
Nightingale Road Edmonton	Tei: 0208 702 3329
N9 8AJ	****

Dear Dr Abidoye,

Re: Miss DB DoB ** (** years) Address - Currently of no fixed abode - Sofa surfing**

I had opportunity to assess Ms DB in our Silver Street Clinic on 01 March 2023 after she was referred by our Crisis Telephone Service. She presented with her partner.

Reason for Referral

Referrer reported history of auditory hallucinations and suspected that DB has PTSD.

Clinical Documentation recorded diagnosis of depression and anxiety.

Experiencing a deterioration in MH triggered by:

15. Assaulted and stabbed on 27th November 2022- In hospital for 3 days
16. Mum is currently in hospital- had a heart operation
17. Not able to return to her home address due to assault.

DB reported that she has been having disturbed sleep and-nightmares at night.

No changes in appetite highlighted.

DB has a history of having auditory hallucinations but denied experiencing psychotic symptoms at time of triage.

DB is not taking any medication at present; she was previously prescribed sertraline but stopped taking medication 3.weeks ago, GP is aware and she reported they would review medication. - — - No currently using drugs or drinking alcohol.

Reported that she used to socially use cocaine but stopped after she was assaulted last year.

No clear diagnosis

History of presenting Problem:

Gave verbal consent to information sharing along Trust guidelines, happy for final letter to go to GP and to home address

Ms DB told me last November she went to pick up her boyfriend at a Bar. When they came out, her boyfriend who was intoxicated with alcohol had an altercation with a man and a woman whom she alleged were both under the influence of alcohol. She got involved during the altercation pulling



Chairman: Jackie Smith
Chief Executive: Jinjer



A University Teaching Trust

her boyfriend away and she alleged she was pushed to the ground and the woman stabbed her. She sustained deep cut in her right hand, and she told me she fainted because of the bleeding and she now unable to remember much what actually happened.

Police now is investigating the incident. No one has been arrested yet and they are still looking for the alleged assailant. She is now stressed out of having to attend court. She told CCTV footage is not clear.

She told me she has been told by police not go to her flat "kicked me out and told me it is dangerous for me to go back." and subsequently has been of no fixed abode since. She told me she has been sofa surfing at her boyfriend and other friends since the incident.

Since the incident, she has been experiencing symptoms suggestive of PTSD -

Hyperarousal - easily irritable and aggressive at time, hypervigilance, can't go outside - afraid of the dark, difficulty concentrating, and difficulty sleeping, experiencing bad dreams, and waking up in sweat. Constant ruminating and flashbacks about the incident 'in my head', Crying for no reason.

Compounded to the trauma following the incident, she attended North Middlesex University hospital yesterday and was told that she must have her ovary removed and she is worried she wouldn't be able to have any kids.

She also told me she is also stressed out as her mum is in ICU following a heart operation and she is physically very unwell.

Before the incident she told me was paranoid about people betraying her and she has been diagnosed with dyslexia when she was at school, and she has had depression and anxiety since she was 13 years of age.

She told me she was previously diagnosed with bipolar affective disorder and when challenged

as her health records doesn't then told me it was the charity have had Bipolar. .



indicate such a diagnosis, she MIND who told her she may

Past Psychiatric History:

Previously treated with depression and anxiety from 2008 - 2011.

Otherwise, no previous history on Rio.

Current Medication:

Sertraline 150mg

Sleeping tablet - Zopiclone

She told me she has been on Sertraline most of her life although she never felt any benefit since on it and has been taking it as prescribed.

To the contrary, notes from our CTS indicate she stopped taking her antidepressant.



Information provided about her condition by her GP

Ms DB understands the risk and benefit of medication prescribed and was involved in decision[^] about medication.

Drug/ Alcohol and smoking status:

Smoke cigarettes.

Only drinks alcohol socially when out with her friends - She used to drink in excess during her teenage years but denied any problematic drinking recently.

She told me she used to sniff 'Charlie' cocaine during her teenage years. However, when our CTS spoke with her recently, she reported to socially use cocaine but only stopped after she was assaulted last November.

Present Social Circumstances:

She is currently of NFA and sofa surfing She receives ESA and PIP.

Mental State Examination:

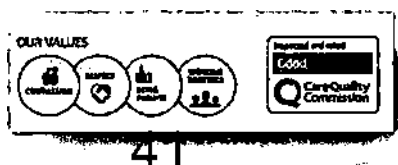
A+B: Revealed a 33-year-old Caucasian woman. Her right hand was bandaged and told me she is scheduled to attend special unit for plastic surgery on her hand. She was casually dressed, and her self-care was good. She established a rapport easily and she was mildly agitated shaking her leg incessantly during the interview. Her speech was fluent, coherent and normal in volume, rate and content

Subjectively she rated her mood as being (0) on a scale of 0 to 10 (where 0 is most depressed and 10 happiest). However objectively her mood appears normal with a reactive and mildly anxious affect

She told she attempted self harm by cutting her wrists about 7 months ago. No scar or mark noted. Her left wrist is covered with tattooed. She has no current suicidal ideation, plan or intent and cited her mum as a protective factor.

With regards to her perception, she reported hearing her boyfriend whispering to her from inside her head "playing games in my head' and not from external spaces about 3 to 4 times in a week since the incident. This appears more related to her traumatic experiences and unlikely to be psychotic. She also reported a history of feeling paranoid about other people betraying her, likely in the context of her personality and a history of using cocaine.

Her appetite is not great, although she is eating, and she is not sleeping well although she reported having 8 hours sleep last night.



Nursing Impression:

Her presentation is suggestive of traits of PTSD following an incident last November when she alleges, she got stabbed in her right arm.

She is also stressed out as she subsequently lost her accommodation following the incident and her mum is currently very unwell in hospital.

Management plan:

We discussed therapy to manage her PTSD and advised her to engage with IAPT.

Please refer her to Enfield IAPT for therapy.

She told me a housing solicitor is helping her with her accommodation and I have advised her to go to the homeless person unit and MIND for support.

She told me she is seeing her GP for a review of her medication.

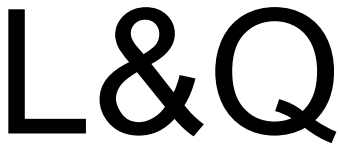
I have discharged her back to your care,

Yours sincerely,



**Kris Gopaulen Community
Psychiatric Nurse Enfield
Assessment Service**

Copy to: Ms DB



West Ham Lane Office
29-35 West Ham Lane
London E15 4PH
Tel: 0300 456 9998
Email: info@lqgroup.org.uk
Website: www.lqgroup.org.uk

Confidential

Miss DB 7 Tenneyson Close, Enfield, London, EN34SN

21 October 2019

Dear Miss D DB

Medical Assessment - Priority Awarded

Following your recent medical assessment, I can confirm that medical priority has been awarded and the recommendations are:

Bed Size - According to L&Q Policy

Max Floor Level with a lift - 4th Floor or Above

Max Floor Level without a lift - 2nd Floor

Gas Central Heating - Desirable

Garden - No Special Requirement.

Please note, as L&Q operate a Choice Based Lettings System you are able to place on bids on properties that you deem as suitable for your household needs. If there are any concerns regarding the suitability of a property, a Lettings officer will discuss this with you during the Lettings process.

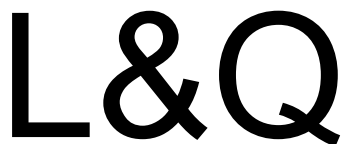
Your transfer application is now in Band 3 - All priority cases.

It is recommended that you also register with your local authority as you have a medical reason for moving homes. To do this, you will need to complete an application form and submit any supporting documents. Details can be obtained from each council website.

Yours sincerely

Lettings Team

BECAUSE HOMES MATTER



L&Q Direct

PO Box 194

Sidcup DA15 0AJ

Tel: +44 (0)300 456 9998

Email: info@lqgroup.org.uk

Website: www.lqgroup.org.uk

09th December 2022

URGENT – For the attention of the Duty Homeless Persons Unit Officer, Homelessness Section

Dear Sir/Madam,

Application for assistance under section 183 of the Housing Act 1996

Please treat this letter as an application for assistance under section 183, Housing Act 1996.

Homelessness or threatened with homelessness (Section 175 Housing Act 1996)

We believe that our client should be treated as homeless or threatened with homelessness. This is because:

Please see summary notes for the case below

Ms DB contacted L&Q and has reported that on 25th November she was stabbed outside a pub by two unknown persons. She was hospitalised and needed surgery after sustaining life changing injuries. Ms DB has seen both of the perpetrators on her estate while walking her dog and believes they live on the estate and know where she lives. She has not stayed in her property due to fear for her life. While she was in hospital, she has received a call from an unknown number telling her to drop the charges. She has stayed in the hospital last few nights as she has no where else to stay. Police are investigating her case crime ref: 5232489/22. I have received an email from the police officer stating, ***'The victim currently resides at an address where both suspect live within the same estate and there has been escalation of violent behaviour within this estate since the incident on 25/11/2022'***. They advised that it is not safe for Ms DB to remain at her property and she should be moved.

Advised resident to approach the local authority explain her situation regarding the incident and that she wants to make a homeless application.

Ms DB has requested urgent re-housing.

It is of the recommendation of L&Q that accommodation is considered to ensure the safety and wellbeing of DB.

Interim accommodation duty (section 188 Housing Act 1996)

BECAUSE HOMES MATTER

We believe that on the basis of the above that your authority has reason to believe that our client may be homeless, eligible and in priority need. Therefore, your authority has a duty to provide suitable accommodation pending completion of your enquiries. We would remind you that this duty arises irrespective of location connection with your authority.

Ms DB is a tenant of **London & Quadrant Housing Trust (L&Q)**. However, due to:

- *Please see details of case above*

This tenant feels it is not safe for them to remain at their property at **7 Tenneyson Close, Enfield, London EN3 4SN**.

Police details

DC Neha Chadda

North Area BCU

Local Investigations Team 2a

Metropolitan Police Service

North Area BCU (Enfield & Haringey)

07717850110

For this reason, I am referring them for emergency re-housing as per s188 of the Housing Act 1996 (Homelessness). "Interim duty to accommodate in case of apparent priority need." And also, under section 10 of the Homeless Act 2002, where it is not reasonable for a person to continue to occupy accommodation if it is probable that this will lead to threats of violence from another person.

Details of **Ms DB**, tenancy are as follows:

Tenancy start date with **L&Q** – **15/08/2011**

Date of birth: **26/08/1989**

I would be grateful if you can contact me to confirm receipt of this letter. Please can you also keep me informed of the progress of your enquiries as an authorised representative of our client and provide us with a copy of your decision letter. You can contact me on 0300 456 9996 or via email to nsharif@lqgroup.org.uk Thank you for your assistance.

Yours

Yours faithfully


Nazma Sharif

Nazma Sharif

ASB Case worker

Valerie Opara

From: Neha.Chadda@met.police.uk
Sent: 08 December 2022 17:55
To: Cc: RROteam
emily.berry@emfield.gov.uk; Nazma Sharif
Subject: 5232489/22

Follow Up Flag: Follow up
Flag Status: Flagged

Good evening,

I am emailing in relation to the above crime report. This a GBH with intent investigation where the victim was assaulted in a pub which resulted in life changing injuries to her hand.

The victim currently resides at an address where both suspect live within the same estate and there has been escalation of violent behaviour within this estate since the incident on 25/11/2022.

The victim's name is DB Shantel DB she currently resides at 7 TENNYSON CLOSE, SCOTLAND GREEN ROAD, ENFIELD, EN3 4SN.

We would recommend a move due to the proximity of the suspects of this investigation and the mental/physical toll this incident has been on Ms DB.

Kind Regards,



DC Neha Chadda
North Area BCU
Local Investigations Team 2a
Metropolitan Police Service
North Area BCU (Enfield & Haringey)
X07717850110
[Vwww.met.police.uk](http://www.met.police.uk) ^ Neha.Chadda@met.police.uk

Enfield Haringey

Unless otherwise stated this email is GSC Code – Official

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Your Ref:
NHS Number 434 751 8617
Hospital Number: 1048195

22 Feb 2023

Enfield Assessment Service
25 Crown Lane
Southgate
London N14
5SH

Private and Confidential to be opened by addressee

Miss DB Shantel DB
23 Byron Terrace Hertford Road
Edmonton
London
N9 7DG

Tel: 0208 702 3329

Dear Miss DB,

Following our recent phone conversation, we would like to confirm your appointment as follows

Date: 01 Mar 2023

Time: 11 30

Clinician: Kylassum Gopaulen

Location: 58-60 Silver Street, Enfield, Middlesex, EN1 3EP

To make sure that access to our services is fair, please:

18. Call the above number if you are unable to attend this appointment
We may not be able to offer you another appointment if you don't attend this one, or don't tell us that you can't come
19. Arrive on time for your appointment as we may not be able to see you if you are late

Please contact us on the above number if English is not your first language and you need help or an interpreter.

Yours sincerely

Annalynn Kamulete
On Behalf of Barnet, Enfield and Haringey Mental Health Trust



Interim Chair: Peter Molyne
Chief Executive: Jinjer Kand



Mental Health Partnership

Private &
Confidential Miss
DB 23 Byron
Terrace Hertford
Road Edmonton
London N9 7DG



Barnet, Enfield and Haringey
Mental Health NHS Trust
Camden and Islington
NHS Foundation Trust

Enfield Personality Disorder Stream
Integrated Core Mental Health Team
The Chase Building Chase
Farm Hospital Site
The Ridgeway
Enfield EN2 8JL

Tel: 020 8702 5011/5023

PD Team Direct Dial: 020 8702 5020

Email: beh-tr.generalenquiries@nhs.net

6th December 2023

Dear DB,

NHS number: 434 7518617

Hospital number: 1048195

Due to unforeseen circumstances, we have had to amend the assessment date that we previously booked for you. I can confirm this will be a face-to-face appointment, your appointment details are as below:

Date & Time: 23rd February 2024 at 09:30am

Location: The Chase Building, Chase Farm Hospital Site

Clinician: Kuntal Mehta

We have enclosed several documents which we would be grateful if you could complete and bring with you to your appointment. If you cannot complete these at home, or would like some help filling them in, your clinician will be happy to help you with these at your appointment. Please note this appointment is an assessment and is not the start of therapy. We ask that if you cannot attend the appointment as above, please contact us at your earliest convenience **020 8702 5023/5011**. Please be aware that failure to attend this appointment may result in a discharge from our service. We look forward to meeting you.

Yours sincerely,

Administrator for **Enfield Personality Disorder Stream**
On Behalf of **Barnet, Enfield and Haringey Mental Health Trust**

Cc: NIGHTINGALE HOUSE SURGERY, 1 NIGHTINGALE ROAD, EDMONTON, N9 8AJ

Better Mental Health. Better Lives. Be: ? _

Interim Chair: Peter Molyneux
Chief Executive: Jinjer Kandola MBE

HYB13_1_L665385_061223\00003546911 of 24\





























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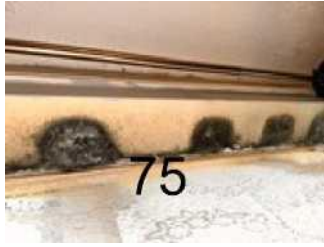


















Duncan Lewis
Solicitors

London borough of Enfield

By way of email

housingadvice@enfield.gov.uk

Correspondence Address:

**Sackville House
143-149 Fenchurch Street
London
EC3M 6BL
DX 1074 CDE**

t: 020 7923 4020

f: 020 7923 3320

www.duncanlewis.com

Our ref: ANDREC/ B184**3/DB**

Andre Cummings

Housing

ddi: 02072752883

AndreC@duncanlewis.com

City Office

Date: 15th December 2023

Dear Sirs

APPLICATION FOR HOUSING UNDER THE HOUSING ACT 1996 PART VII S183.

Our Client:

DOB ****

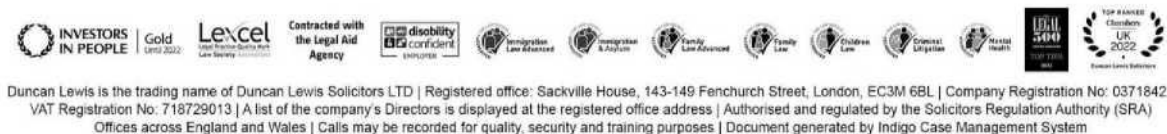
The above instructs us. Please find enclosed signed client authority form.

Our client is presenting as homeless to your authority. Please treat this letter as an application for housing under the Housing Act 1996 Part VII, s183.

Homelessness or threatened with Homelessness (s175)



We refer your authority to section 175 of the Housing Act 1996 (the 1996 Act):



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Duncan Lewis Solicitors

We refer your authority to section 175 of the Housing Act 1996 (the 1996 Act):

20. *A person is homeless if he has no accommodation available for his occupation, in the United Kingdom or elsewhere, which he—*

21. *is entitled to occupy by virtue of an interest in it or by virtue of an order of a court,*

22. *has an express or implied licence to occupy, or*

23. *Occupies as a residence by virtue of any enactment or rule of law giving him the right to remain in occupation or restricting the right of another person to recover possession.*

24. *A person shall not be treated as having accommodation unless it is accommodation which it would be reasonable for him to continue to occupy.*

A person is threatened with homelessness if it is likely that he will become homeless within 56 days

Our client falls under S 175 (3) as person who is homeless due to accommodation not being reasonable for them to occupy. She is the tenant of 7 Tennyson Close, Enfield, London. Our client instructs she was assaulted on 26th November 2022 as a result of an altercation at a bar and since then she has been frightened to return to the flat. DC Neha Chadda confirmed that the injury to her hand was caused by the assault and that the suspects lived in the same estate as her, and recommended that she should be moved due to the proximity of the suspects and the mental and physical toll the incident had taken on her(see attached).

Since this incident our client has been homeless rough sleeping at friends' houses. Further our client recently got a call from a neighbour informing her that they could smell burning coming



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from the flat. Our client returned to the flat with her family who could not believe the state the flat was in, the mould has taken over the flat which our client had reported previously to London and quadrant. The plug in the property had burned out and melted which has now caused the system to no longer work, further the water and heating system. (See attached)

Eligible for Assistance (s185)

Our client is eligible for assistance as they are a British citizen and was born in London, England on 26/08/1989

Priority Need (s189)

Our client is in priority need under section 189(1) Housing Act 1996.

(1) The following have a priority need for accommodation—

(a) a pregnant woman or a person with whom she resides or might reasonably be expected to reside;

(b) a person with whom dependent children reside or might reasonably be expected to reside;

(c) a person who is vulnerable as a result of old age, mental illness or handicap or physical disability or other special reason, or with whom such a person resides or might reasonably be expected to reside;

(d) a person who is homeless or threatened with homelessness as a result of an emergency such as flood, fire or other disaster.



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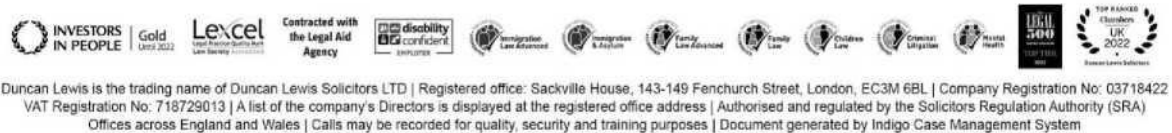
Duncan Lewis Solicitors

Our client falls under section 189(1) (c) Housing Act 1996 as she is a *person who is vulnerable as a result of old age, mental illness or handicap or physical disability or other special reason, or with whom such a person resides or might reasonably be expected to reside.*

Our client suffers from the following health conditions:

25. Depression
26. Anxiety
27. Post-traumatic stress disorder
28. Asthma
29. Insomnia
30. The loss of use of her right (and dominant) hand
31. emotionally unstable personality disorder (EUPD)

Our client has a history of anxiety, asthma and depression, being homelessness has exacerbated her health conditions. Our client has a physical impairment as stated under s6(1) equality act 2010 as the impairment has a substantial and long term adverse effect on our client to carry out normal day to day task. Our client instructs that she has lost the use of her right hand and she needs help with shopping, cooking, cleaning and literacy (specially, completing form) as a result of her injury.



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Duncan Lewis Solicitors

Our client medical conditions are supported by Psychiatrist, Dr Hilary Scurlock, whom states our client has “EUPD” (which stands for emotionally unstable personality disorder) and mixed anxiety and depressive symptoms, possibly related to PTSD. Our client is currently prescribed mirtazapine by her GP

Our client further falls under the Homelessness code of guidance for local authority'S8:

8.14 *A person has a priority need for accommodation if they are vulnerable as a result of: (f) ceasing to occupy accommodation because of violence from another person or threats of violence from another person which are likely to be carried out; or,*

Our client was assaulted on 26th November 2022 as a result of an altercation our client is now in fear to return to the property and thus sleeps at different friends' houses.

Duty to make enquiries (s184)

We submit that on the basis of the presenting evidence your authority has reason to believe that our client may be homeless/ threatened with homelessness and therefore has a duty under s184(1) to make reasonable enquiries into this case and to provide a written decision (s184(3) & (6).

Interim Accommodation Duty (s188)


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The main homelessness duties in s.193(2) and s.195(2) of the 1996 Act (to secure accommodation or take reasonable steps to prevent the loss of accommodation) apply only to applicants who have a priority need for accommodation (paragraph 10.2 of the Homelessness Code of Guidance).

We believe that on the basis of the presenting evidence from our client and the evidence contained in this letter, that your authority has reason to believe that our client may be homeless, eligible for assistance and in priority need and therefore is required by s.188(1) to provide suitable accommodation pending completion of your enquiries. This duty arises and is irrespective of local connection with your authority.

In *R(Aweys and others) v Birmingham City Council* [2007] EWHC 52 (Admin) (approved by the Court of Appeal [2008] EWCA Civ 48), Collins J rehearsed what should be trite law to any housing authority: “It is apparent that the threshold for the duty of Councils to act under s.184 is a low one (cf: *Mohamed v Manek & another* (1995) 27 H.L.R. 439@449) since it arises if they have reason to believe the applicant may be homeless or threatened with homelessness. In the vast majority of cases, the making of the application will mean that it is difficult if not impossible for the Council not to believe that the applicant may be homeless or threatened with homelessness.

Furthermore, no particular form of application is prescribed. This is not surprising since the provisions are dealing with people who are likely to be vulnerable and who cannot be expected to have obtained legal advice or to have an acquaintance with the statutory provisions. If it is apparent


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from what is said by an applicant (for there is no requirement that an application be in writing) or from anything in writing that he may be homeless or threatened with homelessness, the duty is triggered.”

Should you refuse to accommodate our client, Ms. DB will suffer detriment, and we will have no option but to advise our client of Judicial Review proceedings for the failure to discharge statutory duty towards our client. Ms. DB requires immediate accommodations from the council that will take into consideration their medical needs.

If you have any queries, please contact Andre Cummings by telephone on 02072752883 or by email at AndreC@duncanlewis.com . Please ensure that you quote our reference number above in all correspondence and communications with this office.

Yours sincerely

Duncan Lewis

Duncan Lewis

Encls.

[B184500003] Client care letter

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Fri, 08 Dec 2023 16:56:01 +0100

Attachments:

32. Terms of Engagement - Public (1 April 2023) -08122023150704.pdf,

33. ADM004 -Client Authority Form - Deon.pdf,

34. HAL001-Initial client care letter-Deon Benjamin.pdf

Dear Lorraine and Deon

35. Please find attached client care letter, terms of engagement and client authority form.

36. Could you please sign the terms of engagement and client authority form and return them to me.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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Read: [B184500003] [B184500003] RE: [B184500003] Client care letter

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Fri, 08 Dec 2023 17:37:49 +0000

37. Your message

RE: [B184500003] Client care letter
From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
To: 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>
Date: Fri, 08 Dec 2023 18:00:21 +0100

Attachments:

- 38. ADM004 -Client Authority Form Deon.pdf,
- 39. Terms of Engagement - Public (1 April 2023) -08122023150704.pdf

Dear Andre

- 40. Please see attached documents did not release they needed signing or I would have got them across to you sooner.

Regards
Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>
Sent: 08 December 2023 15:56
To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin' <deonbenjamin@yahoo.com>
Subject: [B184500003]Client care letter

Dear Lorraine and Deon

- 41. Please find attached client care letter, terms of engagement and client authority form.
- 42. Could you please sign the terms of engagement and client authority form and return them to me.

Kind regards

Andre Cummings
Apprentice Solicitor
DDI: 02072752883

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Automatic reply: [B184500003] Client care letter

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Mon, 11 Dec 2023 10:52:59 +0000

Thank you for your email.

43. I do not work Mondays, please contact the Switchboard team.

44. I will respond to your emails upon my return

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Read: RE: [B184500003] Client care letter

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Mon, 11 Dec 2023 12:28:31 +0000

45. Your message

RE: [B184500003] Client care letter

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Tue, 12 Dec 2023 16:11:12 +0100

Dear Lorraine

46. Did Deon get an updated pip assessment after the attack that happened to her

47. I am piecing the evidence together as I was not able to do it yesterday.

48. I will show you the draft once I have completed it and you can let me know if ive missed anything or any documents

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 11 December 2023 10:53

To: Andre Cummings <AndreC@Duncanlewis.com>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: RE: [B184500003] Client care letter

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Dear Andre

49. Please see attached new hospital letter for Deon.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 08 December 2023 15:56

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500003] Client care letter

Dear Lorraine and Deon

50. Please find attached client care letter, terms of engagement and client authority form.

51. Could you please sign the terms of engagement and client authority form and return them to me.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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Re: [B184500003] Client care letter

From: deon benjamin <deonbenjamin@yahoo.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>, 'Andre Cummings' <AndreC@Duncanlewis.com>

Date: Tue, 12 Dec 2023 19:23:35 +0100

Hi Andre

52. And here is the letter they sent me

Sent from Yahoo Mail for iPhone

<[https://mail.onelink.me/107872968?](https://mail.onelink.me/107872968?pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui)

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

On Tuesday, December 12, 2023, 5:37 pm, Lorraine Cordell

<lorraine32@blueyonder.co.uk> wrote:

Hi Andre

53. No Deon did not get an updated one, but she had a renewal form and that was sent in including the details regarding her hand, PIP is running way be hide so Deon at this time is waiting for an assessment so they carried on the old claim while she is waiting.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 12 December 2023 15:11

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: RE: [B184500003]Client care letter

Dear Lorraine

54. Did Deon get an updated pip assessment after the attack that happened to her I am piecing the evidence together as I was not able to do it yesterday.

55. I will show you the draft once I have completed it and you can let me know if ive missed anything or any documents

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 11 December 2023 10:53

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

>; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [B184500003]Client care letter

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expecting this email.

Dear Andre

56. Please see attached new hospital letter for Deon.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

Sent: 08 December 2023 15:56

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500003]Client care letter

Dear Lorraine and Deon

Please find attached client care letter, terms of engagement and client authority form.

Could you please sign the terms of engagement and client authority form and

return them to me.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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RE: [B184500003] Homelessness application

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>

Date: Wed, 13 Dec 2023 23:12:10 +0100

Attachments:

57. [Deon-Mental-Health-Letter-03-07-2023.pdf](#),

58. [Deon-Mental-Health-Chase Farm Hospital-Date-23-02-2024.pdf](#)

Dear Andre

59. There is a few mistakes the flat did not caught on fire, but the plug had burned out and melted and the system no longer worked. It was at this time we saw all the mould over everything in the flat. As seen from the pictures. Deon did not go to the flat on her own she went with family who could not believe the state of the flat. Since Deon moved into the flat from L&Q she has been telling them about the Mould and nothing has been done. The water/heating system has also had issues with it since she moved in to the flat.
60. Also you missed out the Borderline personality disorder / Emotionally unstable personality disorder (EUPD), this is the letter Enfield Council was sent and done nothing about the letter is dated 03/07/2023 and as soon as I got it I sent it to David who passed it on to Enfield Council.
61. Deon has to see the mental health team at chase farm hospital regarding the above Borderline personality disorder / Emotionally unstable personality disorder (EUPD), and the PTSD on the 23/02/2024.
62. I will include the letter dated the 03/07/2023 and also the letter to go to the hospital on the 23/02/2024.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 13 December 2023 18:24

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: [B184500003]Homelessness application

Dear Deon Lorraine

63. Please find homelessness application draft and documents, please let me know if your happy with it or want to include further documents or comments.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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FW: [B184500003] Homelessness application

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Wed, 13 Dec 2023 23:13:58 +0100

Attachments:

64. Deon-Mental-Health-Letter-03-07-2023.pdf

65. Deon-Mental-Health-Chase Farm Hospital-Date-23-02-2024.pdf

66. Deon read below

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 13 December 2023 22:12

To: 'Andre Cummings' <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500003]Homelessness application

Dear Andre

67. There is a few mistakes the flat did not caught on fire, but the plug had burned out and melted and the system no longer worked. It was at this time
68. we saw all the mould over everything in the flat. As seen from the pictures. Deon did not go to the flat on her own she went with family who could not believe the state of the flat. Since Deon moved into the flat from L&Q she has been telling them about the Mould and nothing has been done. The water/heating system has also had issues with it since she moved in to the flat.
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71. I will include the letter dated the 03/07/2023 and also the letter to go to the hospital on the 23/02/2024.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 13 December 2023 18:24

To: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500003]Homelessness application

Dear Deon Lorraine

72. Please find homelessness application draft and documents, please let me know if your happy with it or want to include further documents or comments.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&

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Read: RE: [B184500003] Homelessness application

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Thu, 14 Dec 2023 09:13:43 +0000

73. Your message

RE: [B184500003] Homelessness application

From: Andre Cummings <AndreC@Duncanlewis.com> To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk> Date: Thu, 14 Dec 2023 11:14:29 +0100

Dear Lorraine

74. The letter dated the 03/07/2023 and the appointment letter are attached in the bundle already on pages 23-27 and page 48.

75. I will add the details in regards to the flat incident

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 13 December 2023 22:12

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: RE: [B184500003]Homelessness application

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Dear Andre

76. There is a few mistakes the flat did not caught on fire, but the plug had burned out and melted and the system no longer worked. It was at this time we saw all the mould over everything in the flat. As seen from the pictures.

77. Deon did not go to the flat on her own she went with family who could not

78. believe the state of the flat. Since Deon moved into the flat from L&Q she has been telling them about the Mould and nothing has been done. The water/heating system has also had issues with it since she moved in to the flat.

79. Also you missed out the Borderline personality disorder / Emotionally unstable personality disorder (EUPD), this is the letter Enfield Council was sent and done nothing about the letter is dated 03/07/2023 and as soon as I got it I sent it to David who passed it on to Enfield Council.

80. Deon has to see the mental health team at chase farm hospital regarding the above Borderline personality disorder / Emotionally unstable personality disorder (EUPD), and the PTSD on the 23/02/2024.

81. I will include the letter dated the 03/07/2023 and also the letter to go to the hospital on the 23/02/2024.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Sent: 13 December 2023 18:24

To: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >; 'deon benjamin'

<deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Subject: [B184500003]Homelessness application

Dear Deon Lorraine

82. Please find homelessness application draft and documents, please let me know if your happy with it or want to include further documents or comments.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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VnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
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Read: RE: [B184500003] Homelessness application

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Thu, 14 Dec 2023 11:34:15 +0000

83. Your message

RE: [B184500003] Homelessness application

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>

Date: Thu, 14 Dec 2023 12:32:04 +0100

Dear Andre

84. We have just had a surveyor to Deon flat that L&Q sent it was booked for today and he stated it the worse he has seen and it a health and safety major issue and he going to do a full report and send it to L&Q I will have the ref and his details later.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 14 December 2023 10:14

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: RE: [B184500003] Homelessness application

Dear Lorraine

85. The letter dated the 03/07/2023 and the appointment letter are attached in the bundle already on pages 23-27 and page 48.

86. I will add the details in regards to the flat incident

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 13 December 2023 22:12

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500003] Homelessness application

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89. Deon has to see the mental health team at chase farm hospital regarding the above Borderline personality disorder / Emotionally unstable personality

90. disorder (EUPD), and the PTSD on the 23/02/2024.

91. I will include the letter dated the 03/07/2023 and also the letter to go to the hospital on the 23/02/2024.

Regards
Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

Sent: 13 December 2023 18:24

To: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'
<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500003]Homelessness application

Dear Deon Lorraine

92. Please find homelessness application draft and documents, please let me know if your happy with it or want to include further documents or comments.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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RE: [B184500003] Homelessness application

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 14 Dec 2023 12:34:36 +0100

Dear Andre

93. We have just had a surveyor to Deon flat that L&Q sent it was booked for today and he stated it the worse he has seen and it a health and safety major issue and he going to do a full report and send it to L&Q I will have the ref and his details later.

94. I forgot to say this is regarding the mould and damp.

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 14 December 2023 11:32

To: 'Andre Cummings' <AndreC@Duncanlewis.com>

Subject: RE: [B184500003]Homelessness application

Dear Andre

95. We have just had a surveyor to Deon flat that L&Q sent it was booked for today and he stated it the worse he has seen and it a health and safety major issue and he going to do a full report and send it to L&Q I will have the ref and his details later.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 14 December 2023 10:14

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500003]Homelessness application

Dear Lorraine

96. The letter dated the 03/07/2023 and the appointment letter are attached in

97. the bundle already on pages 23-27 and page 48.

98. I will add the details in regards to the flat incident

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 13 December 2023 22:12

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500003]Homelessness application

Dear Andre

99. There is a few mistakes the flat did not caught on fire, but the plug had burned out and melted and the system no longer worked. It was at this time we saw all the mould over everything in the flat. As seen from the pictures. Deon did not go to the flat on her own she went with family who could not believe the state of the flat. Since Deon moved into the flat from L&Q she has been telling them about the Mould and nothing has been done. The water/heating system has also had issues with it since she moved in to the flat.
100. Also you missed out the Borderline personality disorder / Emotionally
101. unstable personality disorder (EUPD), this is the letter Enfield Council was sent and done nothing about the letter is dated 03/07/2023 and as soon as I got it I sent it to David who passed it on to Enfield Council.
102. Deon has to see the mental health team at chase farm hospital regarding the above Borderline personality disorder / Emotionally unstable personality disorder (EUPD), and the PTSD on the 23/02/2024.
103. I will include the letter dated the 03/07/2023 and also the letter to go to the hospital on the 23/02/2024.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 13 December 2023 18:24

To: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'
<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500003]Homelessness application

Dear Deon Lorraine

Please find homelessness application draft and documents, please let me know

if your happy with it or want to include further documents or comments.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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VnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
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Read: [B184500003] RE: [B184500003] Homelessness application

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Thu, 14 Dec 2023 15:39:36 +0000

104. Your message

RE: [B184500003] RE: [B184500003] Homelessness application

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 14 Dec 2023 17:22:55 +0100

Attachments:

105. Ms Benjamin homelessness application-13122023-173259.pdf

Dear Lorraine

106. Please see updated letter that I will send to the council.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 14 December 2023 11:35

To: Andre Cummings <AndreC@Duncanlewis.com>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: [B184500003] RE: [B184500003] Homelessness application

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Dear Andre

107. We have just had a surveyor to Deon flat that L&Q sent it was booked for today and he stated it the worse he has seen and it a health and safety major issue and he going to do a full report and send it to L&Q I will have the ref and his details later.

108. I forgot to say this is regarding the mould and damp.

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 14 December 2023 11:32

To: 'Andre Cummings' <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Subject: RE: [B184500003] Homelessness application

Dear Andre

109. We have just had a surveyor to Deon flat that L&Q sent it was booked for today and he stated it the worse he has seen and it a health and safety major issue and he going to do a full report and send it to L&Q I will have the ref and his details later.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>>

>

Sent: 14 December 2023 10:14

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500003]Homelessness application

Dear Lorraine

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111. I will add the details in regards to the flat incident

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 13 December 2023 22:12

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500003]Homelessness application

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Dear Andre

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Sent: 13 December 2023 18:24

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<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500003]Homelessness application

Dear Deon Lorraine

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Kind regards

Andre Cummings
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RE: [B184500003] RE: [B184500003] Homelessness application

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 14 Dec 2023 18:07:34 +0100

Dear Andre

117. I edited you file a little as Deon's DOB was wrong and also included something else I written it in red so you will see where I have edited it for you to change.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 14 December 2023 16:23

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin' <deonbenjamin@yahoo.com>

Subject: RE: [B184500003] RE: [B184500003]Homelessness application

Dear Lorraine

118. Please see updated letter that I will send to the council.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 14 December 2023 11:35

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>>

>; 'deon benjamin' <deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Subject: [B184500003] RE: [B184500003]Homelessness application

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Dear Andre

119. We have just had a surveyor to Deon flat that L&Q sent it was booked for today and he stated it the worse he has seen and it a health and safety major issue and he going to do a full report and send it to L&Q I will have the ref and his details later.

120. I forgot to say this is regarding the mould and damp.

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 14 December 2023 11:32

To: 'Andre Cummings' <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>>

>

Subject: RE: [B184500003]Homelessness application

Dear Andre

We have just had a surveyor to Deon flat that L&Q sent it was booked for today and he stated it the worse he has seen and it a health and safety major issue and he going to do a full report and send it to L&Q I will have the ref and his details later.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 14 December 2023 10:14

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500003]Homelessness application

Dear Lorraine

121. The letter dated the 03/07/2023 and the appointment letter are attached in the bundle already on pages 23-27 and page 48.

122. I will add the details in regards to the flat incident

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 13 December 2023 22:12

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500003]Homelessness application

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Dear Andre

123. There is a few mistakes the flat did not caught on fire, but the plug had burned out and melted and the system no longer worked. It was at this time we saw all the mould over everything in the flat. As seen from the pictures. Deon did not go to the flat on her own she went with family who could not believe the state of the flat. Since Deon moved into the flat from L&Q she has been telling them about the Mould and nothing has been done. The water/heating system has also had issues with it since she moved in to the flat.

124. Also you missed out the Borderline personality disorder / Emotionally unstable personality disorder (EUPD), this is the letter Enfield Council was sent and done nothing about the letter is dated 03/07/2023 and as soon as I got it I sent it to David who passed it on to Enfield Council.

125. Deon has to see the mental health team at chase farm hospital regarding the above Borderline personality disorder / Emotionally unstable personality disorder (EUPD), and the PTSD on the 23/02/2024.

126. I will include the letter dated the 03/07/2023 and also the letter to go to the hospital on the 23/02/2024.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

>

Sent: 13 December 2023 18:24

To: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500003]Homelessness application

Dear Deon Lorraine

Please find homelessness application draft and documents, please let me know if your happy with it or want to include further documents or comments.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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RE: [B184500003] RE: [B184500003] Homelessness application

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 14 Dec 2023 18:08:26 +0100

Attachments: Ms Benjamin homelessness application-13122023-173259-edited.pdf

Dear Andre

127. I edited you file a little as Deon's DOB was wrong and also included something else I written it in red so you will see where I have edited it for you to change.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

Sent: 14 December 2023 16:23

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [B184500003] RE: [B184500003]Homelessness application

Dear Lorraine

128. Please see updated letter that I will send to the council.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 14 December 2023 11:35

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

>; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500003] RE: [B184500003]Homelessness application

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Dear Andre

129. We have just had a surveyor to Deon flat that L&Q sent it was booked for today and he stated it the worse he has seen and it a health and safety major issue and he going to do a full report and send it to L&Q I will have the ref and his details later.

130. I forgot to say this is regarding the mould and damp.

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 14 December 2023 11:32

To: 'Andre Cummings' <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

>

Subject: RE: [B184500003]Homelessness application

Dear Andre

131. We have just had a surveyor to Deon flat that L&Q sent it was booked for today and he stated it the worse he has seen and it a health and safety major issue and he going to do a full report and send it to L&Q I will have the ref and his details later.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 14 December 2023 10:14

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500003]Homelessness application

Dear Lorraine

132. The letter dated the 03/07/2023 and the appointment letter are attached in the bundle already on pages 23-27 and page 48.

133. I will add the details in regards to the flat incident

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 13 December 2023 22:12

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500003]Homelessness application

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Dear Andre

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I will include the letter dated the 03/07/2023 and also the letter to go to the hospital on the 23/02/2024.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 13 December 2023 18:24

To: Lorraine Cordell <lorraine32@blueyonder.co.uk <mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500003]Homelessness application

Dear Deon Lorraine

Please find homelessness application draft and documents, please let me know if your happy with it or want to include further documents or comments.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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FW: [B184500003] RE: [B184500003] Homelessness application

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 14 Dec 2023 18:12:33 +0100

Attachments:

134. Ms Benjamin homelessness application-13122023-173259-edited.pdf

135. Here see

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 14 December 2023 17:08

To: 'Andre Cummings' <AndreC@Duncanlewis.com>; 'deon benjamin' <deonbenjamin@yahoo.com>

Subject: RE: [B184500003] RE: [B184500003] Homelessness application

Dear Andre

136. I edited you file a little as Deon's DOB was wrong and also included something else I written it in red so you will see where I have edited it for you to change.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 14 December 2023 16:23

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk <mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [B184500003] RE: [B184500003] Homelessness application

Dear Lorraine

137. Please see updated letter that I will send to the council.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 14 December 2023 11:35

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500003] RE: [B184500003] Homelessness application

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Dear Andre

138. We have just had a surveyor to Deon flat that L&Q sent it was booked for today and he stated it

the worse he has seen and it a health and safety major issue and he going to do a full report and send it to L&Q I will have the ref and his details later.

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Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 14 December 2023 11:32

To: 'Andre Cummings' <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500003]Homelessness application

Dear Andre

140. We have just had a surveyor to Deon flat that L&Q sent it was booked for today and he stated it the worse he has seen and it a health and safety major issue and he going to do a full report and send it to L&Q I will have the ref and his details later.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 14 December 2023 10:14

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500003]Homelessness application

Dear Lorraine

141. The letter dated the 03/07/2023 and the appointment letter are attached in the bundle already on pages 23-27 and page 48.

142. I will add the details in regards to the flat incident

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 13 December 2023 22:12

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500003]Homelessness application

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre

143. There is a few mistakes the flat did not caught on fire, but the plug had burned out and melted and the system no longer worked. It was at this time

144. we saw all the mould over everything in the flat. As seen from the pictures. Deon did not go to the flat on her own she went with family who could not believe the state of the flat. Since Deon moved into the flat from L&Q she has been telling them about the Mould and nothing has been done. The water/heating system has also had issues with it since she moved in to the flat.

145. Also, you missed out the Borderline personality disorder / Emotionally unstable personality disorder (EUPD), this is the letter Enfield Council was sent and done nothing about the letter is dated 03/07/2023 and as soon as I got it I sent it to David who passed it on to Enfield Council.

146. Deon has to see the mental health team at chase farm hospital regarding the above Borderline

personality disorder / Emotionally unstable personality disorder (EUPD), and the PTSD on the 23/02/2024.

147. I will include the letter dated the 03/07/2023 and also the letter to go to the hospital on the 23/02/2024.

Regards
Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

Sent: 13 December 2023 18:24

To: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500003]Homelessness application

Dear Deon Lorraine

148. Please find homelessness application draft and documents, please let me know if your happy with it or want to include further documents or comments.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba

VnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&

%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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Housing Disrepair Matter

From: Daniel Green via DocuSign <dse@eumail.docusign.net>

To: Deon Benjamin <Lorraine32@blueyonder.co.uk>

Date: Fri, 15 Dec 2023 06:00:34 -0800

<<https://eu.docusign.net/Member/Image.aspx?i=logo&l=28bda105-59fe-4639-acb4-b8ac5fa6db33>>

<<https://eu.docusign.net/member/Images/email/docInvite-white.png>>

Daniel Green sent you a document to review and sign.

<[https://eu.docusign.net/Signing/EmailStart.aspx?](https://eu.docusign.net/Signing/EmailStart.aspx?a=89ac55f3-6dac-4eda-87f3-6c38664fafcd&acct=80cd4a98-4d06-48f7-ade3-e26c956f00cb&er=6eae4c5-8702-4e33-8195-41172d4145da)

[a=89ac55f3-6dac-4eda-87f3-6c38664fafcd&acct=80cd4a98-4d06-48f7-ade3-](https://eu.docusign.net/Signing/EmailStart.aspx?a=89ac55f3-6dac-4eda-87f3-6c38664fafcd&acct=80cd4a98-4d06-48f7-ade3-e26c956f00cb&er=6eae4c5-8702-4e33-8195-41172d4145da)

[e26c956f00cb&er=6eae4c5-8702-4e33-8195-41172d4145da](https://eu.docusign.net/Signing/EmailStart.aspx?a=89ac55f3-6dac-4eda-87f3-6c38664fafcd&acct=80cd4a98-4d06-48f7-ade3-e26c956f00cb&er=6eae4c5-8702-4e33-8195-41172d4145da)>

REVIEW DOCUMENT

Daniel Green

daniel.green@veritassolicitors.co.uk

Deon Benjamin,

149. Please DocuSign In-House CFA Deon Benjamin.docx

150. Thank You, Daniel Green Powered by

<https://eu.docusign.net/Signing/Images/email/Email_PowerByLogo.png>

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[language=en_US&utm_campaign=GBL_XX_DBU_UPS_2211_SignNotificationEmailFooter&utm](https://support.docusign.com/s/articles/How-do-I-sign-a-DocuSign-document-Basic-Signing?language=en_US&utm_campaign=GBL_XX_DBU_UPS_2211_SignNotificationEmailFooter&utm_page=on_our_Support_Center) page on our Support Center <<https://www.docusign.com/support>> .

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Read: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Tue, 05 Dec 2023 16:07:46 +0000

151. Your message

Deon Natwest main

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: Lorraine Mob <lorraine32@blueyonder.co.uk>

Date: Tue, 05 Dec 2023 17:21:31 +0000

Attachments:

- 152. Statement--600738-49508989--30-09-2023-01-11-2023.pdf,
- 153. Untitled attachment 00884.txt,
- 154. Statement--600738-49508989--02-09-2023-29-09-2023.pdf,
- 155. Untitled attachment 00887.txt,
- 156. Statement--600738-49508989--02-11-2023-01-12-2023.pdf,
- 157. Untitled attachment 00890.txt,
- 158. Statement--600738-49508989--02-08-2023-01-09-2023.pdf,
- 159. Untitled attachment 00893.txt

(No body content)

Deon natWest savings

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: Lorraine Mob <lorraine32@blueyonder.co.uk>

Date: Tue, 05 Dec 2023 17:23:06 +0000

Attachments:

- 160. Statement--600738-57218161--08-09-2023-06-10-2023.pdf,
- 161. Untitled attachment 00872.txt,
- 162. Statement--600738-57218161--08-08-2023-07-09-2023.pdf,
- 163. Untitled attachment 00875.txt,
- 164. Statement--600738-57218161--07-10-2023-07-11-2023.pdf,
- 165. Untitled attachment 00878.txt

(No body content)

Deon Barclays statements

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: Lorraine Mob <lorraine32@blueyonder.co.uk>

Date: Tue, 05 Dec 2023 18:16:48 +0100

Attachments:

- 166. [Statement 30-NOV-23 AC 00935867 02044031.pdf,](#)
- 167. [Untitled attachment 00899.txt,](#)
- 168. [Statement 23-NOV-23 AC 00935867 26231616.pdf,](#)
- 169. [Untitled attachment 00902.txt,](#)
- 170. [Statement 23-NOV-23 AC 00935867 28050927.pdf,](#)
- 171. [Untitled attachment 00905.txt,](#)
- 172. [Statement 16-NOV-23 AC 00935867 18044026.pdf,](#)
- 173. [Untitled attachment 00908.txt,](#)
- 174. [Statement 09-NOV-23 AC 00935867 11043952.pdf,](#)
- 175. [Untitled attachment 00911.txt,](#)
- 176. [Statement 02-NOV-23 AC 00935867 04041614.pdf,](#)
- 177. [Untitled attachment 00914.txt,](#)
- 178. [Statement 26-OCT-23 AC 00935867 29123101.pdf,](#)
- 179. [Untitled attachment 00917.txt,](#)
- 180. [Statement 19-OCT-23 AC 00935867 21041519.pdf,](#)
- 181. [Untitled attachment 00920.txt,](#)
- 182. [Statement 12-OCT-23 AC 00935867 14041206.pdf,](#)
- 183. [Untitled attachment 00923.txt,](#)
- 184. [Statement 05-OCT-23 AC 00935867 07163259.pdf,](#)
- 185. [Untitled attachment 00926.txt,](#)
- 186. [Statement 28- SEP-23 AC 00935867 02124222.pdf,](#)
- 187. [Untitled attachment 00929.txt,](#)
- 188. [Statement 21-SEP-23 AC 00935867 23121126.pdf,](#)
- 189. [Untitled attachment 00932.txt,](#)
- 190. [Statement 14-SEP-23 AC 00935867 16041212.pdf,](#)
- 191. [Untitled attachment 00935.txt,](#)
- 192. [Statement 07-SEP-23 AC 00935867 09100859.pdf,](#)
- 193. [Untitled attachment 00938.txt](#)

(No body content)

Deon savings pic

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: Lorraine Mob <lorraine32@blueyonder.co.uk>

Date: Tue, 05 Dec 2023 18:27:07 +0100

Attachments:

- 194. [PHOTO-2023-12-05-17-25-29.jpg](#),
- 195. [Untitled attachment 00815.txt](#),
- 196. [PHOTO-2023-12-05-17-25-31.jpg](#),
- 197. [Untitled attachment 00818.txt](#),
- 198. [PHOTO-2023-12-05-17-25-31.jpg](#),
- 199. [Untitled attachment 00821.txt](#),
- 200. [PHOTO-2023-12-05-17-25-31.jpg](#),
- 201. [Untitled attachment 00824.txt](#),
- 202. [PHOTO-2023-12-05-17-25-32.jpg](#),
- 203. [Untitled attachment 00827.txt](#),
- 204. [PHOTO-2023-12-05-17-25-33.jpg](#),
- 205. [Untitled attachment 00830.txt](#),
- 206. [PHOTO-2023-12-05-17-25-33.jpg](#),
- 207. [Untitled attachment 00833.txt](#),
- 208. [PHOTO-2023-12-05-17-25-34.jpg](#),
- 209. [Untitled attachment 00836.txt](#),
- 210. [PHOTO-2023-12-05-17-25-34.jpg](#),
- 211. [Untitled attachment 00839.txt](#),
- 212. [PHOTO-2023-12-05-17-25-35.jpg](#),
- 213. [Untitled attachment 00842.txt](#),
- 214. [PHOTO-2023-12-05-17-25-35.jpg](#),
- 215. [Untitled attachment 00845.txt](#),
- 216. [PHOTO-2023-12-05-17-25-35.jpg](#),
- 217. [Untitled attachment 00848.txt](#),
- 218. [PHOTO-2023-12-05-17-25-36.jpg](#),
- 219. [Untitled attachment 00851.txt](#),
- 220. [PHOTO-2023-12-05-17-25-36.jpg](#),
- 221. [Untitled attachment 00854.txt](#),
- 222. [PHOTO-2023-12-05-17-25-37.jpg](#),
- 223. [Untitled attachment 00857.txt](#),
- 224. [PHOTO-2023-12-05-17-25-38.jpg](#),
- 225. [Untitled attachment 00860.txt](#),
- 226. [PHOTO-2023-12-05-17-25-38.jpg](#),
- 227. [Untitled attachment 00863.txt](#),
- 228. [PHOTO-2023-12-05-17-25-39.jpg](#),
- 229. [Untitled attachment 00866.txt](#)

(No body content)

Read: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Wed, 06 Dec 2023 11:15:14 +0000

230. Your message

RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your

Homelessness Matter (S204 Appeal)

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Wed, 06 Dec 2023 13:18:52 +0100

Dear Lorraine

231. Hope you are well, having reviewed the documents we require the following to open the case as some are missing unless we get these documents I can't open the file.
232. Bank statements can only be a week old so the bank statement needs to run until at least the 1/12/2023.
233. We require the following
234. Barclays account 009635867 only runs until 30/11/2023 can you provide
235. statements from 30/11/2023-6/12/2023
236. everyday saver account 60930695 you did not provide statements for it can you provide
statements between 3/9/2023-5/12/2023 you still did not provide the statements for the savings
account.
237. Nat west bank account 57218161 on runs until 7/11/2023 we need 8/11/2023-6/12/2023
238. Nat west bank account 49508989 need 1/12/2023-6/12/2023
239. You can get these printed at the bank or see if you can get the pdf online that shows the transactions and balance.
240. If your unable to get it to today's date, if your able to get all the bank statements to run until the 1/12/2023 and get it to me by 4pm tomorrow and its ok. I will send over the legal aid form for you to sign and try to open the case before 7 days have past as the deadline would be Friday if bank
241. statements end on 1/12/2023.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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[trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 05 December 2023 20:08

To: Andre Cummings <AndreC@Duncanlewis.com>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

242. We have tried all day to get what you have asked most of the banks in this area are all closed or never had any paper in 1 which we found and they wont have any as that one is closing also. We were also told when we called them is there a way to do it and they stated only online.
243. We have done our best to get the latest online ones, some had to be done via photo as that was the only way in which to do it.
244. I really hope you are able to deal with this as I am not sure what we will do, surely Legal Aid know

most banks are closing and everything is being made online.

Regards
Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 05 December 2023 08:07

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

245. Hope you are well, having reviewed the documents we require the following to

246. open the case as some are missing

247. Barclays account 009635867 only runs until 16/11/2023 can you provide statements from 17/11/2023-5/12/2023 everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023

248. Nat west bank account only shows transactions , we need the bank statement to show the account balance as well as transaction similar to Barclays account. Can you provide this for the dates of 3/9/12-5/12/2023

249. Once you get these documents to me I can review them and hopefully open the case.

250. Could you please get these to me ASAP and before Friday if possible.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 04 December 2023 12:39

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre

Please see the below email from David, he has sent over the document I sent him for the legal aid. I hope we can deal with this new homelessness matter with the local authority for Deon as fast as possible and hope you could see if they will do her somewhere to stay while they carry out the review.

Regards
Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 04 December 2023 12:06

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>
Subject: FW: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)
Dear Ms Cordell,

Further to my below email, please find below the contact details for Andre Cummings:
Email: <mailto:AndreC@duncanlewis.com> AndreC@duncanlewis.com
Tel no: 020 7275 2883.
Mr Cummings does not work on Monday.
Kind regards

David Quee
Trainee Solicitor
DDI: 02072752023
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From: David Quee
Sent: 04 December 2023 11:59 AM
To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk> lorraine32@blueyonder.co.uk>; 'deon benjamin' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>
Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)
Dear Ms Cordell,
Thank you for your email and attached documents.
I have sent your email to my colleague, Andre Cummings, who will now be responsible for handling your homelessness matter with the local authority.

I suggest you liaise with him regarding your new homelessness application with the local authority now.
Kind regards

David Quee
Trainee Solicitor
DDI: 02072752023
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<https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>
From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk> lorraine32@blueyonder.co.uk>
Sent: 03 December 2023 12:54 PM
To: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>;

'deon benjamin' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>
Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)
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Dear David

Thank you for the below email and sorry it's taken me time to send you the updated information for you to deal with the review with Enfield Council I was waiting for the new updated letter from the DWP as Andre Cummings said at court this would be needed for Legal Aid. Deon was very upset at court due to what happened and the document not being put in to court in time, well we all was as we did not know what was going on.
Please see attached documents

I await to hear from you regarding the review for housing for Deon with Enfield Council, I hope they can put her somewhere temporary until this is addressed, there has been a great deal going on also with L&Q which I will list out in a new email.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 29 November 2023 11:19

To: 'deonbenjamin@yahoo.com' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Subject: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Benjamin,

Please find the attached letter regarding your above matter for your information.

If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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[B184500002] Re: Your Homelessness Matter (s204 Appeal)

From: David Quee <Davidq@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Wed, 06 Dec 2023 17:21:09 +0000

Attachments:

251. SEALED COURT ORDER.pdf

Dear Ms Benjamin,

Please find attached the sealed Order received from the court for your information.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8ba
VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
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RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your

Homelessness Matter (S204 Appeal)

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 07 Dec 2023 07:45:09 +0000

Attachments:

252. ESA-Benefit-letter-23-11-23.pdf,

253. Barclays-00935867-New.pdf,

254. Transactions--600738-49508989--06-09-2023-05-12-2023.pdf,

255. Transactions--600738-57218161--06-09-2023-05-12-2023.pdf

Dear Andre

256. Please see attached documents, from a bank print out.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 06 December 2023 12:19

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Cc: David Quee <Davidq@Duncanlewis.com>

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Importance: High

Dear Lorraine

257. Hope you are well, having reviewed the documents we require the following to open the case as some are missing unless we get these documents I can't open the file.

258. Bank statements can only be a week old so the bank statement needs to run until at least the 1/12/2023.

259. We require the following

260. Barclays account 009635867 only runs until 30/11/2023 can you provide statements from 30/11/2023-6/12/2023 everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023 you still did not provide the statements for the savings account.

261. Nat west bank account 57218161 on runs until 7/11/2023 we need 8/11/2023- 6/12/2023

262. Nat west bank account 49508989 need 1/12/2023-6/12/2023

263. You can get these printed at the bank or see if you can get the pdf online that shows the transactions and balance.

264. If your unable to get it to today's date, if your able to get all the bank statements to run until the 1/12/2023 and get it to me by 4pm tomorrow and its ok. I will send over the legal aid form for you to sign and try to open the case before 7 days have past as the deadline would be Friday if bank statements end on 1/12/2023.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 05 December 2023 20:08

To: Andre Cummings <AndreC@Duncanlewis.com>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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the email or open attachments unless you are expecting this email.

Dear Andre

265. We have tried all day to get what you have asked most of the banks in this area are all closed or never had any paper in 1 which we found and they wont have any as that one is closing also. We were also told when we called them is there a way to do it and they stated only online.
266. We have done our best to get the latest online ones, some had to be done via photo as that was the only way in which to do it.
267. I really hope you are able to deal with this as I am not sure what we will do, surely Legal Aid know most banks are closing and everything is being made online.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 05 December 2023 08:07

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

268. Hope you are well, having reviewed the documents we require the following to open the case as some are missing
269. Barclays account 009635867 only runs until 16/11/2023 can you provide statements from 17/11/2023-5/12/2023 everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023
270. Nat west bank account only shows transactions , we need the bank statement to show the account balance as well as transaction similar to Barclays account. Can you provided this for the dates of 3/9/12-5/12/2023
271. Once you get these documents to me I can review them and hopefully open the case.
272. Could you please get these to me ASAP and before Friday if possible.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 04 December 2023 12:39

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal) Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear Andre

Please see the below email from David, he has sent over the document I sent him for the legal aid.

I hope we can deal with this new homelessness matter with the local authority for Deon as fast as possible and hope you could see if they will do her somewhere to stay while they carry out the review.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com>

Sent: 04 December 2023 12:06

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: FW: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal) Dear Ms Cordell,

Further to my below email, please find below the contact details for Andre Cummings:

Email: AndreC@duncanlewis.com

Tel no: 020 7275 2883.

Mr Cummings does not work on Monday.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: David Quee

Sent: 04 December 2023 11:59 AM

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal) Dear Ms Cordell,

Thank you for your email and attached documents.

I have sent your email to my colleague, Andre Cummings, who will now be responsible for handling your homelessness matter with the local authority.

I suggest you liaise with him regarding your new homelessness application with the local authority now.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 03 December 2023 12:54 PM

To: David Quee <Davidq@Duncanlewis.com>; 'deon benjamin' <deonbenjamin@yahoo.com> Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal) Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear David

Thank you for the below email and sorry it's taken me time to send you the updated information for you to deal with the review with Enfield Council I was waiting for the new updated letter from the DWP as Andre Cummings said at court this would be needed for Legal Aid. Deon was very upset at court due to what happened and the document not being put in to court in time, well we all was as we did not know what was going on.

Please see attached documents

I await to hear from you regarding the review for housing for Deon with Enfield Council, I hope they can put her somewhere temporary until this is addressed, there has been a great deal going on also with L&Q which I will list out in a new email.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com>

Sent: 29 November 2023 11:19

To: 'deonbenjamin@yahoo.com' <deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Benjamin,

Please find the attached letter regarding your above matter for your information.

If you have any queries, please do not hesitate to contact me.

Kind regards David Quee Trainee Solicitor DDI: 02072752023

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Read: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Thu, 07 Dec 2023 10:56:12 +0000

273. Your message

RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your

Homelessness Matter (S204 Appeal)

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 07 Dec 2023 12:12:16 +0100

Attachments:

274. Extracted pages from CW1 form Version 31 August 2023 .pdf

Dear Lorraine

275. Thank you for the bank accounts, please find attached legal aid form for deon to sign.

276. I can send the document via docusign if that's easier if you do not have an electrical signature.

277. I have set the date the form needs to be sign with so deon just needs to

278. sign.

279. Can you confirm Deon address should I list the address as no fix abode, as deon is homeless correct.

Kind regard

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 07 December 2023 07:45

To: Andre Cummings <AndreC@Duncanlewis.com>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

280. Please see attached documents, from a bank print out.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Sent: 06 December 2023 12:19

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >; 'deon benjamin'

<deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Cc: David Quee <Davidq@Duncanlewis.com <<mailto:Davidq@Duncanlewis.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

Importance: High

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to

open the case as some are missing unless we get these documents I can't open the file.

Bank statements can only be a week old so the bank statement needs to run until at least the 1/12/2023. We require the following

* Barclays account 009635867 only runs until 30/11/2023 can you provide statements from 30/11/2023-6/12/2023

* everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023 you still did not provide the statements for the savings account.

* Nat west bank account 57218161 on runs until 7/11/2023 we need 8/11/2023-6/12/2023

* Nat west bank account 49508989 need 1/12/2023-6/12/2023

You can get these printed at the bank or see if you can get the pdf online that shows the transactions and balance.

If your unable to get it to today's date, if your able to get all the bank statements to run until the 1/12/2023 and get it to me by 4pm tomorrow and its ok. I will send over the legal aid form for you to sign and try to open the case before 7 days have past as the deadline would be Friday if bank statements end on 1/12/2023.

Kind regards

Andre Cummings
Apprentice Solicitor
DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 05 December 2023 20:08

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>>

deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

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Dear Andre

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I really hope you are able to deal with this as I am not sure what we will do, surely Legal Aid know most banks are closing and everything is being made online.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Sent: 05 December 2023 08:07

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >
Subject: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness
Matter (S204 Appeal)

Dear Lorraine

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open the case as some are missing

* Barclays account 009635867 only runs until 16/11/2023 can you provide
statements from 17/11/2023-5/12/2023
* everyday saver account 60930695 you did not provide statements for it can
you provide statements between 3/9/2023-5/12/2023
* Nat west bank account only shows transactions , we need the bank statement
to show the account balance as well as transaction similar to Barclays
account. Can you provided this for the dates of 3/9/12-5/12/2023
Once you get these documents to me I can review them and hopefully open the case.
Could you please get these to me ASAP and before Friday if possible.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba
VnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater- london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 04 December 2023 12:39

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204
Appeal)

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the email or open attachments unless you are
expecting this email.

Dear Andre

Please see the below email from David, he has sent over the document I sent him for the legal aid.
I hope we can deal with this new homelessness matter with the local authority for Deon as fast as
possible and hope you could see if they will do her somewhere to stay while they carry out the review.
Regards
Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 04 December 2023 12:06

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Subject: FW: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204
Appeal)

Dear Ms Cordell,
Further to my below email, please find below the contact details for Andre Cummings:
Email: <mailto:AndreC@duncanlewis.com> AndreC@duncanlewis.com

Tel no: 020 7275 2883.

Mr Cummings does not work on Monday.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: David Quee
Sent: 04 December 2023 11:59 AM
To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk> lorraine32@blueyonder.co.uk>; 'deon benjamin' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>
Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Cordell,

Thank you for your email and attached documents.

I have sent your email to my colleague, Andre Cummings, who will now be responsible for handling your homelessness matter with the local authority.

I suggest you liaise with him regarding your new homelessness application with the local authority now.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk> lorraine32@blueyonder.co.uk>
Sent: 03 December 2023 12:54 PM
To: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>; 'deon benjamin' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>
Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear David

Thank you for the below email and sorry it's taken me time to send you the updated information for you to deal with the review with Enfield Council I was waiting for the new updated letter from the DWP as Andre Cummings said at court this would be needed for Legal Aid. Deon was very upset at court due to what happened and the document not being put in to court in time, well we all was as we did not know what was going on.

Please see attached documents

I await to hear from you regarding the review for housing for Deon with Enfield Council, I hope they can put her somewhere temporary until this is addressed, there has been a great deal going on also with L&Q which I will list out in a new email.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 29 November 2023 11:19

To: 'deonbenjamin@yahoo.com' <<mailto:deonbenjamin@yahoo.com>

deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Subject: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Benjamin,

Please find the attached letter regarding your above matter for your information.

If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your

Homelessness Matter (S204 Appeal)

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 07 Dec 2023 13:01:44 +0100

Attachments:

281. Extracted pages from CW1 form Version 31 August 2023 .pdf

Dear Andre

282. Please see attached signed document

283. Yes Deon is of no fixed abode.

284. And there is a great deal to address regarding L&Q also that's came up over the last few weeks, which I am not sure if it will help Deon case with Enfield Council.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 07 December 2023 11:12

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin' <deonbenjamin@yahoo.com>

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

285. Thank you for the bank accounts, please find attached legal aid form for deon to sign.

286. I can send the document via docusign if that's easier if you do not have an electrical signature.

287. I have set the date the form needs to be sign with so deon just needs to sign.

288. Can you confirm Deon address should I list the address as no fix abode, as deon is homeless correct.

Kind regard

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 07 December 2023 07:45

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

>; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

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Dear Andre

Please see attached documents, from a bank print out.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 06 December 2023 12:19

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Cc: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

Importance: High

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to open the case as some are missing unless we get these documents I can't open the file.

Bank statements can only be a week old so the bank statement needs to run until at least the 1/12/2023.

We require the following

- * Barclays account 009635867 only runs until 30/11/2023 can you provide statements from 30/11/2023-6/12/2023

- * everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023 you still did not provide the statements for the savings account.

- * Nat west bank account 57218161 on runs until 7/11/2023 we need 8/11/2023-6/12/2023

- * Nat west bank account 49508989 need 1/12/2023-6/12/2023

You can get these printed at the bank or see if you can get the pdf online that shows the transactions and balance.

If your unable to get it to today's date, if your able to get all the bank statements to run until the 1/12/2023 and get it to me by 4pm tomorrow and its ok. I will send over the legal aid form for you to sign and try to open the case before 7 days have past as the deadline would be Friday if bank statements end on 1/12/2023.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 05 December 2023 20:08

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

>; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

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Dear Andre

We have tried all day to get what you have asked most of the banks in this area are all closed or never had any paper in 1 which we found and they wont have any as that one is closing also. We were also told when we called them is there a way to do it and they stated only online.

We have done our best to get the latest online ones, some had to be done via photo as that was the only way in which to do it.

I really hope you are able to deal with this as I am not sure what we will do, surely Legal Aid know most banks are closing and everything is being made online.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 05 December 2023 08:07

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to open the case as some are missing

- * Barclays account 009635867 only runs until 16/11/2023 can you provide statements from 17/11/2023-5/12/2023

- * everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023

- * Nat west bank account only shows transactions , we need the bank statement

to show the account balance as well as transaction similar to Barclays account. Can you provided this for the dates of 3/9/12-5/12/2023

Once you get these documents to me I can review them and hopefully open the case.

Could you please get these to me ASAP and before Friday if possible.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 04 December 2023 12:39

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204

Appeal)

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Dear Andre

Please see the below email from David, he has sent over the document I sent him for the legal aid.

I hope we can deal with this new homelessness matter with the local authority for Deon as fast as possible and hope you could see if they will do her somewhere to stay while they carry out the review.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 04 December 2023 12:06

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Subject: FW: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Cordell,

Further to my below email, please find below the contact details for Andre Cummings:

Email: <mailto:AndreC@duncanlewis.com> AndreC@duncanlewis.com

Tel no: 020 7275 2883.

Mr Cummings does not work on Monday.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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Sent: 04 December 2023 11:59 AM

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Cordell,

Thank you for your email and attached documents.

I have sent your email to my colleague, Andre Cummings, who will now be responsible for handling your homelessness matter with the local authority.

I suggest you liaise with him regarding your new homelessness application with the local authority now.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>>

lorraine32@blueyonder.co.uk>

Sent: 03 December 2023 12:54 PM

To: David Quee <<mailto:Davidq@Duncanlewis.com>> Davidq@Duncanlewis.com>;

'deon benjamin' <<mailto:deonbenjamin@yahoo.com>> deonbenjamin@yahoo.com>

Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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updated information for you to deal with the review with Enfield Council I

was waiting for the new updated letter from the DWP as Andre Cummings said at court this would be needed for Legal Aid. Deon was very upset at court due to what happened and the document not being put in to court in time, well we all was as we did not know what was going on.

Please see attached documents

I await to hear from you regarding the review for housing for Deon with Enfield Council, I hope they can put her somewhere temporary until this is addressed, there has been a great deal going on also with L&Q which I will list out in a new email.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com>> Davidq@Duncanlewis.com>

Sent: 29 November 2023 11:19

To: 'deonbenjamin@yahoo.com' <<mailto:deonbenjamin@yahoo.com>>

deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>>

lorraine32@blueyonder.co.uk>

Subject: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Benjamin,

Please find the attached letter regarding your above matter for your information.

If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

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Read: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Thu, 07 Dec 2023 13:31:18 +0000

289. Your message

Read: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Thu, 07 Dec 2023 14:36:25 +0000

290. Your message

RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your

Homelessness Matter (S204 Appeal)

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 07 Dec 2023 15:21:17 +0100

Dear Lorraine

291. Thank you for the documents , could you confirm the best number to contact you or deon on as I am opening a file and need to write down the phone number.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 07 December 2023 12:02

To: Andre Cummings <AndreC@Duncanlewis.com>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

292. Please see attached signed document

293. Yes, Deon is of no fixed abode.

294. And there is a great deal to address regarding L&Q also that's came up over the last few weeks, which I am not sure if it will help Deon case with Enfield Council.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 07 December 2023 11:12

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

Thank you for the bank accounts, please find attached legal aid form for deon to sing.

I can send the document via docusign if that's easier if you do not have an electrical signature.

I have set the date the form needs to be sign with so deon just needs to sign.

Can you confirm Deon address should I list the address as no fix abode, as deon is homeless correct.

Kind regard

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 07 December 2023 07:45

To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>>

>; 'deon benjamin' <deonbenjamin@yahoo.com> <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

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Dear Andre

Please see attached documents, from a bank print out.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >

Sent: 06 December 2023 12:19

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >; 'deon benjamin'

<deonbenjamin@yahoo.com> <<mailto:deonbenjamin@yahoo.com>> >

Cc: David Quee <Davidq@Duncanlewis.com> <<mailto:Davidq@Duncanlewis.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

Importance: High

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to

open the case as some are missing unless we get these documents I can't open the file.

Bank statements can only be a week old so the bank statement needs to run until at least the 1/12/2023.

We require the following

* Barclays account 009635867 only runs until 30/11/2023 can you provide statements from 30/11/2023-6/12/2023

* everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023 you still did not provide

the statements for the savings account.

* Nat west bank account 57218161 on runs until 7/11/2023 we need 8/11/2023-6/12/2023

* Nat west bank account 49508989 need 1/12/2023-6/12/2023

You can get these printed at the bank or see if you can get the pdf online that shows the transactions and balance.

If your unable to get it to today's date, if your able to get all the bank statements to run until the 1/12/2023 and get it to me by 4pm tomorrow and its ok. I will send over the legal aid form for you to sign and try to open the case before 7 days have past as the deadline would be Friday if bank statements end on 1/12/2023.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 05 December 2023 20:08

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>>
>; 'deon benjamin' <deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

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Dear Andre

We have tried all day to get what you have asked most of the banks in this area are all closed or never had any paper in 1 which we found and they wont have any as that one is closing also. We were also told when we called them is there a way to do it and they stated only online.

We have done our best to get the latest online ones, some had to be done via photo as that was the only way in which to do it.

I really hope you are able to deal with this as I am not sure what we will do, surely Legal Aid know most banks are closing and everything is being made online.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Sent: 05 December 2023 08:07

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Subject: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to open the case as some are missing

* Barclays account 009635867 only runs until 16/11/2023 can you provide statements from 17/11/2023-5/12/2023

* everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023

* Nat west bank account only shows transactions , we need the bank statement to show the account balance as well as transaction similar to Barclays account. Can you provided this for the dates of 3/9/12-5/12/2023
Once you get these documents to me I can review them and hopefully open the case.
Could you please get these to me ASAP and before Friday if possible.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 04 December 2023 12:39

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

Please see the below email from David, he has sent over the document I sent him for the legal aid. I hope we can deal with this new homelessness matter with the local authority for Deon as fast as possible and hope you could see if they will do her somewhere to stay while they carry out the review.
Regards

Lorraine

From: David Quee <<<mailto:Davidq@Duncanlewis.com>> Davidq@Duncanlewis.com>

Sent: 04 December 2023 12:06

To: 'Lorraine Cordell' <<<mailto:lorraine32@blueyonder.co.uk>>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

<<mailto:deonbenjamin@yahoo.com>> deonbenjamin@yahoo.com>

Subject: FW: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Cordell,

Further to my below email, please find below the contact details for Andre Cummings:

Email: <<mailto:AndreC@duncanlewis.com>> AndreC@duncanlewis.com

Tel no: 020 7275 2883.

Mr Cummings does not work on Monday.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: David Quee

Sent: 04 December 2023 11:59 AM

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>>

lorraine32@blueyonder.co.uk; 'deon benjamin' <

<mailto:deonbenjamin@yahoo.com>> deonbenjamin@yahoo.com>

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Cordell,

Thank you for your email and attached documents.

I have sent your email to my colleague, Andre Cummings, who will now be responsible for handling your homelessness matter with the local authority.

I suggest you liaise with him regarding your new homelessness application with the local authority now.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>>

lorraine32@blueyonder.co.uk>

Sent: 03 December 2023 12:54 PM

To: David Quee <<mailto:Davidq@Duncanlewis.com>> Davidq@Duncanlewis.com>;

'deon benjamin' <<mailto:deonbenjamin@yahoo.com>> deonbenjamin@yahoo.com>

Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear David

Thank you for the below email and sorry it's taken me time to send you the updated information for you to deal with the review with Enfield Council I was waiting for the new updated letter from the DWP as Andre Cummings said at court this would be needed for Legal Aid. Deon was very upset at court due to what happened and the document not being put in to court in time, well we all was as we did not know what was going on.

Please see attached documents

I await to hear from you regarding the review for housing for Deon with

Enfield Council, I hope they can put her somewhere temporary until this is

addressed, there has been a great deal going on also with L&Q which I will list out in a new email.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 29 November 2023 11:19

To: 'deonbenjamin@yahoo.com' <<mailto:deonbenjamin@yahoo.com>

deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Subject: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Benjamin,

Please find the attached letter regarding your above matter for your information.

If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 07 Dec 2023 15:32:45 +0100

Dear Andre

295. Thank you for your email

296. My number is 07807 333545 and deon number is 07383 748999. Deon email is also included with this email

297. deonbenjamin@yahoo.com

298. <mailto:deonbenjamin@yahoo.com>

299. Once Legion Aid is granted I will do a writeup as to what's going on also with L&Q

Regards

Lorrane

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 07 December 2023 14:21

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

300. Thank you for the documents , could you confirm the best number to contact

301. you or deon on as I am opening a file and need to write down the phone number.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 07 December 2023 12:02

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

>; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

302. Please see attached signed document

303. Yes, Deon is of no fixed abode.

304. And there is a great deal to address regarding L&Q also that's came up over the last few weeks, which I am not sure if it will help Deon case with Enfield Council.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >
Sent: 07 December 2023 11:12
To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'
<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

305. Thank you for the bank accounts, please find attached legal aid form for deon to sign.
306. I can send the document via docusign if that's easier if you do not have an electrical signature.
307. I have set the date the form needs to be sign with so deon just needs to
308. sign.
309. Can you confirm Deon address should I list the address as no fix abode, as deon is homeless correct.

Kind regard

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 07 December 2023 07:45

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

>; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

310. Please see attached documents, from a bank print out.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

>

Sent: 06 December 2023 12:19

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Cc: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Importance: High

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to open the case as some are missing unless we get these documents I can't open

the file.
Bank statements can only be a week old so the bank statement needs to run until at least the 1/12/2023.
We require the following
* Barclays account 009635867 only runs until 30/11/2023 can you provide statements from 30/11/2023-6/12/2023
* everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023 you still did not provide the statements for the savings account.
* Nat west bank account 57218161 on runs until 7/11/2023 we need 8/11/2023-6/12/2023
* Nat west bank account 49508989 need 1/12/2023-6/12/2023

You can get these printed at the bank or see if you can get the pdf online that shows the transactions and balance.

If your unable to get it to today's date, if your able to get all the bank statements to run until the 1/12/2023 and get it to me by 4pm tomorrow and its ok. I will send over the legal aid form for you to sign and try to open the case before 7 days have past as the deadline would be Friday if bank statements end on 1/12/2023.

Kind regards
Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 05 December 2023 20:08

To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>>

>; 'deon benjamin' <deonbenjamin@yahoo.com> <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

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Dear Andre

We have tried all day to get what you have asked most of the banks in this area are all closed or never had any paper in 1 which we found and they wont have any as that one is closing also. We were also told when we called them is there a way to do it and they stated only online. We have done our best to get the latest online ones, some had to be done via photo as that was the only way in which to do it.

I really hope you are able to deal with this as I am not sure what we will do, surely Legal Aid know most banks are closing and everything is being made online.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >

Sent: 05 December 2023 08:07

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to open the case as some are missing

* Barclays account 009635867 only runs until 16/11/2023 can you provide statements from 17/11/2023-5/12/2023

* everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023

* Nat west bank account only shows transactions , we need the bank statement to show the account balance as well as transaction similar to Barclays account. Can you provided this for the dates of 3/9/12-5/12/2023

Once you get these documents to me I can review them and hopefully open the case.

Could you please get these to me ASAP and before Friday if possible.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 04 December 2023 12:39

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

Please see the below email from David, he has sent over the document I sent him for the legal aid.

I hope we can deal with this new homelessness matter with the local authority for Deon as fast as possible and hope you could see if they will do her somewhere to stay while they carry out the review.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 04 December 2023 12:06

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Subject: FW: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204

Appeal)

Dear Ms Cordell,

Further to my below email, please find below the contact details for Andre Cummings:

Email: <mailto:AndreC@duncanlewis.com> AndreC@duncanlewis.com

Tel no: 020 7275 2883.

Mr Cummings does not work on Monday.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: David Quee

Sent: 04 December 2023 11:59 AM

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204

Appeal)

Dear Ms Cordell,

Thank you for your email and attached documents.

I have sent your email to my colleague, Andre Cummings, who will now be responsible for handling your homelessness matter with the local authority.

I suggest you liaise with him regarding your new homelessness application with the local authority now.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Sent: 03 December 2023 12:54 PM

To: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>;

'deon benjamin' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204

Appeal)

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Dear David

Thank you for the below email and sorry it's taken me time to send you the updated information for you to deal with the review with Enfield Council I was waiting for the new updated letter from the DWP as Andre Cummings said at court this would be needed for Legal Aid. Deon was very upset at court due to what happened and the document not being put in to court in time, well we all was as we did not know what was going on.

Please see attached documents

I await to hear from you regarding the review for housing for Deon with Enfield Council, I hope they can put her somewhere temporary until this is addressed, there has been a great deal going on also with L&Q which I will list out in a new email.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 29 November 2023 11:19

To: 'deonbenjamin@yahoo.com' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Subject: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Benjamin,

Please find the attached letter regarding your above matter for your information.

If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your

Homelessness Matter (S204 Appeal)

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 07 Dec 2023 15:39:35 +0100

Dear Lorraine

311. Thank you for the email, once legal aid is granted I will arrange a phone call hopefully tomorrow.

312. I am apply for legal aid now .

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 07 December 2023 14:33

To: Andre Cummings <AndreC@Duncanlewis.com>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

313. Thank you for your email

314. My number is 07807 333545 and deon number is 07383 748999. Deon email is

315. also included with this email

316. deonbenjamin@yahoo.com

317. <mailto:deonbenjamin@yahoo.com>

318. Once Legion Aid is granted I will do a writeup as to what's going on also with L&Q

Regards

Lorrane

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

Sent: 07 December 2023 14:21

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

319. Thank you for the documents , could you confirm the best number to contact you or deon on as I am opening a file and need to write down the phone number.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba
VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
<<mailto:lorraine32@blueyonder.co.uk>> >
Sent: 07 December 2023 12:02
To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>>
>; 'deon benjamin' <deonbenjamin@yahoo.com> <<mailto:deonbenjamin@yahoo.com>> >
Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your
Homelessness Matter (S204 Appeal)
Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in
the email or open attachments unless you are
expecting this email.

Dear Andre
Please see attached signed document
Yes Deon is of no fixed abode.
And there is a great deal to address regarding L&Q also that's came up over
the last few weeks, which I am not sure if it will help Deon case with
Enfield Council.
Regards

Lorraine
From: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >
Sent: 07 December 2023 11:12
To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk> <<mailto:lorraine32@blueyonder.co.uk>> >; 'deon benjamin'
<deonbenjamin@yahoo.com> <<mailto:deonbenjamin@yahoo.com>> >
Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your
Homelessness Matter (S204 Appeal)
Dear Lorraine
Thank you for the bank accounts, please find attached legal aid form for
deon to sing.

I can send the document via docusign if that's easier if you do not have an
electrical signature.
I have set the date the form needs to be sign with so deon just needs to sign.
Can you confirm Deon address should I list the address as no fix abode, as deon is homeless correct.
Kind regard

Andre Cummings
Apprentice Solicitor
DDI: 02072752883
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<<https://www.duncanlewis.co.uk/Home/Unsubscribe>> here
<<https://m.facebook.com/duncanlewislawfirm/>>
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<[https://www.linkedin.com/authwall?](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3tolqAyYI0gfIWMqXC11x_GaLYoZunVJZ8ba
VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >

Sent: 07 December 2023 07:45

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>
>; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your
Homelessness Matter (S204 Appeal)

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in
the email or open attachments unless you are expecting this email.

Dear Andre

Please see attached documents, from a bank print out.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 06 December 2023 12:19

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Cc: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your
Homelessness Matter (S204 Appeal)

Importance: High

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to open the case as some
are missing unless we get these documents I can't open the file.

Bank statements can only be a week old so the bank statement needs to run until at least the 1/12/2023.
We require the following

* Barclays account 009635867 only runs until 30/11/2023 can you provide
statements from 30/11/2023-6/12/2023

* everyday saver account 60930695 you did not provide statements for it can you provide statements
between 3/9/2023-5/12/2023 you still did not provide the statements for the savings account.

* Nat west bank account 57218161 on runs until 7/11/2023 we need 8/11/2023-6/12/2023

* Nat west bank account 49508989 need 1/12/2023-6/12/2023

You can get these printed at the bank or see if you can get the pdf online that shows the transactions and
balance.

If your unable to get it to today's date, if your able to get all the bank
statements to run until the 1/12/2023 and get it to me by 4pm tomorrow and
its ok. I will send over the legal aid form for you to sign and try to open

the case before 7 days have past as the deadline would be Friday if bank
statements end on 1/12/2023.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trklInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba
VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&

%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater- london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 05 December 2023 20:08

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>

>; 'deon benjamin' <deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

Alert: This is an external email received from outside Duncan Lewis. Please

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expecting this email.

Dear Andre

We have tried all day to get what you have asked most of the banks in this area are all closed or never
had any paper in 1 which we found and they wont have any as that one is closing also. We were also told
when we called them is there a way to do it and they stated only online.

We have done our best to get the latest online ones, some had to be done via
photo as that was the only way in which to do it.

I really hope you are able to deal with this as I am not sure what we will
do, surely Legal Aid know most banks are closing and everything is being made online.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Sent: 05 December 2023 08:07

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Subject: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness
Matter (S204 Appeal)

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to
open the case as some are missing

* Barclays account 009635867 only runs until 16/11/2023 can you provide statements from 17/11/2023-
5/12/2023

* everyday saver account 60930695 you did not provide statements for it can you provide statements
between 3/9/2023-5/12/2023

* Nat west bank account only shows transactions , we need the bank statement to show the account
balance as well as transaction similar to Barclays
account. Can you provided this for the dates of 3/9/12-5/12/2023

Once you get these documents to me I can review them and hopefully open the
case.

Could you please get these to me ASAP and before Friday if possible.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
<<mailto:lorraine32@blueyonder.co.uk>> >
Sent: 04 December 2023 12:39
To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >
Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204

Appeal)
Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.
Dear Andre
Please see the below email from David, he has sent over the document I sent him for the legal aid. I hope we can deal with this new homelessness matter with the local

authority for Deon as fast as possible and hope you could see if they will do her somewhere to stay while they carry out the review.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com>> Davidq@Duncanlewis.com>

Sent: 04 December 2023 12:06

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

<mailto:deonbenjamin@yahoo.com>> deonbenjamin@yahoo.com>

Subject: FW: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204

Appeal)

Dear Ms Cordell,

Further to my below email, please find below the contact details for Andre Cummings:

Email: <<mailto:AndreC@duncanlewis.com>> AndreC@duncanlewis.com

Tel no: 020 7275 2883.

Mr Cummings does not work on Monday.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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[trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: David Quee

Sent: 04 December 2023 11:59 AM

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>
lorraine32@blueyonder.co.uk>; 'deon benjamin' <
<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>
Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204
Appeal)
Dear Ms Cordell,
Thank you for your email and attached documents.

I have sent your email to my colleague, Andre Cummings, who will now be
responsible for handling your homelessness matter with the local authority.
I suggest you liaise with him regarding your new homelessness application with the local authority now.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba
VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater- london>

From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Sent: 03 December 2023 12:54 PM

To: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>;

'deon benjamin' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204
Appeal)

Alert: This is an external email received from outside Duncan Lewis. Please
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Dear David

Thank you for the below email and sorry it's taken me time to send you the updated information for you to
deal with the review with Enfield Council I was waiting for the new updated letter from the DWP as Andre
Cummings said at court this would be needed for Legal Aid. Deon was very upset at court due to what
happened and the document not being put in to court in time,
well we all was as we did not know what was going on.

Please see attached documents

I await to hear from you regarding the review for housing for Deon with Enfield Council, I hope they can
put her somewhere temporary until this is addressed, there has been a great deal going on also with L&Q
which I will list out in a new email.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 29 November 2023 11:19

To: 'deonbenjamin@yahoo.com' <<mailto:deonbenjamin@yahoo.com>

deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Subject: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Benjamin,
Please find the attached letter regarding your above matter for your information.
If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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Support Letter and appointment reminder. Rio: 1048195

From: "GENERAL ENQUIRIES (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)" <beh-tr.generalenquiries@nhs.net>

To: deonbenjamin@yahoo.com

Date: Mon, 08 Apr 2024 10:04:38 +0100

Attachments:

320. Deon Benjamin letter for housing .pdf

Dear Deon

321. Please find attached the letter that I had read out to you over the phone, with regards to housing.

322. I also wanted to remind you that our next appointment is on Friday 12th April at 3pm, at Chase Building, Chase Farm Hospital.

323. You are welcome to bring your mother to the meeting, for part of the session.

Kind regards,

Administrators on behalf of Kuntal Mehta

Enfield Integrated Core Mental Health Team

Barnet, Enfield and Haringey Mental Health NHS Trust

and Camden and Islington NHS Foundation Trust

The Chase Building | Chase Farm Hospital site | The Ridgeway | Enfield | EN2

8JL

Telephone : 020 8702 5011

Web: <<http://www.beh-mht.nhs.uk/>> www.beh-mht.nhs.uk

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RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your

Homelessness Matter (S204 Appeal)

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Fri, 08 Dec 2023 11:51:49 +0100

Dear Abdre

324. Thank you for the update, I await to hear from you.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 08 December 2023 10:28

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your

Homelessness Matter (S204 Appeal)

Dear Lorraine and deon

325. Legal aid has now been approved, and your case has now been opened.

326. As I have not dealt with your case since the no priority need decision which was some months ago, I would need to be updated on what has changed since.

327. I will look at your file with David to see what medical evidence has been submitted for the trial you had previously that was settled.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gfIWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 07 December 2023 14:33

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>

>; 'deon benjamin' <deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

328. Thank you for your email

329. My number is 07807 333545 and deon number is 07383 748999. Deon email is also included with this email

330. deonbenjamin@yahoo.com

331. <<mailto:deonbenjamin@yahoo.com>>

332. Once Legion Aid is granted I will do a writeup as to what's going on also with L&Q
Regards
Lorrane

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >
Sent: 07 December 2023 14:21
To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk <mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

Thank you for the documents , could you confirm the best number to contact you or deon on as I am opening a file and need to write down the phone number.

Kind regards

Andre Cummings
Apprentice Solicitor
DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk <mailto:lorraine32@blueyonder.co.uk> >

Sent: 07 December 2023 12:02

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

Please see attached signed document

Yes Deon is of no fixed abode.

And there is a great deal to address regarding L&Q also that's came up over the last few weeks, which I am not sure if it will help Deon case with

Enfield Council.

Regards

Lorrane

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 07 December 2023 11:12

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk <mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your
Homelessness Matter (S204 Appeal)

Dear Lorraine

Thank you for the bank accounts, please find attached legal aid form for deon to sing.
I can send the document via docusign if that's easier if you do not have an
electrical signature.

I have set the date the form needs to be sign with so deon just needs to
sign.

Can you confirm Deon address should I list the address as no fix abode, as deon is homeless correct.

Kind regard

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8ba
VnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater- london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 07 December 2023 07:45

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

>; 'deon benjamin' <deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

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Dear Andre

Please see attached documents, from a bank print out.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Sent: 06 December 2023 12:19

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >; 'deon benjamin'

<deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Cc: David Quee <Davidq@Duncanlewis.com <<mailto:Davidq@Duncanlewis.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

Importance: High

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to open the case as some
are missing unless we get these documents I can't open the file.

Bank statements can only be a week old so the bank statement needs to run until at least the 1/12/2023.

We require the following

* Barclays account 009635867 only runs until 30/11/2023 can you provide

statements from 30/11/2023-6/12/2023

* everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023 you still did not provide the statements for the savings account.

* Nat west bank account 57218161 on runs until 7/11/2023 we need 8/11/2023-6/12/2023

* Nat west bank account 49508989 need 1/12/2023-6/12/2023

You can get these printed at the bank or see if you can get the pdf online that shows the transactions and balance.

If your unable to get it to today's date, if your able to get all the bank statements to run until the 1/12/2023 and get it to me by 4pm tomorrow and its ok. I will send over the legal aid form for you to sign and try to open the case before 7 days have past as the deadline would be Friday if bank statements end on 1/12/2023.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 05 December 2023 20:08

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>

>; 'deon benjamin' <deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

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Dear Andre

We have tried all day to get what you have asked most of the banks in this area are all closed or never had any paper in 1 which we found and they wont have any as that one is closing also. We were also told when we called them is there a way to do it and they stated only online.

We have done our best to get the latest online ones, some had to be done via photo as that was the only way in which to do it.

I really hope you are able to deal with this as I am not sure what we will

do, surely Legal Aid know most banks are closing and everything is being made online.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Sent: 05 December 2023 08:07

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Subject: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness

Matter (S204 Appeal)

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to open the case as some are missing

* Barclays account 009635867 only runs until 16/11/2023 can you provide statements from 17/11/2023-5/12/2023

* everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023

* Nat west bank account only shows transactions , we need the bank statement to show the account balance as well as transaction similar to Barclays account. Can you provided this for the dates of 3/9/12-5/12/2023

Once you get these documents to me I can review them and hopefully open the case.

Could you please get these to me ASAP and before Friday if possible.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 04 December 2023 12:39

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

Please see the below email from David, he has sent over the document I sent him for the legal aid.

I hope we can deal with this new homelessness matter with the local authority for Deon as fast as possible and hope you could see if they will do her somewhere to stay while they carry out the review.

Regards

Lorraine

From: David Quee <<<mailto:Davidq@Duncanlewis.com>> Davidq@Duncanlewis.com>

Sent: 04 December 2023 12:06

To: 'Lorraine Cordell' <<<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>; 'deon benjamin' <

<<mailto:deonbenjamin@yahoo.com>> deonbenjamin@yahoo.com>

Subject: FW: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Cordell,

Further to my below email, please find below the contact details for Andre Cummings:
Email: <mailto:AndreC@duncanlewis.com> AndreC@duncanlewis.com
Tel no: 020 7275 2883.
Mr Cummings does not work on Monday.
Kind regards

David Quee
Trainee Solicitor
DDI: 02072752023
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From: David Quee
Sent: 04 December 2023 11:59 AM
To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk> lorraine32@blueyonder.co.uk>; 'deon benjamin' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>
Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)
Dear Ms Cordell,
Thank you for your email and attached documents.
I have sent your email to my colleague, Andre Cummings, who will now be responsible for handling your homelessness matter with the local authority.

I suggest you liaise with him regarding your new homelessness application with the local authority now.
Kind regards
David Quee

Trainee Solicitor
DDI: 02072752023
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From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk> lorraine32@blueyonder.co.uk>
Sent: 03 December 2023 12:54 PM
To: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>; 'deon benjamin' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>
Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear David

Thank you for the below email and sorry it's taken me time to send you the updated information for you to deal with the review with Enfield Council I was waiting for the new updated letter from the DWP as Andre Cummings said at court this would be needed for Legal Aid. Deon was very upset at court due to what happened and the document not being put in to court in time, well we all was as we did not know what was going on.

Please see attached documents

I await to hear from you regarding the review for housing for Deon with Enfield Council, I hope they can put her somewhere temporary until this is addressed, there has been a great deal going on also with L&Q which I will list out in a new email.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 29 November 2023 11:19

To: 'deonbenjamin@yahoo.com' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk> lorraine32@blueyonder.co.uk>

Subject: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Benjamin,

Please find the attached letter regarding your above matter for your information.

If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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Solicitors

CLIENT AUTHORITY FORM – TO THIRD PARTIES

Name of Client: DB

Client's Address: NFA

Date of birth: *****

NI Number:

My Solicitors	Duncan Lewis Solicitors
Correspondence Address	Sackville House, 143-149 Fenchurch Street, London, EC3M 6BL
Fee Earner	Andre Cummings
Direct Dial	
Case Ref. Number	B184*****

Confirmation

For the purposes of progressing my legal matter and processing data under one or all of the following: Article 6(1)(b) contract, Article 6(1)(c) legal obligation, and/or Article 6(1)(f) legitimate interests of the General Data Protection Regulation (GDPR); I hereby authorise you to release to my solicitors above, any notes, records, reports, papers, correspondence, information or documentation concerning me, in your possession, which they may require of you, including specifically if requested my previous solicitors' files (including attendance notes) and all medical records relating to me that you may

Please quote the above case reference number in all correspondence.

Signed:

Dated: 08/12/2023

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**Read: [B184500003] RE: [DL Admin] RE: [B184500002] RE:
[B184500002]Re: Your Homelessness Matter (S204 Appeal)**

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Fri, 08 Dec 2023 13:38:28 +0000

Your message

**Read: RE: [DL Admin] RE: [B184500002] RE:
[B184500002]Re: Your Homelessness Matter (S204 Appeal)**

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Fri, 08 Dec 2023 14:14:16 +0000

Your message

RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)
From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
To: 'Andre Cummings' <AndreC@Duncanlewis.com>
Date: Fri, 08 Dec 2023 15:01:08 +0100

Attachments:

333. [Deon-Flat-01.JPG](#),
334. [Deon-Flat-02.JPG](#),
335. [Deon-Flat-03.JPG](#),
336. [Deon-Flat-04.JPG](#),
337. [Deon-Flat-05.JPG](#),
338. [Deon-Flat-06.JPG](#),
339. [Deon-Flat-07.JPG](#),
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342. [Deon-Flat-10.JPG](#),
343. [Deon- Flat-11.JPG](#),
344. [Deon-Flat-12.JPG](#),
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355. [Deon-Flat-23.JPG](#),
356. [Deon-Flat-24.JPG](#),
357. [Deon-Flat-25.JPG](#),
358. [Deon-Flat-26.JPG](#),
359. [Deon-Flat-27.JPG](#),
360. [Deon-Flat-28.JPG](#),
361. [Deon-Flat-29.JPG](#)

Dear Andre

Please see attached pictures of some of Deon flat. A complaint has gone into L&Q and been upheld.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 08 December 2023 10:28

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin' <deonbenjamin@yahoo.com>

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine and deon

362. Legal aid has now been approved and your case has now been opened.

363. As I have not dealt with your case since the no priority need decision which was some months ago, I would need to be updated on what has changed since.

364. I will look at your file with David to see what medical evidence has been

365. submitted for the trial you had previously that was settled.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 07 December 2023 14:33

To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>>

>; 'deon benjamin' <deonbenjamin@yahoo.com> <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

Thank you for your email

366. My number is 07807 333545 and deon number is 07383 748999. Deon email is also included with this email deonbenjamin@yahoo.com

<<mailto:deonbenjamin@yahoo.com>>

Once Legion Aid is granted I will do a writeup as to what's going on also with L&Q

Regards

Lorrane

From: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >

Sent: 07 December 2023 14:21

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >; 'deon benjamin'

<deonbenjamin@yahoo.com> <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

367. Thank you for the documents , could you confirm the best number to contact you or deon on as I am opening a file and need to write down the phone number.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 07 December 2023 12:02

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>
>; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

368. Please see attached signed document

369. Yes, Deon is of no fixed abode.

370. And there is a great deal to address regarding L&Q also that's came up over the last few weeks, which I am not sure if it will help Deon case with Enfield Council.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 07 December 2023 11:12

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

371. Thank you for the bank accounts, please find attached legal aid form for deon to sign.

372. I can send the document via docusign if that's easier if you do not have an electrical signature.

373. I have set the date the form needs to be sign with so deon just needs to sign.

374. Can you confirm Deon address should I list the address as no fix abode, as deon is homeless correct.

Kind regard

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 07 December 2023 07:45

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>
>; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002] Re: Your

Homelessness Matter (S204 Appeal)

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Dear Andre

Please see attached documents, from a bank print out.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >
Sent: 06 December 2023 12:19
To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'
<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Cc: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >
Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your
Homelessness Matter (S204 Appeal)
Importance: High

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to open the case as some are missing unless we get these documents I can't open the file.
Bank statements can only be a week old so the bank statement needs to run until at least the 1/12/2023.
We require the following

* Barclays account 009635867 only runs until 30/11/2023 can you provide statements from 30/11/2023-6/12/2023

* everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023 you still did not provide the statements for the savings account.

* Nat west bank account 57218161 on runs until 7/11/2023 we need 8/11/2023-6/12/2023

* Nat west bank account 49508989 need 1/12/2023-6/12/2023

You can get these printed at the bank or see if you can get the pdf online that shows the transactions and balance.

If your unable to get it to today's date, if your able to get all the bank statements to run until the 1/12/2023 and get it to me by 4pm tomorrow and its ok. I will send over the legal aid form for you to sign and try to open the case before 7 days have past as the deadline would be Friday if bank statements end on 1/12/2023.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gfIWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gfIWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 05 December 2023 20:08

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

>; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your

Homelessness Matter (S204 Appeal)

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Dear Andre

We have tried all day to get what you have asked most of the banks in this area are all closed or never had any paper in 1 which we found and they wont have any as that one is closing also. We were also told when we called them is there a way to do it and they stated only online.

We have done our best to get the latest online ones, some had to be done via photo as that was the only way in which to do it.

I really hope you are able to deal with this as I am not sure what we will

do, surely Legal Aid know most banks are closing and everything is being made online.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 05 December 2023 08:07

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: [DL Admin] RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Lorraine

Hope you are well, having reviewed the documents we require the following to open the case as some are missing

- * Barclays account 009635867 only runs until 16/11/2023 can you provide statements from 17/11/2023-5/12/2023

- * everyday saver account 60930695 you did not provide statements for it can you provide statements between 3/9/2023-5/12/2023

- * Nat west bank account only shows transactions , we need the bank statement to show the account balance as well as transaction similar to Barclays

account. Can you provided this for the dates of 3/9/12-5/12/2023

Once you get these documents to me I can review them and hopefully open the case.

Could you please get these to me ASAP and before Friday if possible.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 04 December 2023 12:39

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear Andre

Please see the below email from David, he has sent over the document I sent him for the legal aid. I hope we can deal with this new homelessness matter with the local authority for Deon as fast as possible and hope you could see if they will do her somewhere to stay while they carry out the review.

Regards
Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>
Sent: 04 December 2023 12:06
To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk> lorraine32@blueyonder.co.uk>; 'deon benjamin' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>
Subject: FW: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Cordell,
375. Further to my below email, please find below the contact details for Andre Cummings:

Email: <mailto:AndreC@duncanlewis.com> AndreC@duncanlewis.com
Tel no: 020 7275 2883.

376. Mr Cummings does not work on Monday.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: David Quee

Sent: 04 December 2023 11:59 AM

To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk> lorraine32@blueyonder.co.uk>; 'deon benjamin' <<mailto:deonbenjamin@yahoo.com> deonbenjamin@yahoo.com>

Subject: RE: [B184500002] RE: [B184500002] Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Cordell,

377. Thank you for your email and attached documents.

378. I have sent your email to my colleague, Andre Cummings, who will now be responsible for handling your homelessness matter with the local authority.

379. I suggest you liaise with him regarding your new homelessness application

380. with the local authority now.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>>
lorraine32@blueyonder.co.uk>

Sent: 03 December 2023 12:54 PM

To: David Quee <<mailto:Davidq@Duncanlewis.com>> Davidq@Duncanlewis.com;
'deon benjamin' <<mailto:deonbenjamin@yahoo.com>> deonbenjamin@yahoo.com>
Subject: [B184500002] RE: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

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Dear David

381. Thank you for the below email and sorry it's taken me time to send you the updated information for you to deal with the review with Enfield Council I was waiting for the new updated letter from the DWP as Andre Cummings said at court this would be needed for Legal Aid. Deon was very upset at court due to what happened and the document not being put in to court in time, well we all was as we did not know what was going on.

Please see attached documents

382. I await to hear from you regarding the review for housing for Deon with

383. Enfield Council, I hope they can put her somewhere temporary until this is addressed, there has been a great deal going on also with L&Q which I will list out in a new email.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com>> Davidq@Duncanlewis.com>

Sent: 29 November 2023 11:19

To: 'deonbenjamin@yahoo.com' <<mailto:deonbenjamin@yahoo.com>>
deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>>
lorraine32@blueyonder.co.uk>

Subject: [B184500002]Re: Your Homelessness Matter (S204 Appeal)

Dear Ms Benjamin,

Please find the attached letter regarding your above matter for your information.

If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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Fw: Correspondence from London & Quadrant: Works Order AM/5801670-1

From: deon benjamin <deonbenjamin@yahoo.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Fri, 08 Dec 2023 15:10:40 +0100

Attachments:

384. 19819474.pdf

Sent from Yahoo Mail for iPhone

<[https://mail.onelink.me/107872968?](https://mail.onelink.me/107872968?pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui)

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

Begin forwarded message:

On Monday, November 27, 2023, 12:52 pm, L&Q Correspondence

<donotreply@lqgroup.org.uk> wrote:

Correspondence from London & Quadrant: Works Order AM/5801670-1.

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will not be processed. Please direct any enquiries to

reportarepair@lqgroup.org.uk or your usual point of contact.

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**Read: [B184500003] Deon Benjamin L&Q FW: Stage One
Complaint Acknowledgement and Decision Ref:
CAS-707727-B7H4X4**

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Your message

FZ/DB

Date: 18 December 2023

Miss DB

7 Tennyson Close, Scotland green road Enfield
EN3 4SN

Email: Lorraine32@blueyonder.co.uk

Dear DB



Cardinal House - 7th Floor
20 St Mary's Parsonage
Parsonage Gardens
Central Manchester, M3 2LY

T: +44 (0)844 478 1999
F : +44 (0)844 478 1998
www.veritassolicitors.co.uk

Re: Your housing disrepair claim

Thank you for your instructions in relation to the disrepair problems you are experiencing at your home as a result of your landlord's failure to carry out the necessary remedial works of repair.

Please note your claim will be dealt with by a designated fee earner who is experienced in housing disrepair, the details of which will be supplied to you post allocation of your claim. Your claim will be supervised by a team leader of the delegated fee earner, who details will be supplied in due course, alongside that of the fee earner.

Your Claim

We confirm that Veritas Solicitors is regulated by the Solicitors Regulations Authority, and we will always act in your best interest.

Also, we confirm we do not pay any referral fees for the introduction of any cases. However, we may partake in either a marketing campaign to marketing companies or claims management companies with whom we agree a marketing budget that we pay them for which they would carry out marketing on our behalf or pay recommendation fees to similar entities which result in the production of cases. Both methods result in obtaining cases from them and rest assured both are compliant with rules and regulations under which we are governed. Should you require further details on our onboarding processes, please contact our offices and one of our staff would be happy to explain how we acquired your case in more detail.

We will act independently for you without being compromised on integrity. We must keep affairs of clients and former clients confidential except where disclosure is required or permitted by law. If you are happy for us to discuss and disclose confidential information regarding your matter to a third party, then kindly provide an authority to do so. We can confirm that even where you have granted us authority to discuss your claim with a third party, we will only ever contact you and will only discuss your claim with them where the relevant party may have advised us that you have reached out to them to find out the progress of your claim.

From the limited information you have supplied it would appear you have reasonable prospects of success in pursuing your claim to have the necessary works of repair carried out and to recover compensation. However please note that this assessment of the prospects of success may change once we have obtained the report of an Independent Chartered Surveyor on the causes and effects of the alleged disrepair at your home. Our role in acting for you is to carry out investigations and to value your claim with a view to ultimately obtaining compensation on your behalf. Our professional practice rules dictate we must inform you of a number of matters concerning this claim and how we intend to deal with it on your behalf. We appreciate that this correspondence is comprehensive, but it is important that you thoroughly read it and understand its contents.

By law, you only have 6 years from the date of knowledge of the disrepair (or 3 years when personal injury is alleged) with which to bring your claim. This means, either the claim must be resolved, or Court proceedings are issued, prior to the expiration of any limitation period. Consequently, it is extremely important that you swiftly respond to our correspondence

and remain in contact, which includes advising us of any contact that you receive from your landlord or its representatives.

Veritas Solicitors. LLP is a limited liability partnership registered in England & Wales, with registered number OC 332894. Veritas is Regulated by the Solicitors Regulation Authority under SRA number 47203b. * Registered office.
Any reference to a partner means a member of Veritas Solicitors LLP or a consultant or employee with equivalent standing and qualifications. A list of partners is available at our registered office,

There are two main types of compensation you may claim

385. General damages: Compensation for trouble and inconvenience you have experienced as a result of disrepair at your property, due to your landlord's failure to carry out the repairs within a reasonable timescale.
386. Special damages. This will include out-of-pocket expenses you have incurred as a result of the disrepair. Examples include redecoration costs, excessive heating bills and damage to your personal belongings. We remind you to keep a note of such expenses and retain any original receipts.

In certain circumstances, if it can be shown that the condition of the property has adversely affected your health, and it is confirmed by an independent medical expert, you may also be able to include a claim for damages for personal injury.

Special Needs

If you have any special needs, of any kind, but especially in respect of communicating with us, then please tell us at once. Such special needs may include hearing difficulties, visual impairment, some other physical disability, learning difficulties, language barriers or other cross-cultural issues. Once we know about the issue, we can work together to overcome any anticipated difficulty. If there is ever anything that you do not understand, then please contact the file handler and we will endeavour to assist.

Our Charges and Funding Options

It is important you understand your responsibilities for the landlord and our costs. A person who succeeds in pursuing a claim is responsible for his/her own legal costs and must recover them from the other party, at the conclusion of the case. If you lose your case, you are responsible not only for their own costs but also for the other side's legal costs. The paragraphs below explain how we intend to ensure that you are not exposed to such cost risks.

It is now generally very difficult/not possible to obtain Legal Aid for damages for housing disrepair claims. However, there are several other alternatives that may be open to you in terms of funding your claim. You may have a legal expenses insurance policy attached to your vehicle or home contents insurance policy. You may be a member of a Trade Union or other organisation who assists their members in funding litigation. Please advise us immediately should you or your spouse or partner have a credit card, household, or motor policy, or are members of a union or similar organisation since this may include an entitlement to legal expenses insurance.

We confirm that we will conduct your claim on a “no win, no fee” basis supported by a policy of insurance to cover your disbursements, such as surveyors report fees, engineer report fees, barrister fees and Court fees, which must inevitably be incurred from time to time to progress your case.

Typical disbursement fees incurred to progress your case can range between £500 to £2,000 each. In the event of you winning the case, such sums for disbursements would be paid for by the other party or their insurers excluding the “after the event” legal expenses insurance policy premiums, if applicable, which is not recoverable from the other party.

If you lose your case, the policy insurance should reimburse the disbursements incurred including “after the event” legal expense insurance premium. This is conditional upon your consistent co-operation and provision of accurate instructions. If subsequently it is established you have pursued a fraudulent claim or provided materially inconsistent instructions then you will not have any protection under legal expenses insurance (“before the event” for example pre-existing motor, house contents, credit card policies or “after the event” policy) and will personally be responsible for your own and the opponents’ legal costs,

which may be quite substantial.

If applicable, the success fee, namely the percentage uplift that we add to your bill if you are successful in bringing your claim for housing disrepair and associated losses, is not recoverable from your opponent even if your claim is successful. The success fee, if applicable, is payable by you. We shall charge you a success fee, if applicable, of 100% of our basic charges where the claim concludes at trial, or up to 25% if your claim relates to a housing disrepair matter.

There is a maximum limit on the amount of success fee which we can recover from you. That maximum limit is 25% of the total amount of any: i) general damages for distress, inconvenience, and loss of quiet enjoyment of your property, and ii) damages for pecuniary loss (financial losses element of your compensation), other than future pecuniary loss, which are awarded to you in the proceedings covered by this agreement. The maximum limit is inclusive of any VAT which is chargeable.

The maximum limit includes any success fee payable to a barrister who has a Conditional Fee Agreement (“CFA”) with us. However, this maximum limit applies only to a success fee for proceedings at first instance and not to a success fee on other proceedings (such as, for example, an appeal against a final judgement or order).

This firm is not authorised by the Financial Conduct Authority (formerly the Financial Services Authority). However, it is included on the register maintained by the Financial Conduct Authority so that this firm can carry on insurance mediation activity. This part of the business, including arrangements for complaints or redress if something goes wrong, is regulated by the Solicitors Regulation Authority. The financial services register can be accessed via the website at www.fsa.gov.uk/register.

We have considered a variety of the insurance policies available to cover your liability for the legal costs of the other party, and although we are not acting as an insurance broker, we believe that a policy with Financial & Legal is one which is appropriate for your requirements in that it is reasonable in cost and provides adequate cover against your opponent’s costs, including disbursements, should your claim be unsuccessful.

The cost of the insurance policy will be £448.00 (inclusive of IPT) however, you do not need to pay this at this stage as it is on a deferred credit basis and will be settled at the conclusion of the claim. The cost will be collected from your compensation/damages, if awarded.

Authority to Deduct Monies

By agreeing to these terms and conditions, you authorise Veritas Solicitors to deduct, if applicable, from your compensation monies recovered from your opponents the following:

- 387. Success Fee - Up to 25 %; and
- 388. After the Event Insurance Policy Gross Premium of £448.00 inclusive of IPT:
 - 389. Net Premium £400.00 exclusive of IPT; and
 - 390. IPT £48.00

Fees can increase in accordance with inflation. We will let you have further information if inflation causes our fees to increase. If your claim is unsuccessful the policy itself covers the cost of the policy, meaning that you do not pay for its fee.

We will bear the cost of running the action along with ongoing disbursements such as obtaining a surveyor’s report, medical

records, medical reports and obtaining the Financial & Legal policy. The normal position is that if your claim succeeds your landlord will pay your compensation and will pay our costs. Therefore, there is no charge to you if your claim succeeds apart from the success fee of 25% of damages and the insurance premium if applicable of **£448.00**.

Upon receiving an offer of settlement from your landlord, when advising you of the offer, we may choose to inform you of the '**net**' sum you would receive after the agreed deductions. This is for your convenience so that you are entirely clear on the sum you would receive. If at any point, you would prefer to have a detailed breakdown including the gross offer then please advise us by contacting your designated file handler.

Costs

Although we will be claiming our costs from your opponent, we are obliged to inform you how our fees are calculated.

If your claim settled without the need of issuing Court Proceedings, in any claim worth over £1,000 in respect of the housing disrepair, we will be entitled to receive standard costs.

We will be entitled to charge an hourly rate for the work carried out on your file and the hourly rate will be that which is prescribed by the local County Court as follows:

391.	GradeA:	£261.00per	hour
392.	GradeB:	£218.00per	hour
393.	GradeC:	£178.00per	hour
394.	GradeD:	£126.00per	hour

We will also recover most disbursements such as the cost of obtaining a surveyor's report, medical report and an insurance policy.

If your claim is successfully completed in your favour, then we will look to your opponent to pay your basic charges and disbursements. This excludes the success fee and the after the event legal expenses insurance premium which are not recoverable from your opponents.

Please find attached a Conditional Fee Agreement, which we require you to sign where indicated and return the same to us in the pre-paid envelope provided.

We will make arrangements for the funding of your disbursements in this matter, as appropriate. Disbursements are any monies owed or paid as a result of progressing your case, for example: Medical fees, Surveyors Fees, Barristers Fees, Court Fees etc. On average cases, these range between £500.00 and £1600.00. If you win your case, these sums will be paid by your opponents, **excluding the After the Event Insurance policy premium, which will not be paid by your opponents**. If you lose your case, the insurance policy should reimburse the disbursements incurred, including the after-the-event insurance policy gross premium, if applicable. Please note that this recovery is subject to you cooperating with us in the progression of your claim and providing accurate instructions. **If it later transpires that you have attempted to pursue a fraudulent claim, then you will not have any protection under your any form of insurance and be personally responsible for our costs and your opponent's costs.**

If you are successful in bringing a claim against your opponents, you may recover your costs, disbursements, excluding the

success fee, and any after the event insurance policy premium, as explained in more detail above.

If you are unsuccessful in bringing a claim against your opponents, generally you are not responsible for their legal costs and disbursements. However, you will continue to remain responsible for your own disbursements, but these may be recoverable from the legal expenses insurance policy covering your matter.

In certain circumstances when court proceedings have been issued, the presiding judge may find that you had no reasonable grounds in pursuing your matter or that you were dishonest in bringing your matter. If this is found, then you may be held personally responsible for payment of your opponent's reasonable legal costs and disbursements, as well as, responsible for your own legal costs and disbursements.

Based on the information provided to us by you and on assessment of your case, we believe your case is suitable for 'after the event' insurance policy namely with Financial and Legal Insurance as recommended to us by the broker we employ. This insurance provides an indemnity limit of £25,000.00, which is sufficient to cover the costs of your opponent's legal costs and disbursements and cover your own disbursement, unless there is a finding of fraud or dishonesty on your part.

The cost of this policy gross premium is in the sum of £400.00 (+ insurance premium tax at 12%) for housing disrepair claims. This sum is deferred and therefore you will be required to pay it if you are successful, at the conclusion of your claim. As we are unable to recover this premium from your opponents, regardless of whether you are successful, you will be bound by these terms and conditions to instruct and authorise us to deduct the full insurance policy premium from any compensation you will recover and forward this to the insurance provider, to discharge your liability to them. However, if you are not successful, we will not require payment from you.

Your Responsibilities

We would briefly advise that as long as you fully and reasonably cooperate with us and attend any medical examination or surveyor inspection and your claim is successful then we would accept the costs that your landlord pays, and you would receive your compensation less the 25% success fee and less the insurance premium of £448.00. The latter has been explained above.

Your Duties

395. You must be honest with us.

396. You have an active duty to keep your losses to a minimum.

397. You must tell us anything that may affect our advice. If in any doubt, tell us about it and we can decide with you if the issue is relevant to the case or not.

398. You must cooperate with us.

399. You must not ask us to act improperly or unreasonably.

400. You must attend expert's meetings, meet us or a barrister for interviews and attend court if necessary.

You must keep all relevant documents and provide them to us, even if they may adversely affect your case. It is possible that a court will order you to hand them over to prove your case and your case can be damaged if documents have become lost. You must promptly give us your instructions.

If you receive any documents (including court papers) relating to your matter, you should immediately send these to us.

It is vital that we can contact you at all times until your case is settled. Please inform us in writing of any change of address or telephone number, as failure to do so could delay and prejudice your claim.

Furthermore, please inform us of any other Court proceedings in which you are involved or relevant to this matter and immediately forward copies of any documents you may have received.

You must provide documents to support any losses claimed. It helps us to effectively present your case if you record your losses in a diary or similar log.

Promptly inform us of your instructions when required and we cannot deal with any other person without your permission in advance.

Once information has been provided to us and subsequently changes occur, please inform us in writing. You should not contact any other party or their insurers, as it could severely prejudice your case.

If your housing disrepair matter includes a claim for personal injury, in due course it is likely we will instruct a medical expert to prepare a report. The medical expert will need to review your health records. Therefore, we will in such circumstances require you to complete an attached form of medical authority and return the same to us in the enclosed prepaid envelope.

We shall of course report to you at regular intervals as progress is made with your claim, but should you require any interim reports on progress made at any stage, please feel free to contact us.

Conditional Fee Agreement

We have agreed to take your case on a "no win, no fee" basis. The correct term for these agreements is a "Conditional Fee Agreement".

A feature of the Conditional Fee Agreement is that, in exchange for us taking the risk of not being paid for any of our work if you are unsuccessful, we are entitled to a "success fee" if you win, (you "win" if, on your behalf we obtain an agreement from your opponent to pay, or a court awards, compensation in your favour and any appeal against that award has failed). The success fee in this agreement is set at 25%.

If you win your claim, you pay our fees (as described above), our disbursements (payment of expenses on your behalf), the success fee and the premium for any after the event insurance product. VAT is charged on our base costs and the success fee.

You are entitled to seek recovery from your opponent of our basic charges, and our expenses and disbursements, **BUT not the success fee or any insurance premium, if applicable.**

If your opponent fails to pay any of the compensation or costs owed to you, we have the right to take recovery action in your name to enforce any judgement, order, or agreement. The charges of this action become part of our basic charges.

It may be that your opponent, during the course of the case, makes a Part 36 offer or payment which you reject, on our advice and your claim for damages goes ahead to trial where you recover damages that are less than that of the Part 36 offer or payment. If this happens, we will not claim any charges or success fee for work done after we received notice of the offer or payment.

If you receive interim damages, we may require you to pay some or all our disbursements at that point and to deposit a reasonable amount on account against our future disbursements.

If you receive provisional damages we are entitled to payment of our basic charges, our disbursements, and the success fee at that point.

If on the way to winning or losing you are awarded any costs by agreement or court order, then we are entitled to payment of those costs, together with a success fee on those charges if you win overall.

We can end this agreement if we believe you are unlikely to win. You will not have to pay any fees for our work (other than any expenses paid out on your behalf).

If you end the agreement between us, we have the right to decide whether you should pay our fees, VAT, and disbursements at once, or at the end of the case. This is entirely at our discretion.

We would hope to be able to negotiate a settlement of your claim without the need to involve a specialist barrister. If, however, it does become necessary to do so, we will aim to arrange a “no win, no fee” arrangement with them, so that your responsibility for such fees will be covered on the same basis as our own. However, this is entirely based upon the then instructed barrister and their chambers and they may wish to arrange instruction on a private basis. We will inform you accordingly when we instruct/receive notice from the barrister.

If we must issue court proceedings on your behalf, your liability for costs may increase. We will inform you at that time what additional costs could be incurred.

Our service is a continuing service and so our costs are payable when we cease to act for you.

Where costs are awarded on an interim basis, we may render a bill for the work covered by that interim cost award and keep the money awarded against that interim bill.

We have the right to keep any papers or money until payment is made to us. We may keep any interest on costs and disbursements that we recover.

You have the right to object to any bill we deliver to you, and you can apply for our bill to be assessed by the court under Part III of the Solicitors Act 1974, or you can make a complaint to the Legal Complaints Services.

We are entitled to charge interest on all, or part, of any bill if it is unpaid.

If you win your claim through court proceedings, your opponent may be required to pay interest on the charges and

disbursements incurred by us on your behalf. Since you will have not been paying our charges through the duration of the case, we will be entitled to retain such interest.

PLEASE NOTE: IF YOU DO NOT CO-OPERATE WITH US, OR IF YOU MISLEAD US, WE WILL LOOK TO YOU FOR ALL OF OUR COSTS.

We apologise if this appears as somewhat candid, however, some clients believe the service we offer is totally free unless we win. That is not the case. If you are honest and co-operate, then the agreement with us protects you in respect of our costs. If you lose, there is no charge. If you tell us something that is not true, or you stop cooperating with us, then we can and will ask you to pay our fees. We are sure that this will not happen, but we do want to make sure that you understand how the agreement between us works. The most important feature of this agreement is that if you are unsuccessful with your claim, you will not have to pay any costs to this firm, except as set out below.

Whether successful or not, you may be asked to pay costs and expenses in the following circumstances:

401. If you ask us to obtain extra evidence in support of your claim, in circumstances where we might not be able to recover the cost of such evidence from your opponent. We would warn you before obtaining such evidence that this cost would be your responsibility whether the case was or was not successful.
402. If you fail to cooperate with us in the conduct of your claim or provide us with misleading information. In such a situation we would have the right to stop working for you and to charge you for the work which has been done at the hourly rate set out in this correspondence and for expenses incurred on your behalf.
403. Our fees to act for you are your responsibility. They will form part of your claim against the other party. If you win the case the other side will usually be ordered to pay your basic costs, expenses, and disbursements, BUT not the success fee or any insurance premium, if applicable.
404. If you lose, unless your claim is judged fraudulent, or the claim is struck out, or you are claiming for the benefit of someone else; you should have the benefit of *Qualified one-way Cost Shifting* which effectively means no order for costs will be made against you. This however does not apply in claims for housing disrepair.
405. If you win, we are entitled to be paid for the work we have done from the sums recovered from the other side, whether those sums are for costs or not. Normally there will be a delay between settlement of the claim and agreement on costs, especially in litigated cases. We have no wish to unnecessarily withhold payment of your damages; however, we reserve the right to raise an interim bill and retain an amount up to our maximum potential entitlement in costs against you pending our true entitlement crystallising.
406. There may be other situations where you could end up paying a fee to us, whether sums are recovered from the other side. These situations are: if you fail to cooperate with us; if you fail to attend a medical/expert examination or court hearing that we reasonably ask you to attend; if you fail to give us necessary instructions; and/or if you withdraw instructions from us (i.e., stop using our firm).
407. Another situation where you may end up paying us some fees even from your damages if we are not able to recover some of our costs from the paying party which has been as a result of either our offices not receiving proper instructions and us having to continually chase you for them, or if you keep asking us for unnecessary updates in relation to your matter time, which cannot be properly charged to the Defendant or their insurers. In this situation we reserve the right to send you a bill for the extra work we have carried out which the Defendants do not have to pay.

If you end the agreement between us, we have the right to decide whether you should pay our fees, VAT. and disbursements at once; or at the end of the case. This is entirely at our discretion.

If there is ever any doubt about you being able to recover costs, we will tell you. Please remember, we are acting on a 'No Win – No Fee' basis, as detailed above and you have the option of taking out cover for our expenses and disbursements under an after the event insurance policy.

Disclosure of relationships

We only select Conditional Fee Insurance products from a limited number of insurers, but we are not contractually obliged to conduct business in this way. You may ask us for a list of the insurers.

Our terms of business form the agreement between us. However, as it is your case, under our professional rules, we are obliged to tell you about the fees being incurred in your name.

Timescales

A straightforward case, where the council / housing association / private landlord whereby liability is known from the date of knowledge and is not in dispute the matter will take 6 to 12 months from our being instructed.

Where the council / housing association / private landlord dispute liability it will take about 12 months to 2 years.

More complex or higher value cases, cases that must go to court and more serious injury claims can potentially take longer than the above stipulated time frames.

These are guidelines/estimates which are only based on an average and not intended to bind us.

Levels of Service and Complaints Procedure

During the course of your matter, if there is any aspect about which you are concerned or require clarification, then please raise it with the person who is handling the matter, with a view to the matter being resolved quickly. If you remain concerned or we could not agree on an appropriate course of action, then your complaint would be referred to Mr Pete Graham, the firm's compliance manager, who will contact you, and attempt to resolve the matter to your satisfaction.

The firm has a Complaints Procedure document, which is available on request, and which would be sent to you should you make a complaint.

Your right to complain might relate to the way in which your matter is being handled, or about a bill which we have issued. In the case of a complaint about a bill, there might also be a right to object to the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974. However, we would point out that if all or part of a bill remains unpaid, we may be entitled to charge interest – any such entitlement being set out in our Terms and Conditions of Business and/or on the reverse side of the bill.

If you remain dissatisfied at the end of our complaints process, you would then be at liberty to contact the Legal Ombudsman, whose address is PO Box 15870, Birmingham, B30 9EB.

That organisation is the statutory body to whom you may refer your complaint once we have concluded our professional obligation to try and resolve it. The time limits for you to make a complaint to the Legal Ombudsman are one year from you becoming aware of your right to complain and six months from our final responses to the complaint.

File storage

We store files at no charge to you for six years after the end of your case with us has ended. The file will then be destroyed, and we shall take it that we have your permission to do this unless you tell us otherwise in writing. Should you require any documents from the file at any time during the 6 years, kindly note that there will be an administration charge of £50.

Money Laundering

We are required by the government to ask all our clients for proof of identity. We would stress that this does not mean that you are or anyone else is suspected of any wrongdoing. The purpose is to make it harder for the proceeds of crime to go undetected and to improve financial security for everyone throughout the financial and business sectors.

Please could you provide us with one of the following documents:

- 408. Your current passport
- 409. Your photo card driving license
- 410. Your benefit book

And in all cases an electricity, gas, or other household bill in your name and at your current address which is no more than 3 calendar months old at the time it is produced.

In addition, we may carry out further checks via third party company, like 'Verify', to ascertain further confirmation in respect of your identity. If no objections are received, we will presume you consent to our use of Verify.

Please do not forward originals only forward copies of the above by post

Making a disclosure

We are professionally and legally obliged to keep your affairs confidential. However, solicitors may be required by statute to make a disclosure to the National Crime Agency where they know or suspect that a transaction may involve money

laundering or terrorist financing. If we make a disclosure in relation to your matter, we may not be able to tell you that a disclosure has been made. We may have to stop working on your matter for a period of time and may not be able to tell you why.

Action Plan

We will notify the Third Party and/or their insurance company and pursue the claim on your behalf. We shall keep you informed of further developments.

Unless you inform us otherwise, we trust we have your permission to sign any court documents on your behalf.

Confidentiality

External firms or organisations may conduct audit or quality checks on our practice. This could mean that your file is selected for checking, in which case we would need your consent for inspection to occur. All inspections are, of course, conducted in confidence. If you prefer to withhold consent, work on your file will not be affected in any way. Since very few of our clients do object to this, I propose to assume that we have your consent unless you notify us to the contrary.

We will also assume that, unless you indicate otherwise, your consent on this occasion will extend to all future matters that we conduct on your behalf. Please do not hesitate to contact me if I can explain this further or if you would like me to mark your file as not to be inspected. If you would prefer to withhold consent, please put a line through this section in the copy letter for return to me. Please note that external firms or organisation that conduct audits or quality checks on our practice are required to maintain confidentiality in relation to your file.

Again, this will be an exception to the recent changes brought about GDPR and data protection under disclosure rules.

We are obliged to advise that we work with external companies of a variety in nature in order to provide you with the best service we can. Details of the types of external services provided to us are as follows:

411. I.T. and Legal Software Companies: e.g Global Asset Support Ltd., Select Legal, Y.P. Solutions Ltd., Legal Support Ltd. and other Consultants. These are providers of I.T. support, case management software and general assistance with our website or other social media support. Some of these consultants may be based outside of the U.K and carry out works outside of the U.K.
412. General Consultants: Accountants, Bookkeepers, File Handlers, Legal Compliance firms, Auditors, Data Processing and Administrative assistants are often used to process accounting information, files or assist the current file handlers within our offices. Again, these may carry out works outside of the U.K.

Should you require more detail of the above-named companies roles within our company or specific names of individuals who may carry out works upon your file of papers, we invite you to contact our offices to discuss further.

413. Data Protection

Primarily, we use information you provide for the provision of legal services. Our use of that information is subject to your instructions, the Data Protection Act 1998, as reformed by GDPR and our duty of confidentiality. A copy of the GDPR policy of our firm can be viewed on our website or provided to you upon request. Please note that our work for you may require us to give information to third parties such as government agencies/bodies and other professional advisors or experts. You have a right of access under the data protection legislation and GDPR to the personal data that we hold about you.

I enclose the following documentation which I require you to complete, sign and return in the pre-paid envelope provided:

- **Conditional Fee Agreement x 2**
- **Client Care Letter Confirming Losses**

This is required to ensure that you do not have any before the event insurance which would cover your legal costs in bringing a claim. I also enclose the guidance booklet for conditional fee agreements, which you should read carefully and keep for your information.

We hope that by sending this letter we have addressed your immediate queries about the day-to-day handling of your work and our terms of business.

You will be considered and deemed to have accepted the terms herein on the basis of Veritas Solicitors continuing to receive instructions from you and in the absence of any objections within the next 14 days.

Please note that if you have queries, please do not hesitate to contact us **Monday to Friday between 9.00am and 5.30pm on 0844 478 1999**.

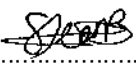
Thank you for your valued instructions in this matter and we are confident that we will be able to provide you with an excellent standard of service now and in the future.

DECLARATION

I confirm that I have read and understood the above terms and conditions of business for Veritas Solicitors LLP and agree to

I note Veritas Solicitors costs in this matter and their entitlement to a success fee of up to 25% and continue to agree to instruct Veritas Solicitors

being bound to these terms and conditions. I understand that Veritas Solicitors LLP will now act on my behalf in pursuing my consequential losses against my opponents. I note that my continuing instructions will also amount to acceptance of these terms and conditions as well.

SIGNED:.....

DATED:.....18/12/2023.....

PRINT NAME:.....Deon Benjamin.....

Please sign, date and return

We enclose a self-addressed envelope to assist in replying.

If there are any matters within this letter that you do not understand please do not hesitate to contact us.

Yours sincerely,

Veritas Solicitors LLP

Conditional Fee Agreement ('CFA')

For use in Housing Disrepair cases (including where appropriate those with an element of personal injury)

This agreement is a binding legal contract between you and your solicitor/s. Before you sign, please read everything carefully. This agreement must be read in conjunction with the Schedules and the Law Society Conditions attached.

Agreement date: 18/12/2023

We, the Solicitors **Veritas Solicitors LLP** of 7th Floor | Cardinal House | 20 St Mary's Parsonage | Parsonage Gardens | Manchester | M32LY

You, the client, DB 7 Tennyson Close, Scotland green road Enfield London EN3 4SN

What is covered by this agreement:

- **Your claim and / or application for an order for specific performance of your landlord's (London & Quadrant) repairing obligations pursuant to s 11 of Landlord and Tenant Act 1985 and /or s4 of Defective Premises Act 1972 and /or Section 9(a) of Homes (Fitness For Human Habitation) Act 2018 the provisions of the tenancy agreement between you and your landlord.**
- **Your claim for general and/or special damages arising from your landlord's breaches of the statutory and / or contractual provisions set out in paragraph 1 herein.**
- **Any claim for damages for personal injury suffered as a result of your occupation of rented accommodation situate and whereat you are, or were, the tenant of (London & Quadrant)**
 - Any application for pre-action or non-party disclosure.
 - Any appeal by your opponent.
 - Any appeal you make against an interim order or an assessment of costs.
 - Any proceedings you take to enforce a judgment, order or agreement.
 - Negotiations about and/or a court assessment of the costs of this claim.

What is not covered by this agreement

- Any counterclaim against you.
- Any appeal you make against the final judgment or order.

Paying us if you win

If you win your claim, you pay our basic charges, our expenses and disbursements and a success fee together with the premium for any insurance you take out. You are entitled to seek recovery from your opponent of part or all of our basic charges and our expenses and disbursements, but not the success fee or any insurance premium.

The overall amount we will charge you for our basic charges, success fees, expenses and disbursements is limited as set out in

Schedule 2 below.

It may be that your opponent makes a formal offer to settle your claim which you reject on our advice, and your claim for

damages goes ahead to trial where you recover damages that are less than that offer. If this happens, we will *not add our success fee to the basic charges* for the work done after we received notice of the offer or payment. In these circumstances, you may be ordered to pay your opponent's costs, but only up to the amount of damages and interest awarded to you.

Expenses and Disbursements

If you receive interim damages, we may require you to pay our expenses and disbursements at that point and a reasonable amount for our future expenses and disbursements.

If you receive provisional damages, we are entitled to payment of our basic charges, our expenses and disbursements and success fee at that point.

If you win overall but, on the way, lose an interim hearing, you may be required to pay your opponent's charges of that hearing, but usually only up to the amount of damages awarded to you.

If on the way to winning or losing you are awarded any costs, by agreement or court order, then we are entitled to payment of those costs, together with a success fee on those charges if you win overall.

What do I pay if I lose?

If you lose you will normally have the benefit of Qualified One-Way Cost Shifting so the court will not usually enforce an order for costs against you, unless:

- the proceedings have been struck out; or
- the claim is fundamentally dishonest; or
- the claim includes a claim for the financial benefit of someone else.

If you lose, you do not pay our charges but we may require you to pay our expenses and disbursements.

The Success Fee

The success fee is set out in Schedule 1.

Basic Charges

Details of our basic charges are set out in Schedule 2.

Ending this agreement

If you have a right to cancel this agreement under Schedule 3 (see below) and do so within the 14 day time limit, you will pay nothing. Otherwise if you end this agreement before you win or lose, you pay our basic charges and expenses and disbursements. If you go on to win, you also pay a success fee.

We may end this agreement before you win or lose, with the consequences set out in the Law Society Conditions.

Other points

Definitions of words used in this CFA are explained in the Law Society Conditions.

You have the right to cancel this agreement in the circumstances set out in Schedule 3.

We add VAT, at the rate that applies when the work is done, to the total of the basic charges and success fee. Our VAT Registration Number is 925807213.

You may be able to take out an insurance policy against the risk of paying expenses and disbursements (but not our charges) if you lose, or some or all of your opponent's costs even if you win. You will be responsible for paying the insurance premium for this if you win. If you lose the premium is not payable. Full details are contained in the insurance policy documents. We will give further information about insurance policies to you so that you can decide whether you wish to take one out.

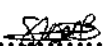
The parties acknowledge and agree that this agreement is not a Contentious Business Agreement within the terms of the Solicitors Act 1974.

Signatures

Signed by the solicitor:

Amina Ali

Signed by the client:



Dated:

18/12/2023

Note: We are not bound to act on a conditional fee basis until both you and we have signed this agreement.

Schedule 1

Success fee

The success fee is set at **100 %** of our basic charges, where the claim concludes at trial; or **25%** where the claim concludes before a trial has commenced.

The success fee percentage reflects the following:

- the fact that if you lose, we will not earn anything;
- our assessment of the risks of your case;
- any other appropriate matters;
- the fact that if you win we will not be paid our basic charges; until the end of the claim
- our arrangements with you about paying expenses and disbursements.
- the arrangements about payment of our costs if your opponent makes a Part 36 offer or payment which you reject on our advice, and your claim for damages goes ahead to trial where you recover damages that are less than that offer or payment.

The Success Fee cannot be more than 100% of the basic charges in total.

Cap on the amount of Success Fee which you will pay us in the event of Success in proceedings at first instance

There is a maximum limit on the amount of the success fee which we can recover from you.

That maximum limit is 25% of the total amount of any:

- general damages for pain suffering and loss of amenity; and
- damages for pecuniary loss, other than future pecuniary loss;

which are awarded to you in the proceedings covered by this agreement. The maximum limit is applicable to these damages net of any sums recoverable by the Compensation Recovery Unit of the Department of Work and Pensions. The maximum limit is inclusive of any VAT which is chargeable.

The maximum limit includes any success fee payable to a barrister who has a CFA with us.

However, this maximum limit applies only to a success fee for proceedings at first instance and not to a success fee on other proceedings (such as, for example, an appeal against a final judgment or order).

We will provide you with a copy of any relevant judgment or of our calculation of any settlement showing how much of your damages should be attributed to General Damages and Past Pecuniary Loss, net of any sums recoverable by the Compensation Recovery Unit. If you do not agree our calculation and

this makes a difference to the amount of the Success Fee payable by you, then we will put the matter for determination by an independent barrister of at least 10 years call, to be appointed by agreement between us or, in default of agreement, by the President of the Law Society of England and Wales, such barrister to act as expert and not as arbitrator and his decision shall be binding. The barrister's costs for assessing this issue *are* to be paid by you if the barrister agrees with us, but otherwise *are to be* paid by us.

You also have the right to apply to the court for assessment of our costs, including our success fee.

Schedule 2

Basic charges

These are for work done from now until this agreement ends. These are subject to review.

How we calculate our basic charges

These are calculated for each hour engaged on your matter. Routine letters and telephone calls will be charged as units of one tenth of an hour. Other letters and telephone calls will be charged on a time basis. The hourly rates are:

Grade of Fee Earner	Hourly Rate
1 Solicitors, Legal Executives and Other fee earners with over eight years post qualification experience including at least eight years litigation experience.	£261.00
2 Solicitors, Legal Executives and Other fee earners with over four years post qualification experience including at least four years litigation experience.	£218.00
3 Other Solicitors, Legal Executives and Other fee earners.	£178.00
4 Trainee solicitors, paralegals and other fee earners	£126.00

We review the hourly rate in January each year and we will notify you of any change in the rates in writing.

The above hourly rates may not apply if your claim is subject to a specific fixed fee arrangement agreed between us. If a specific fixed fee arrangement has been agreed with you it is set out below and that fee plus expenses payable by you will be the amount of legal costs payable by you less any amount recovered from

your opponent.

Schedule 3

Notice of the Right to Cancel

This only applies if you sign the Conditional Fee Agreement:

- At your home, workplace or at someone else's home; or
- At our offices but following a visit by us (or by someone acting on our behalf) to your home, workplace or someone else's home; or
- At our offices but following a meeting between us away from our offices.

You have the right to cancel this contract if you wish and can do so by delivering, sending (including electronic mail) a cancellation notice to the person mentioned below at any time within 14 days starting with the day of receipt of this Notice.

The person to whom a cancellation notice may be given is Mr F Fazal of **Veritas Solicitors LLP** of 7th Floor | Cardinal House | 20 St Mary's Parsonage | Parsonage Gardens | Manchester | M32LY

Notice of cancellation is deemed to be served as soon as it is posted or sent to us.

You can use the cancellation form provided below if you wish.

Signed on behalf of **Veritas Solicitors LLP**

Dated:

If you wish to cancel the contract, you **must do so in writing** and deliver personally or send (which maybe by electronic mail) this to the person named below. You may use this form if you want to but you do not have to.

(Complete, detach and return this form ONLY IF YOU WISH TO CANCEL THE CONTRACT)

To: Mr F Fazal of **Veritas Solicitors LLP**

At 7th Floor | Cardinal House | 20 St Mary's Parsonage | Parsonage Gardens | Manchester | M32LY

Case Reference No:

I hereby give notice that I wish to cancel my Conditional Fee Agreement with your firm.

Signed:.....

Name (please print):.....

Address:.....

.....

.....

.....

.....

.....

Date:.....

Law Society Conditions

The Law Society Conditions below are part of this agreement. Any amendments or additions to them will apply to you. You should read the conditions carefully and ask us about anything you find unclear.

Our responsibilities

We must:

- always act in your best interests, subject to our duty to the court;
- explain to you the risks and benefits of taking legal action;

- give you our best advice about whether to accept any offer of settlement;
- give you the best information possible about the likely costs of your claim for damages.

Your responsibilities

You must:

- give us instructions that allow us to do our work properly;
- not ask us to work in an improper or unreasonable way;
 - not deliberately mislead us;
 - cooperate with us;
- go to any medical or expert examination or court hearing.

Dealing with costs if you win

- you are liable to pay all our basic charges, our expenses and disbursements and the success fee (up to the maximum limit) together with the premium of any insurance policy incepted on your behalf.
- Normally, you can claim part or all of our basic charges and our expenses and disbursements from your opponent. You provide us with your irrevocable agreement to pursue such a claim on your behalf. However, you cannot claim from your opponent the success fees or the premium of any insurance policy you take out.
- If we and your opponent cannot agree the amount, the court will decide how much you can recover. If the amount agreed or allowed by the court does not cover all our basic charges and our expenses and disbursements, then you pay the difference.
- You, not your opponent, pay our success fee and any insurance premium.
- You agree that after winning, the reasons for setting the success fee at the amount stated may be disclosed to the court and any other person required by the court.
- If your opponent is receiving Community Legal Service funding, we are unlikely to get any money from him or her. So if this happens, you have to pay us our basic charges, expenses and disbursements and success fee.

We are allowed to keep any interest your opponent pays on the charges.

You agree to pay into a designated account any cheque received by you or by us from your opponent and made payable to you. Out of the money, you agree to let us take the balance of the basic charges; success fee; insurance premium; our remaining expenses and disbursements; and VAT. You take the rest.

If your opponent fails to pay monies due to you

If your opponent does not pay any damages or charges owed to you, we have the right to take recovery action in your name to enforce a judgement, order or agreement. The charges of this action become part of the basic

charges.

Payment for advocacy

The cost of advocacy and any other work by us, or by any solicitor agent on our behalf, forms part of our basic charges. We shall discuss with you the identity of any barrister instructed, and the arrangements made for payment.

Barristers who have a conditional fee agreement with us

If you win, you are normally entitled to recover their fee from your opponent, but not their success fee. The barrister's success fee is shown in the separate conditional fee agreement we make with the barrister. You must pay the barrister's success fee shown in the separate conditional fee agreement we make with the barrister. We will discuss the barrister's success fee with you before we instruct him or her. If you lose, you pay nothing to the barrister.

The barrister's success fee is included within the maximum limit to the recoverable success fee in proceedings at first instance as explained in Schedule 1.

Barristers who do not have a conditional fee agreement with us

If you win, then you will normally be entitled to recover all or part of their fee from your opponent. If you lose, then you must pay their fee.

What happens when this agreement ends before your claim for damages ends?

• Paying us if you end this agreement

You can end the agreement at any time. Unless you have a right to cancel this agreement under Schedule 3 and do so within the 7 day time limit we then have the right to decide whether you must:

- pay our basic charges and our expenses and disbursements including barristers' fees but not the success fee when we ask for them; or
- pay our basic charges, and our expenses and disbursements including barristers' fees and success fees if you go on to win your claim for damages.

• Paying us if we end this agreement

We can end this agreement if you do not keep to your responsibilities. We then have the right to decide whether you must:

- 414. pay our basic charges and our expenses and disbursements including barristers' fees but not the success fee when we ask for them; or
- 415. pay our basic charges and our expenses and disbursements including barristers' fees and success fees if you go on to win your claim for damages.
- 416. We can end this agreement if we believe you are

unlikely to win. If this happens, you will only have to pay our expenses and disbursements. These will include barristers' fees if the barrister does not have a conditional fee agreement with us.

- (ii) We can end this agreement if you reject our opinion about making a settlement with your opponent. You must then:

- 417. pay the basic charges and our expenses and disbursements, including barristers' fees;
- 418. pay the success fee if you go on to win your claim for damages.

If you ask us to get a second opinion from a specialist solicitor outside our firm, we will do so. You will pay in advance the cost of a second opinion.

- (iv) We can end this agreement if you do not pay your insurance premium when asked to do so.

(c) Death

This agreement automatically ends if you die before your claim for damages is concluded. We will be entitled to recover our basic charges up to the date of your death from your estate.

If your personal representatives wish to continue your claim for damages, we may offer them a new conditional fee agreement, as long as they agree to pay the success fee on our basic charges from the beginning of the agreement with you.

What happens after this agreement ends

After this agreement ends, we may apply to have our name removed from the record of any court proceedings in which we are acting unless you have another form of funding and ask us to work for you.

We have the right to preserve our lien unless another solicitor working for you undertakes to pay us what we are owed including a success fee if you win.

Explanation of words used

419. **Advocacy**
Appearing for you at court hearings.

420. **Basic charges**
Our charges for the legal work we do on your claim for damages as set out in Schedule 2.

421. **Claim**
Your demand for damages for personal injury whether or not court proceedings are issued.

422. **Counterclaim**

A claim that your opponent makes against you in response to your claim.

423. *Damages*

Money that you win whether by a court decision or settlement.

424. *Our expenses and disbursements*

Payments we make on your behalf such as:

- 425. court fees;
- 426. experts' fees;
- 427. accident report fees;
- 428. travelling expenses.

429. *Interim damages*

Money that a court says your opponent must pay or your opponent agrees to pay while waiting for a settlement or the court's final decision.

430. *Interim hearing*

A court hearing that is not final.

431. *Lien*

Our right to keep all papers, documents, money or other property held on your behalf until all money due to us is paid. A lien may be applied after this agreement ends.

432. *Lose*

The court has dismissed your claim or you have stopped it on our advice.

433. *Formal Offer to Settle*

An offer to settle your claim made in accordance with Part 36 of the Civil Procedure Rules.

434. *Provisional damages*

Money that a court says your opponent must pay or your opponent agrees to pay, on the basis that you will be able to go back to court at a future date for further damages if:

- 1. you develop a serious disease; or
- 2. your condition deteriorates;

in a way that has been proved or admitted to be linked to your personal injury claim.

3. *Qualified One-Way Cost Shifting*

The rules in respect of costs payable if you lose a personal injury claim set out in [Part 44 Section II] of the Civil Procedure Rules.

4. *Success fee*

The percentage of basic charges that we add to your bill if you win your claim for damages

5. *Trial*

The final contested hearing or the contested hearing of any issue to be tried separately and a reference to a claim concluding at trial includes a claim settled after the trial has commenced or a judgement.

6. *Win*

Your claim for damages is finally decided in your favour, whether by a court decision or an agreement to pay you damages or in any way that you derive benefit

from pursuing the claim.

'Finally' means that your opponent:

- is not allowed to appeal against the court decision; or
- has not appealed in time; or
- has lost any appeal

FORM OF AUTHORITY



Cardinal House - 7th Floor
20 St Mary's Parsonage
Parsonage Gardens
Central Manchester, M3 2LY

T: +44 (0)844 478 1999 F : +44
(0)844 478 1998
www.veritassolicitors.co.uk

PERSONAL DETAILS	
NAME	DB
DOB	*****
ADDRESS	7 Tennyson Close, Scotland green road Enfield London EN3 4SN

Hereby confirm that I irrevocably instruct and authorise Veritas Solicitors of 7th Floor, Cardinal House, 20 St Mary's parsonage, Parsonage Gardens, Manchester, M3 2LY to act as my legal representatives for my Housing Disrepair matter:

1. to act on my behalf in accordance with the terms and conditions of business supplied to me in relation to the repairs and recovery of damages and/or any other losses arising from the above matter.
2. to commence court proceedings in my name, unless otherwise confirmed by me in writing, in order to progress with my claim as they see fit and appropriate.

I confirm:

3. I will provide honest and timely instructions when requested to do so by Veritas Solicitors.
4. I will not and do not instruct any other firm to act on my behalf in relation to this index matter.
5. I understand that filling in and signing this form gives you permission to give copies of all relevant records or documents relating to my claim for housing disrepair including:-(i) copy of tenancy agreement including tenancy conditions (ii) tenancy file (iii) documents relating to notice given, disrepair reported, inspection reports or repair works to the property (iv) computerised records to my solicitor Veritas Solicitors or agent whose details are given below pursuant to the Data Protection Act 2018, and as superseded by GDPR Regulations.

Yours faithfully


Dr. Y. Chen MB BS DRCOG

6. I Authorise my Landlord (London & Quadrant) to provide the following: (i) copy of tenancy agreement including tenancy conditions (ii) tenancy file (iii) documents relating to notice given, disrepair reported, inspection reports or repair works to the property (iv) computerised records to my solicitor Veritas Solicitors or agent whose details

are given below pursuant to the Data Protection Act 2018.

Veritas Solicitors New Claims Risk Assessment (HDR)

Client Name	DB
Reference	FZ/DB
Fee Earner	Faraz Fazal
Date	18 December 2023

RISK ISSUE	PERCENTILE RISK
Disclosure	3
Surveyor Report	5
Photographs	5
Reported dates	5
Joint Tenancy	5
Live tenancy	5
Personal Injury caused by HDR	5
Rent Arrears	3
Witnesses	3
Litigation Risk	5
Client as witness	3
Case cost bearing	3
Special damages evidence	3
Part 36 Offers/Payments	5
Client Must not allow repairs	3
TOTAL SUCCESS FEE	61

- Prospects of Success greater than 61% yes 0 no ☐
- Damages likely to exceed small claims limit yes 0 no ☐
- Damages not likely to exceed fast track limit yes 12 no ☐
- More than 3 months to Limitation yes 2 no ☐

Injury complained of caused
by negligence and/or breach of
statutory duty of an identified

- to be uninsured for third party risks yes 2 no ☐
- Claimant does not have suitable BTE cover yes 2 no ☐

Signed by Supervisor *Amina Ali*

Date 18/12/2023

Signed by Client *[Signature]*

Date 18/12/2023

Dated: 18 December 2023

Ref: FZ/DB

RE: Housing Disrepair Claim

We write further to the above matter and to your claim for housing disrepair.

We have reviewed the risk of your claim and therefore its merits and believe that you require an after the event (ATE) insurance policy to protect you on your matter.

In accordance with this we draw your attention to the below, which explains about after the event insurance and how it will protect you in this matter against adverse costs and disbursements.



What you need to know about ATE Insurance

Claiming compensation is costly and we have a duty to ensure you are fully aware of the risks involved.

A “No win, No Fee” Agreement (Conditional Fee Agreement (CFA)) means you do not pay us - your solicitor unless you win your case. However, you will be liable to pay for any disbursements and expenses incurred on your behalf and your opponent’s costs as well, unless you take out ATE insurance.

We recommend that you purchase an After the Event Insurance policy to protect yourself against such unexpected costs.

If you do not purchase an ATE Insurance Policy now but decide to purchase insurance when it’s needed later, the premium will be considerably higher, and it will probably be uneconomical to do so.

We are only able to secure low premiums if you agree to purchase a policy now.

Premiums rise dramatically after this period.

Why do I need to insure my claim?

It is not a legal requirement to purchase insurance to protect yourself from unexpected legal costs, however if you choose not to you must understand that you will be personally responsible for any costs due to your opponent in circumstances outlined below as well as any disbursements incurred on your behalf which cannot be recovered from your opponent.

There is nothing new about insuring the legal costs of litigation and due to the uncertainty of litigation and the high costs involved we strongly advise you to purchase ATE insurance rather than encounter any unexpected costs consequences.

You can of course arrange your own insurance if you prefer to arrange this yourself, however you must advise us if this is the case as there are strict terms and conditions within policies which we and you must comply.

Financial & Legal Insurance Company Limited (F&L) is a well- known specialist insurer who have insured and protected thousands of customers over the years against opponent's costs and disbursements. As you are liable for your own incurred disbursements and in certain scenarios opponent's costs and disbursements, ATE insurance can provide peace of mind and security against unexpected costs.

What are disbursements?

Disbursements are expenses that we as your solicitor, incur on your behalf for items such as copies of your medical records, an incident report, surveyor or other expert reports, medical reports (necessary to detail your injuries) as well as court fees and counsel's fees for both advice and court appearances, if necessary. It is difficult to predict what the total of these disbursements may be because many of them depend on the complexity of issues which may only come to light later in the case. Much will depend on whether the Defendant agrees to settle with you, and if so at what stage. However, we can say that disbursements will certainly be many hundreds of pounds and often run into thousands of pounds if counsel is involved and/or trial takes place.

What are opponent's costs?

Opponent's costs are the legal costs plus any disbursements your opponent incurs in defending a claim against you. Costs can often be extremely high and in some circumstances (failing to beat a Part 36 offer) you could win your case but all of your damages could be consumed by paying your opponent's costs.

Who is the insurance policy designed for?

After the Event insurance is designed to help any Claimant, including commercial customers who need to take legal action and could be facing considerable adverse costs in the event they lose their claim or even win their claim but are still ordered to pay costs to their opponent.

When do I pay the premium?

There are no up- front costs

You do not have to pay anything for this policy now.

No win, no fee Premium

You only ever pay us the premium in the event you win your claim for compensation

If your claim is unsuccessful, you do not have to pay the premium for this policy.

If your claim is successful, the premium will be deducted from the damages you recover.

The policy gives you the ability to ensure that an opponent pays you the correct level of damages because with our consent you can reject a damages offer which is deemed to be too low and if you later

receive less than the sum you rejected, the policy will pay your liability for your opponent's costs. This benefit alone may well outweigh the cost of the premium.

On the 1st April 2013 the court rules were amended so that you will now recover extra 10% damages compared to what you would have recovered before April 2013, and this will in part enable you to pay for this sort of ATE Insurance out of the money you recover.

What does F&L Insurance offer?

Provided your case is accepted by the insurer and you have agreed to pay the premium F&L Insurance can provide costs protection cover in the event you lose your case by paying reasonably incurred disbursements as well as protect your compensation in the event you fail to beat your opponent's offer to settle.

When should I get covered?

The earlier you take out the policy, the lower your premium will be. Insurance taken out later in your case will mean you will have to pay a considerably higher premium, and in some cases will mean you cannot get your case insured at all.

How do I arrange cover?

We will arrange cover on your behalf which is appropriate for your needs providing you have authorised us to do so. If you do not provide your consent, we will not arrange cover for you and therefore agree to pay for any disbursements or opponents costs yourself if you lose your case or are ordered to do so.

Premiums?

Premiums vary according to the type of legal case you are pursuing because some cases are more complex than others and are therefore more expensive to pursue. The premiums below apply to fast-track cases with cover up to £25,000.

We will advise you if F&L Insurance reject your application for cover or if the premium differs from the figures below.

The insurance premium tax (currently 12%) will be payable at the rate in force at the time the premium is paid.

Housing Disrepair Claim - £448 inclusive of IPT

Who is F&L Insurance?

F&L Insurance Company Limited is an insurance company that specializes in After the Event (ATE) legal expenses insurance.

The policy is covered in the United Kingdom by the Financial Services Compensation Scheme (FSCS).

We would advise you however that we are not insurance brokers. The legal expenses insurance

market is complex and frequently changes. Accordingly, we do not offer professional advice on all policies available in the market, but we will advise you in detail on the circumstances of your own case, should at any stage your interest's conflict with ours, and if this occurs, we may recommend that Counsel's advice should be obtained on those areas of conflict.

Unless you instruct us otherwise, we will arrange for an insurance policy to be taken out with F&L Insurance Company to protect you against the risks set out above. In doing so you will be agreeing to allow the insurer, to inspect your file and receive ongoing information from us regarding the progress of your case and its outcome. You will also be agreeing with F&L that we can act on your behalf to ensure compliance with the policy terms. Most importantly, instructing us to proceed will constitute your irrevocable agreement to allow us to receive your damages and to deduct the appropriate premium from the damages and to send it to the insurer in settlement of the liability to pay the premium.

Authorisation

We are not directly authorised by the Financial Conduct Authority; however, we are included on the exempt professional's register maintained by the Financial Conduct Authority so that we may carry out insurance mediation activity. This means broadly that we can arrange, sell and administer insurance contracts. This part of our business, including arrangements for complaints or redress if something goes wrong, is regulated by the Solicitors Regulation Authority.

The register can be accessed via the Financial Services website at:

www.fsa.gov.uk/register/epfSearchForm.do

The Law Society of England and Wales is a designated professional body for the purposes of the Financial Services and Markets Act 2000. The Solicitors Regulation Authority is the independent regulatory arm of the Law Society. The Legal Ombudsman deals with complaints against lawyers. If you are unhappy with any insurance advice you receive from us, you should raise your concerns with either of those bodies.

CANCELLATION MANDATE

If we do not receive back the document/mandate signed and dated below within the next 7 days, we will presume you would like us to keep your insurance premium in place to cover any outstanding costs or disbursements.

Products

We only deal with products from F&L Insurance Company Limited for legal expenses insurance policies, but we are not contractually obliged to conduct business in this way.

VERITAS SOLICITORS

MANDATE AFTER THE EVENT INSURANCE POLICY

I have read this letter regarding the insurance policy you have taken out on my behalf.

I request that my insurance premium taken out on my behalf is cancelled and are aware that I will be liable / responsible for paying any outstanding disbursement and costs from my damages if I was not able to beat an offer to settle.

Yes I would like an ATE Policy to be obtained on file.

☒

No I would Not Like an ATE Policy to be obtained on file.

☐

Client Name: [REDACTED]

Signed: [REDACTED]

Dated: 18/12/2023

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**DRDABIDOYE
DR Y CHONG**

**NIGHTINGALE HOUSE SURGERY 1-3 NIGHTINGALE
ROAD EDMONTON LONDON N9 8AJ Tel: 0208 805 9997
www.nightingalehousesurgery.nhs.uk**

13 January 2023

YC/KM

PRIVATE & CONFIDENTIAL

TO WHOM IT MAY CONCERN

Dear Sir/Madam

Re: Miss DB dob *** NHS No: ***** 23 Byron Terrace, Hertford Road, London, N9 7DG**

I can confirm that the above 33-year-old lady is a patient registered at our practice.

Going through her medical records she has had a history of depression since 2008.

She was assaulted on 26th November 2022 and was admitted to North Middlesex Hospital A&E department with bleeding in the right hand. She was examined by the surgeons and had a rupture of the flexor digitorum superficialis tendon and was treated with antibiotics and bandaging.

According to the patient, following review, they are going to have to operate on the injury to repair the tendon in March.

Due to the assault, she has been suffering an acute exacerbation of her mental health issues. She informs us that the police have assessed her flat and deemed it unsafe to live in and therefore currently she is homeless and has been put up by her friends and temporary accommodation.

She is struggling to sleep. She was very tearful when she spoke to my colleague Priya Sharma and was started on anti-depressants Mirtazapine On 7th December 2022.

When she was reviewed by Miss Sharma on 21st December, she was extremely stressed and has self-harmed. She was also getting thoughts of self-harm and is waiting for therapy from the mental health team. She is very stressed about her homeless situation.

We would be grateful if she could be provided with suitable accommodation as soon as possible due to the impact it is having on her mental health and as well as her recovery from the hand injury.

Many thanks.

2

Yours faithfully


Dr. Y. Chong MB BS DRCOG

**DRDABIDOYE
DR Y CHONG**

**NIGHTINGALE HOUSE SURGERY 1-3 NIGHTINGALE
ROAD EDMONTON LONDON N9 8AJ Tel: 0208 805 9997
www.nightingalehousesurgery.nhs.uk**

26 January 2023

PRIVATE & CONFIDENTIAL

Re: Miss DB dob *** NHS No: ***** 23 Byron Terrace, Hertford Road, London, N9 7DG**

I can confirm that the above 33-year-old lady is a patient registered at our practice.

Going through her medical records she has had a history of depression since 2008.

She was assaulted on 26th November 2022 and was admitted to North Middlesex Hospital A&E department with bleeding in the right hand. She was examined by the surgeons and had a rupture of the flexor digitorum superficialis tendon and was treated with antibiotics and bandaging. She notes that she had a form of surgery initially in November 2022 and she has been having hand therapy since.

According to the patient, following review, they are going to have to operate on the injury to repair the tendon in March 2023.

Due to the assault, she has been suffering an acute exacerbation of her mental health issues. She informs us that the police have assessed her flat and deemed it unsafe to live in and therefore currently she is homeless and has to stay sometimes with friends in the day. She has to leave the friends at night and stays in the streets and sometimes wherever she can.

She is struggling to sleep. She was very tearful when she spoke to my colleague! Priya Sharma and was started on anti-depressants Mirtazapine On 7th December 2022. When she was reviewed by Miss Sharma on 21st December, she was extremely stressed and has self-harmed. She was also getting thoughts of self-harm and is waiting for therapy from the mental health team. She is very stressed about her homeless situation.

She is having repeated flashbacks and dreams about the assault. She feels low when these happen, with nausea and sickness. She has dreams about people stabbing her

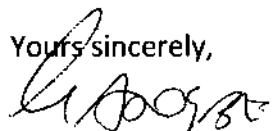
and has significant numbness in the hand.

We would be grateful if she could be provided with suitable accommodation as soon as possible due to the impact it is having on her mental health and as well as her recovery from the hand injury.

4

Many thanks,

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Dr. Ajogbe', written in a cursive style.

Dr Ajogbe
Salaried GP

**DRDABIDOYE
DR Y CHONG**

NIGHTINGALE HOUSE SURGERY

**1-3 NIGHTINGALE ROAD
EDMONTON LONDON N9 8AJ Tel:
0208 805 9997
www.nightingalehousesurgery.nhs.uk**

16 March 2023

PRIVATE & CONFIDENTIAL

Re: Miss DB dob *** NHS No: ***** 23 Byron Terrace, Hertford Road, London, N9 7DG**

7. can confirm that the above 33-year-old lady is a patient registered at our practice.

Going through her medical records she has a history of depression since 2008.

She was assaulted on 26th November 2022 and was admitted to North Middlesex Hospital A&E department with bleeding in the right hand. She was examined by the surgeons and had a rupture of the flexor digitorum superficialis tendon and was treated with antibiotics and bandaging. She notes that she had a form of surgery initially in November 2022 and she has been having hand therapy since.

According to the patient, following review, they are going to have to operate on the injury to repair the tendon in March 2023.

Due to the assault, she has been suffering an acute exacerbation of her mental health issues. She informs us that the police have assessed her flat and deemed it unsafe to live in and therefore currently she is homeless and has to stay sometimes with friends in the day. She has to leave the friends at night and stays in the streets and sometimes wherever she can.

She is struggling to sleep. She was very tearful when she spoke to my colleague Priya Sharma and was started on anti-depressants Mirtazapine On 7th December 2022.

When she was reviewed by Miss Sharma on 21st December, she was extremely stressed and has self-harmed. She was also getting thoughts of self-harm

and is waiting for therapy from the mental health team. She is very stressed about her homeless situation.

She is having repeated flashbacks and dreams about the assault. She feels low when these happen, with nausea and sickness. She has dreams about people stabbing her and has significant numbness in the hand. She has seen the Enfield Community Psychiatric nurse, Kris Gopaulen who has noted that "her presentation is suggestive of traits of PTSD" and the Clinical Psychologist at Royal free Hospital Lisa Goodman, has also seen DB. She scored 67 on the PCL-5 test by Lisa Goodman which she has stated indicates "symptoms consistent with PTSD", see reports attached. As such, DB has been referred to IAPT for PTSD management.

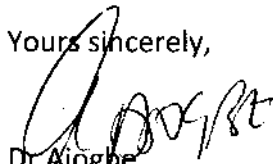
DB has had a recent pelvic scan. This has shown a 3cm ovarian cyst. She will need to be scanned again in 3 months. She has complained of pelvic pain.

We would be grateful if she could be provided with suitable accommodation as soon as possible due to the impact it is having on her mental health and as well as her recovery from the hand injury.

6

Many thanks,

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Dr. Ajogbe', written over the printed name.

Dr Ajogbe
Salaried GP



PLEASE USE THE KIOSKS



Royal Free London

NHS Foundation Trust

Tel: 020 7443 9757

369

MISS DB 23 BYRON
TERRACE HERTFORD
ROAD LONDON
N9 7DG

12 January 2023

MRN Number: 50****

NHS Number: *****

Dear Miss DB

This letter is to confirm that an appointment has been made for you to see a member of the Plastic Surgery Service team on: **Tuesday 28 February 2023 at 13:30**

At: Clinic 4,
1st Floor
Royal Free Hospital
Pond Street

London, NW3 2QG

This appointment is with a Psychologist who works within The Plastic surgery team:

Please bring this letter with you when you attend, with any current medication that you are taking, in original containers.

If you need to cancel or reschedule this appointment please contact us on the telephone number above, as if you fail to notify us and do not attend this appointment, you may be discharged back to the care of your GP.

Please Note: If you are late for this appointment there is a risk that you will not be seen and your appointment will have to be rescheduled.

For further information about The Royal Free London, our Sites and Services, Transport Links and Parking etc. please visit our website.

<https://www.royalfree.nhs.uk>

Please let us know on the above number if your contact details have changed.

Yours sincerely

Outpatient Appointment Centre

Department of Plastic & Reconstructive Surgery
Ext: 36988

Clinic Date:
16/02/2023
Date Typed: 24/02/2023



Private & Confidential

Suzanne
Hand Therapist
Royal Free Hospital
Pond Street
London ' '
NW3 2QG

Dear Suzanne
**Royal Free London
NHS Foundation Trust**

Royal Free Hospital
Pond Street London NW3
2QG www.royalfree.nhs.uk
Switchboard: 020 7794 0500
Fax: 020 7830 2195

/J05969890/MRN50369287

NHS No: 434 751 8617

(1)

Re: Miss DB DOB: 26/08/1989
23 Byron Terrace, Hertford Road, London, N9 7DG

Thank you for referring DB to the plastic surgery psychology service. I met with her on 16th February for a psychological assessment. She attended the clinic with her friend James who waited outside but helped her complete measures as DB is dyslexic.

DB reports that she was involved in an altercation during which she was stabbed in the palm of her hand in November 2022. She remembers the period before the stabbing but has no memory of what & happened thereafter. DB reports experiencing constant intrusive thoughts in relation to the incident.

She thinks these may be memories but is not sure. She has constant nightmares, during which she is stabbed or otherwise unsafe. She is therefore getting very little sleep and feeling exhausted during the day.

DB finds that her traumatic "memories" are easily triggered. Triggers include walking past the site of the incident. Thoughts of the incident immediately flooded back and felt like she couldn't breathe. DB needed to put a plastic bag over her hand to try and stem the blood flow (she needed a blood transfusion as part of hospital treatment). Recently when she needed to cover her hand bag in with the bath, this triggered memories and severe anxiety.

DB scored a total of 67 today on the PCL-5 indicating symptoms consistent with PTSD. DB reports that she has been sectioned in the past and has previously experienced auditory hallucinations. I understand that she has a diagnosis of bipolar and has been under mental health services since childhood. It was unclear why. DB is feeling that her friends and family may be manipulating her, by this-she meant they are encouraging her to go out and go to appointment[^]. She is unable to articulate why but feels the intent may not be benign. She recognises this may represent paranoid thinking which can be considered in the context of her bipolar diagnosis.

DB reports that since the stabbing she is finding it difficult to go out. She is unable to go to her home as the perpetrators are known to her and there is a pending court case. They know where she lives and she is fearful of another attack. She is therefore moving around between friends' houses.

DB finds that she does not want to care for her injured hand. She feels that it is not hers. She feels she does not want to use it or care for it and that it is bad. She reports that she tells hand therapy

she is engaging in exercises, when actually she is finding it very difficult to find the motivation to do this. We discussed the concept of embodiment and how we might work with that within the service. DB / reports feeling low, anxious and exhausted. She is experiencing some suicidal ideation but has no ' current plans or intent. She rates herself 3/10 likely to act, with her mother and family being protective factors.

DB has a history of self-harm, involving horizontal cutting of her arms. The last occurrence of this was over a year ago. DB reports that she saw her GP two weeks ago who is aware of her history of self-harm and suicidal ideation. She was advised to self-refer to the crisis team but had not felt able to do this. We made this referral today together in clinic. The referral was taken by Jubeda Akthar, Assistant Practitioner. DB was advised that a clinician would contact her within four hours today. I have asked for an email to update in due course.

DB would need to be stable under community services before psychological therapy in relation to her hand would be indicated. Her scores today on the PHQ-9 were 17/24 and her scores on the GAD- 7 were 19/21 indicating both severe depression and severe anxiety. As psychological therapy in relation to the hand is not indicated at this point, I will now discharge DB from the plastic surgery psychology service back to the care of the crisis team and her GP. However, when she is stable, she is most welcome to return to the plastic surgery psychology service for support in relation to engaging with hand therapy, should that be deemed necessary.

Yours sincerely

Dictated and approved electronically to avoid delay.

Lisa Goodman
Clinical Psychologist

cc

Private & Confidential

Dr J M Thomas
Nightingale House Surgery
8. Nightingale Road Edmonton
London
N9 8AJ

Miss DB
23 Byron Terrace
Hertford Road
London
N9 7DG

. fnllotfinS re^erra' ^Om hand therapy. Attended clinic with Seen today for psychology assessment asure\$.

her friend James who helped her complete

n n altercation dur'n8 which she was stabbed in the palm of
eon reports that she was involved in a ^ stabbi„gr ^^ ^ mcmon, o(^ happened her hand. She
remembers the period be intrusive ^^ |n re|atipp tp ,be jncWe„t _ she W^' D“n”””” “*””“ sure. She has
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stabbed or otherwise unsafe. She is therefore getting very Me sleep and feehrlg exhausted during the day.

DB finds that her traumatic "memories" are easily triggered. Triggers include walking past the s of the incident. Thoughts of the incident immediately flooded back and felt like she couldn't breathe. DB needed to put a plastic bag over her hand to try and stem the blood flow (she needed a blood transfusion as part of hospital treatment). Recently when she needed to cover er hand with a bag in the bath, this triggered memories and severe anxiety.

Total score on PCL-5 is 67, indicating PTSD. Symptoms consistent with PTSD.

DB reports that she has been sectioned in the past and has previously experienced auditory hallucinations. I understand that she has a diagnosis of bi-polar and has been under services since childhood. It was unclear why. DB reports that since the stabbing, she is finding it difficult to go out. She is unable to go to her home, as perpetrators are known to her and there is a court case pending. They know where she lives and she is fearful of another attack. She is therefore moving around between friends' houses. DB is feeling that her friends and family may be manipulating her - by this she meant they are encouraging her to go out and to appointments. She is unable to articulate why but feels the intent may not be benign. She recognises this may represent paranoid thinking, which can be considered in the context of other bi-polar diagnosis. DB finds that she does not want to care for her injured hand. She feels it is not hers. She feels she does not want to use it or care for it and that it is bad. She reports that she tells hand therapy she is engaging in exercises when actually she is finding it very difficult to find the motivation to do this. We discussed the concept of embodiment and how we might work with that within this service.

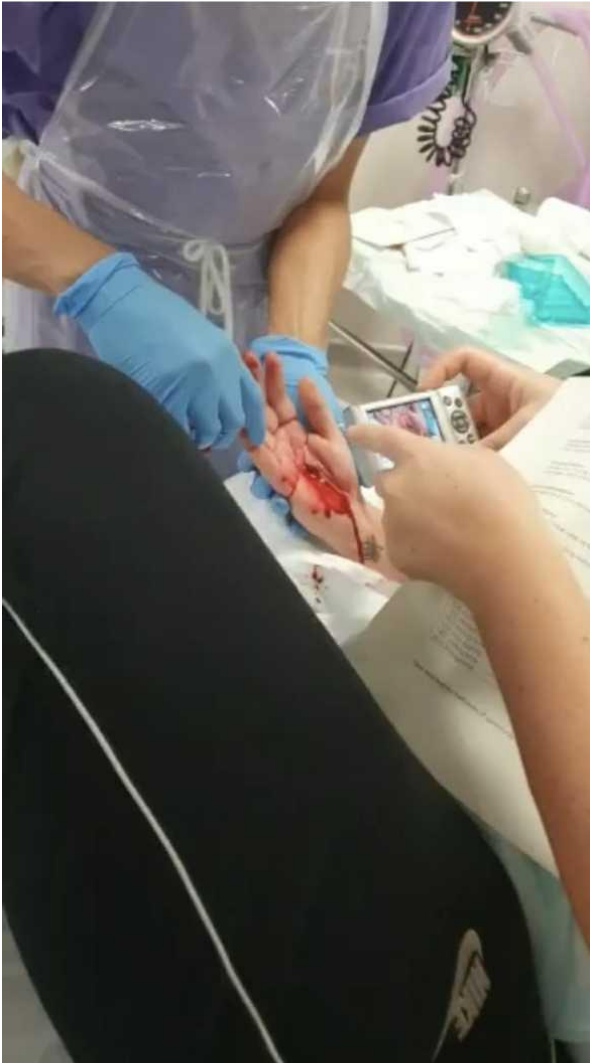
DB reports feeling low, anxious and exhausted. She is experiencing some suicidal ideation but has no current plans or intent. She rates herself 3/10 likely to act, with her mother and family being protective factors. She has a history of self-harm involving horizontal cutting of the arms. Last occurrence was circa one year ago.

DB reports that she saw her GP two weeks ago, who is aware of history of self-harm and suicidal ideation. She had advised herself to self-refer to the crisis team. She had not felt able to do this. We did this together today in clinic. Referral was taken by Jubeda Akthar, Assistant Practitioner. DB was advised that a clinician would contact her within four hours today. I have asked for an e-mail update in due course. DB would need to be stable under community services, before psychological therapy in relation to her hand would be indicated.

Scores on PHQ9 = 19/24 (8 questions) indicating severe depression

Scores on GAD7 = 19/21 indicating severe anxiety .

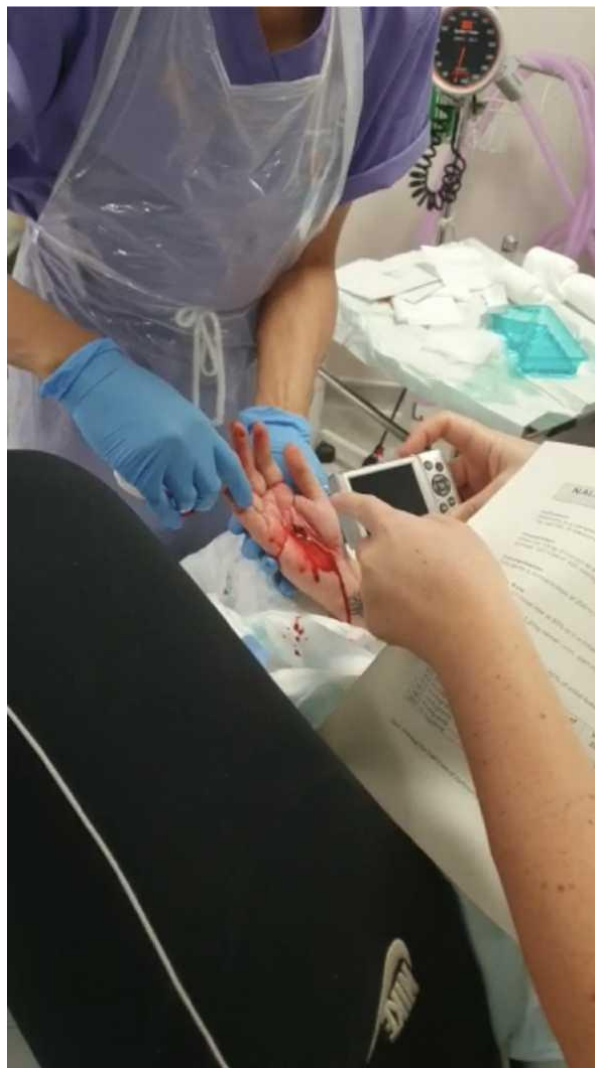
Copy of this note provided to patient today at her request, as she is concerned, she will not remember the content of our consultation.















GP Discharge Letter

Procedures

None

Clinical Summary

Plan

Home today
 OTC analgesia
 Hand elevation
 HTC 3 days
 ROS 10-14 days
 Continue oral abx

Safety Alerts

None

Allergies and Adverse Reactions

No known allergies

Medications and Medical Devices

AWAITING PHARMACY REVIEW

Weight: No measured or estimated weight recorded**Height:** No measured or estimated height recorded**BSA:** No measured or estimated BSA recorded**New Medication Prescribed Since Admission**

Medication	Route	Dose	Frequency	No. of Days Supplied	GP to continue
co-amoxiclav 500 mg-125 mg oral tablet tablet	oral	1 tablet	THREE times a day	5	No
Indication: traumatic wound					

Prescriber: Parthiban , Sunil **Smartcard ID:** 559568599104**Screened by Pharmacist:**

Outpatient Prescription

To the patient: If the doctor asks you to take this prescription to the GP, you should take it to your GP practice and leave it with them. You may not need to make an appointment immediately but please confirm with your GP practice if you need to return later, for example to discuss any change in treatment with your GP.

This prescription is for: Royal Free Outpatient Pharmacy

Patient Name: BENJAMIN, DEON SHANTEL	NHS Number: 434 751 8617
Date of Birth: 26/Aug/1989	Hospital MRN: 50369287
Gender: Female	Home Telephone:
Patient Address: 23 BYRON TERRACE HERTFORD ROAD LONDON N9 7DG	Mobile Phone: 07868267755
Consultant: Mosahebi-Mohammadi, Afshin	
Clinic: RF-Clinic 4	

Allergies: No known allergies

Allergies: Active: NKA

Weight: No measured or estimated weight recorded

Height: No measured or estimated height recorded

BSA: 0.00 m²

Medication Prescribed This Visit						Pharmacy Use Only				
Medication	Route	Dose	Frequency	Days Supplied	GP to Continue	Qty Sup.	Qty T/F	S	D	C
co-amoxiclav 500 mg-125 mg oral tablet tablet	oral	1 tablet	THREE times a day	7	No					
Indication: stab wound to hand; Instructions: 26/11/22 SA.										
dihydrocodeine tablet	oral	30 mg	FOUR times a day	14	No					
Indication: stab wound to hand; Instructions: 26/11/22 SA.										
paracetamol tablet	oral	1 gram	FOUR times a day	14	No					
Indication: stab wound to hand; Instructions: OTC.										
Date: 26-Nov-2022		Prescriber (Smartcard ID): Bawa, Jasmine Hamam (565197352107)				Contact Number: 2331				

Independent Prescriber Name:

NOTE: Patients who don't have to pay must fill in parts 1 and 3 (unless they are exempt on

Person Full Name BENJAMIN, MISS DEON SHANTEL

NHS Number (Person Alias) 434 751 8617

26/Nov/2022 19:35
1 of 2

Dr THOMAS, JM NIGHTINGALE HOUSE SURGERY
1 NIGHTINGALE ROAD
EDMONTON
LONDON
N9 8AJ

GP Identifier: G9505133
GP phone: 020 88059997

Discharge Summary for BENJAMIN, DEON SHANTEL

Patient Demographics

Name: BENJAMIN, DEON SHANTEL
Address: 23 BYRON TERRACE
HERTFORD ROAD
LONDON
N9 7DG

Gender: Female
Date of Birth: 26/08/1989
NHS: 434 751 8617
Other Identifier (MRN): 50369287

Admission Details

Date: 27/NOV/22 08:01:15
Source: Usual Place of Residence
Lead Consultant: Ponniah, Allan
Lead Consultant Specialty: Plastic Surgery
Service

Discharge Details

Date: 27/NOV/22 00:00:00
Destination: Usual Place of Residence
Discharge by: Ponniah, Allan Jonathan
Outcome: Discharged with consent
Discharging Ward: RF-6 EAST

Summary

Diagnosis

No ranking:

27-Nov-2022 Rupture flexor digitorum superficialis tendon (Confirmed) - Presented
On: 27-Nov-2022

COVID Status

Negative

Printed by: Khan, Lidia Zofia
Printed on: 27/Nov/2022 16:21 GMT

Consent Form 1

NHS 434 751 8617
London
N9 7DG

Agreement to Investigation or Treatment

t details (or pre-printed label)

NHS 434 751 8617
P: BENJAMIN, Dean, S
Female
23 Byron Terrace
Hendon Road
NHS number (London)
26-AUG-1983Patient's first names
Responsible health professional
Job title
Special requirements
(eg other language/other communication method)☐ Male ☐ Female

Name of proposed procedure or course of treatment (include brief explanation if medical term not clear)

EXPERIMENTAL ANAESTHETIC OF RIGHT PALM FZ3 (ASAP)
- NEED CON TO RHP/RAE - (ASAP)

Statement of health professional (to be filled in by health professional with appropriate knowledge of proposed procedure, as specified in consent policy)

I have explained the procedure to the patient. In particular, I have explained:

The intended benefits: lighten
active pulseSerious or frequently occurring risks: low, infection, bleeding, nerve (lost)
muscle stiffness, nerve on hand, bubble, further surgery
cost, weight, ligament, damage to nearby structures

Any extra procedures which may become necessary during the procedure

- ☐
- blood transfusion
-
- ☐
- other procedure (please specify)

I have also discussed what the procedure is likely to involve, the benefits and risks of any available alternative treatments (including no treatment) and any particular concerns of this patient.

☐ I have also discussed use of any residual tissue that may be removed in the course of the procedure under the terms of the Human Tissue Act 2004 (see guidance notes)☐ The following leaflet/tape has been provided

This procedure will involve:

- ☒
- general and/or regional anaesthesia
- ☒
- local anaesthesia
- ☐
- sedation

Additional Risk factor to be assessed by healthcare professional

☐ Is the patient at risk of vCJD for public health purposes☐ No ☐ YesSigned
Name (PRINT) E. DAVIDSONDate 26/11/20
Job title SCF

Contact details (if patient wishes to discuss options later)

Statement of interpreter (where appropriate)

I have interpreted the information above to the patient to the best of my ability and in a way in which I believe can understand.

Signed

Name (PRINT)

Date

Copy accepted by patient: yes / no (please ring)

YELLOW COPY: CASE NOTES

WHITE COPY: PATIENT

Consent Form 1

NHS
London
NHS 700

Agreement to Investigation or Treatment

t details (or pre-printed label)

NHS 434 751 5517
MRN 50369297
PI: BENJAMIN, Dean, S
Female
23 Byron Terrace
Hendon Road
26-AUG-1983
NHS number (London)

Patient's first names

Responsible health professional

Job title

Special requirements

(eg other language/other communication method)

☐ MaleFemale ☐

Name of proposed procedure or course of treatment (include brief explanation if medical term not clear)

EXPLANATION AND AMENDMENT OF RIGHT CLAM F23 (ASAP)
- KIDNEY CON TO KIDNEY - (ASAP)

Statement of health professional (to be filled in by health professional with appropriate knowledge of proposed procedure, as specified in consent policy)

I have explained the procedure to the patient. In particular, I have explained:
The intended benefits *improved*
active joints

Serious or frequently occurring risks *for infection, bleeding, stroke (heart),
kidney, diabetes, nerve or blood vessel damage, further surgery,
loss of the kidney, damage to nearby structures*

Any extra procedures which may become necessary during the procedure

☐ blood transfusion☐ other procedure (please specify)

I have also discussed what the procedure is likely to involve, the benefits and risks of any available alternative treatments (including no treatment) and any particular concerns of this patient.

☐ I have also discussed use of any residual tissue that may be removed in the course of the procedure under the terms of the Human Tissue Act 2004 (see guidance notes)

☐ The following leaflet/tape has been provided

This procedure will involve:

☒ general and/or regional anaesthesia☒ local anaesthesia☐ sedation

Additional Risk factor to be assessed by healthcare professional

☐ Is the patient at risk of vCJD for public health purposes

☐ No ☐ Yes

Signed

Name (PRINT)

E. DAVIDSON

Date

26/11/21

Job title

SCF

Contact details (if patient wishes to discuss options later)

Statement of interpreter (where appropriate)

I have interpreted the information above to the patient to the best of my ability and in a way in which I believe can understand.

Signed

Name (PRINT)

Date

Copy accepted by patient: yes / no (please ring)

YELLOW COPY: CASE NOTES

WHITE COPY: PATIENT



Private & Confidential

To be opened by addressee only

Dr Abidoye
Nightingale House Surgery
1-3 Nightingale Road
Edmonton
London
N9 8AJ

Barnet, Enfield and Haringey Mental Health Trust
Enfield Mental Health Single Point of Access
25 Crown Lane
Southgate
London
N14 5SH

Tel: 0208 702 3329

3rd July 2023

NHS No. 434 751 8617
RiO No. 1048105

Re: Miss DB - DoB: 26 Aug 1989

23 Byron Terrace Hertford Road, Edmonton, London, N9 7DG

Miss DB is a 33-year-old unemployed single woman seen in a face-to-face appointment at Crown Lane clinic.

She has had mental health referrals this year from her GP Dr Abidoye, Nightingale Surgery (referral dated April 23) and Dr Lisa Goodman Psychologist in the RFHosp hand plastic surgery team (she referred her in Feb 23 with PTSD).

She seemed restless during the interview and dissatisfied with many aspects of her life and interactions with health professionals.

She swore frequently when speaking to me.

She told me that she has a boyfriend and has been with him for "a while" but the relationship is difficult sometimes "because of her mood swings" (said Mum).

She feels her friends and her boyfriend "don't like me" "I feel like I'm on my own and no-one gets me...I'm losing everyone" "I feel like I'm unlucky...proper unlucky, and everything bad happens to me...I've always felt like that and it makes me so angry...I lose a lot of things...everything I touch turns into shit ...everyone else gets chances".

"If I do get friends, they find the truth of me and then they don't want to be with me anymore" and she feels she needs to "pretend" to keep relationships.

She attended her appointment on time with Mum (Lorraine) and Uncle (Andrew).

She won't go back to live in her London Quadrant flat (because of the attack) and they're relationship can be tense and Mum is unwell (heart op recently and on dialysis, now on the transplant list) so she's staying with different friends and "Holly doesn't want me to stay there no more".

She is using her mother's address (Byron Terrace N9) for correspondence etc.

She has a solicitor (going through Court at the moment) trying to get her a place to live.

Chief Executive: Jinjer Kandola MBE

Interim Chair: Peter Molyneux



Her Uncle says, "she has no stability" although her family try to support her "but she argues with us all the time".

History of presenting complaint:

"I'm just stressed out ...I don't feel right and I get angry all the time" (to which Mum responds "she's had those issues for years").

Mum says, "she's getting high and low really quickly".

Andrew said that "she has been much worse since the attack" (when she was assaulted end Nov 22 and sustained a severe cut to her, dominant, right hand).

Nightmares have been worse after the attack (end November 22) "I can't sleep and I wake up sweaty and shivering" the nightmares are not just related to the attack and when she wakes it takes her a long time "to calm down",

The dreams have got worse and she has been nauseated and shaky since she has been on risperidone,

She sometimes believes "family and friends...people are talking about me and being funny with me ...I can't explain it ...I don't know it's just the way I feel...sometimes I feel like it's real other times I think I'm being stupid".

She doesn't like the way people look at her and if people are round her laughing, she feels they are laughing at her "I've always felt people laugh and look at me funny...some people are just horrible".

"I feel people are against me because they think I am lying and chatting shit".

She sometimes relates TV to her and gives the example that she sees a character on TV and they are stabbed and she feels it is more than a coincidence "is it to do with me?" - not clearly an idea of reference.

She says her hand (cut in the attack) "doesn't feel like my hand" since the attack but she can't explain this. She is right-handed but isn't using her damaged right hand. "I don't even like the sight of it".

She says she thinks about the attack very often and "it just comes into my head".

She is avoidant of memories of the attack.

She doesn't want to use knives for cooking because a cut was used in the attack.

Similarly, she gets upset by plastic bags because after the attack they used a plastic bag to try to stop the bleeding.

She was "bad before the attack but she's gone ballistic since".

She has never gone out much but less wanting to go out since the attack.



**North London
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NHS
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She continues to have treatment from the hand plastic surgery team at the Royal free hospital.

She has a psychologist from that team (Lisa Goodman).

She is waiting for her next hand clinic appointment.

She should be wearing a splint but she puts bandages on it instead because she finds the splint painful and doesn't want to look at her hand.

"I need someone to talk to you can't just give me tablets".

"I can't keep living like this ...it's stupid ...no-one is listening... I'm sick and tired of this... I want to know I can be safe.

"I don't believe people that just chat shit" (referring to health professionals) "she's getting no help".

Sleep? "I never sleep", initial insomnia - when I asked why and she said "fuck knows" but she sleeps with the light on, feels scared and any noise startles her.

She wakes sweaty every night.

If she wakes in the night, she sometimes feels the need to check there is no-one there before she can go back to sleep.

"Sometimes I feel alright and sometimes I feel like shit".

Limited pleasure from life since the attack.

I feel "so down".

Some diurnal mood variation "not very good in the morning".

Appetite variable "I don't fancy food...I feel sick thinking about it".

Weight - has lost 2 stone (without trying to) since she was stabbed (approx 6 months).

Social Hx

Benefits ESA, PIP (for hand and mental health)

No debt

Homeless at the moment ("sofa-surfing").

Forensic Hx

Caution for drunk and disorderly 18/12 ago and she said angrily "I had a little too much to drink at a funeral...that was ages ago".

Caution and probation and a tag for ABH as a teenager "I was only young...it was ages ago".

Personal Hx

Premature - Born at 27/40 "she died about 20 times and they brought her back to life" - "lung collapses" and ventilated.



North London Mental Health Partnership

Long periods in hospital including GOSH, in an out of hospital up until 7 School - "primary was good".

Her emotional problems got worse "at secondary school".

Mum feels her mood changed after her periods started.

Physical health

Recent ECG because "her heart was going .fast" and she need to be " monitored by a specialist".

GP also told her she is "borderline diabetic".

Polycystic ovaries (she is waiting for a gynae appointment) and a separate issue with other "cysts on her ovaries".

Asthma.

Her blood pressure has been raised.

Past Psych Hx:

Never admitted for mental health problems.

No period of treatment from Crisis Home Treatment team although she has called them.

Diagnosed with dyslexia.

She saw school counsellors for "mood swings", anger and "cutting" from "early teens"

Not sure if she saw CAMHS (child and adolescent services).

DSH history - she was cutting (wrists /legs) but stopped around 22 years.

She explained it was "for release" not with the intention to die "it makes me feels less numb...it makes me feel better".

She cut herself in COVID and the last time was? early Dec and she says she has stopped now.

She says she tried to hang herself? age 20 when attending Lucas House OP for anxiety/depression and she had a variety of antidepressants including fluoxetine, sertraline, venlafaxine.

"I don't want to kill myself.

She saw CPN Gopaulen for assessment 1.3.23 when no psychotic symptoms were elicited.

Current medication:

Risperidone 2mg (1mg bd) - prescribed by GP- but feels it makes her sweaty and shaky and dizzy and "horrible".



North London
**Mental Health
Partnership**

No other medication.

Analgesics for headaches (her headaches have been worse recently) and period pains (she has heavy, painful periods).

Substance misuse:

No recreational drugs use

Tried cannabis and coke "but it made me feel funny and I didn't like it"

Infrequent alcohol "but when she does, she gets plastered"

Smokes tobacco (roll ups, a pouch a week approx).

Impression:

EUPD

Mixed anxiety/depressive symptoms? part of - PTSD.

Plan:

Given MIND leaflets on EUPD and PTSD.

Given Choice and medication leaflets for risperidone and mirtazapine.

"I don't want to keep taking tablets...but I hundred per cent need something" so we agreed she will reduce risperidone to 1mg nocte for a week and then stop.

I have given her an FP10 for 28 days mirtazapine 15mg nocte - after a week she could increase the dose to 30mg nocte.

I will refer to the South locality team at Lucas House.

Dr Hilary Scurlock
Consultant Psychiatrist
Enfield Mental Health Single Point of Access

Yours sincerely

Cc: Miss DB



**Mental Health
Partnership**



Barnet, Enfield and Haringey
Mental Health NHS Trust
Camden and Islington
NHS Foundation Trust

Enfield Personality Disorder Stream

Enfield Integrated Core Mental Health Team

The Chase Building

Chase Farm Hospital Site

The Ridgeway Enfield EN2

8JL

Private &
Confidential Miss
DB 23 Byron
Terrace Hertford
Road Edmonton
London
N9 7DG



Tel: 020 8702 5011/5023

PD Team Direct Dial: 020 8702 5020

Email: [beh-tr.generalenquiries\(8\)nhs.net](mailto:beh-tr.generalenquiries(8)nhs.net)

8th November 2023

NHS number: 434 7518617

Hospital number: 1048195

Dear DB,

Following your referral to Enfield Integrated Core Team, we have booked your initial assessment, I can confirm this will be a **face-to-face appointment**, your appointment details are as below:

Date & Time: 2nd February 2023 at 09:30am

Location: The Chase Building, Chase Farm Hospital Site

Clinician: Kuntal Mehta

We have enclosed several documents which we would be grateful if you could complete and bring with you to your appointment. If you cannot complete these at home, or would like some help filling them in, your clinician will be happy to help you with these at your appointment. Please note this appointment is an assessment and is not the start of therapy. We ask that if you cannot attend the appointment as above, please contact us at your earliest convenience **020 8702 5023/5011**. Please be aware that failure to attend this appointment may result in a discharge from our service. We look forward to meeting you.

Yours sincerely,

Administrator for Enfield Personality Disorder Stream
On Behalf of Barnet, Enfield and Haringey Mental Health Trust

Cc: NIGHTINGALE HOUSE SURGERY, 1 NIGHTINGALE ROAD, EDMONTON, N9 8AJ

Interim Chair: Peter Molyneux

Chief Executive: Jinjer Kandola MBE



Getting to Enfield Therapy Service

Enfield Therapy Service

The Chase Building

Chase Farm Hospital

The Ridgeway

Enfield

EN2 8JL

Bus

W8 – Chase Farm Hospital

W9 – Chase Farm Hospital

313 – Chase Farm Hospital

Train

10-15 minute walk from Gordon Hill Station

Car

Pay and display: only available on first come first service basis.

Contact us

Tel 020 8702 5011/5516



You can ring for a translation
Monday - Friday
9:00am - 5:00pm

Please give this number:
497841

For free translation phone

Per një përkthim falas telefononi

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call now on:

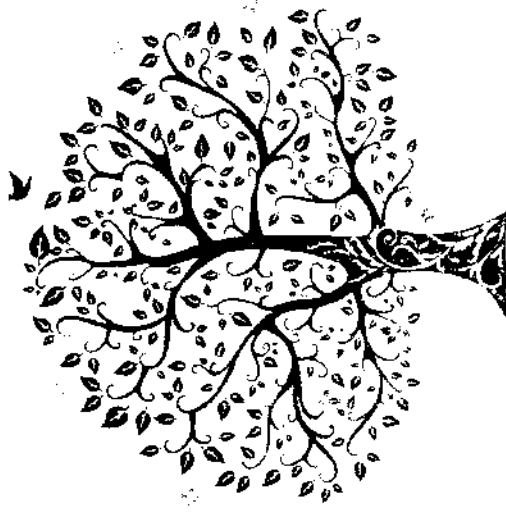
0800 952 0119

Barnet, Enfield and Haringey
Mental Health NHS Trust



A University Teaching Trust

Enfield Therapy Service (ETS)



Information for
Service Users, Carers
& Professionals

Enfield and Haringey NHS Trust



What is Enfield Therapy Service?

If you have experienced recurring, on-going or severe mental ill health, or if your symptoms have not been helped by a short course of therapy in IAPT, it is likely that you will be referred on to Enfield Therapy Service.

Enfield Therapy Service is a secondary care mental health team who offer psychological treatment.

Your first contact will usually be a psychological assessment and treatment planning session, where we will consider your individual needs and discuss with you options for treatment.

Treatment is divided into three streams:

Post-Traumatic Stress Disorder (PTSD)

Stream - for people who have survived multiple, enduring and/or severe trauma and are experiencing symptoms of PTSD.

Personality Disorder Stream – for people with a diagnosis of Emotionally Unstable Personality Disorder (EUPD), who struggle with self-harm, relationships, impulsivity, and managing emotions.

Psychological Therapies Stream – for people with recurrent, enduring and/or severe anxiety and/or depression. We also see some people with symptoms of personality disorders.

What can we offer?

Group Therapy – Provide an opportunity to understand and develop the skills to help a person cope with their symptoms. Meeting other people with similar difficulties also helps people feel less alone.



Individual Therapy – We offer a variety of therapeutic approaches to help people explore their difficulties and reduce symptoms.

Family Therapy – Appointments for couples and families to think about how mental health can be improved by looking at relationships.

Medication – Prescription drugs are often used in treating various symptoms. Evidence suggests a combination of medication and talking therapy is often the most effective treatment. Generally an individual's medication will be managed by their GP. Psychiatrists can provide expert advice to the GP, as well as offering specialist psychiatric reviews.

Signposting – We can signpost people to services that can address difficult social issues, such as housing or asylum status, as well as other therapy services.

What can we *not* offer?

- We don't recommend starting therapy if you are using illegal drugs or alcohol to cope, or if you are going through stressful events such as on-going court cases or homelessness. It's better if these difficulties are addressed first.
- We cannot offer long term support or care-coordination for practical and social issues such as housing, debt, asylum etc.
- We do not offer therapy for people who are currently experiencing an episode of psychosis.

What to do in a Crisis?

Remember your coping strategies
We would encourage you to remember your coping strategies and try these first. What works best is different for each person, which is why we teach a range of skills and strategies.

Crisis Teams

There is a dedicated Crisis Resolution and Home Treatment Team (CRHT) who are available 24 hours a day, 7 days a week.

Their contact telephone number is:

Enfield CRHT 020 8702 3800





We would appreciate if you would complete this form in order for us to update our systems with your most current information. **Please hand this completed form to the Reception, when you arrive for your appointment.**

Name			Surname		
Date of Birth			Marital status		
Address:					
Home Tel:			Mobile:		
Email:					
Dependent children (under 18) including children living in the household				YES / NO (If yes please state details below)	
Names (children)		School		Date(s) of birth	
Next of Kin Details (please note that the person listed below will only be contacted in an emergency)					
Emergency contact name		Relationship		Contact number	
Address:				Postcode:	
Home Tel:			Mobile		
Email address:					
Housing status:					
Own home	☐	Private rent	☐	Council	☐
Other: (please specify)					
Employment status:					
Employed	☐		Unemployed	☐	





Receiving benefits:	Yes	No
Name of benefit:		
Occupation:		
GP name and address:		Postcode:
Smoker (please circle appropriate answer) Yes / No If Yes how many a day: Age when started: Do you want help to cut down:		
Physical health conditions including allergies:		
Disability	Yes	No
If yes, please indicate nature of disability.		
Ethnicity (please select by ticking or circling your ethnicity)		
Asian or Asian British - Any other background Asian or Asian British – Bangladeshi Asian or Asian British – British Asian or Asian British - Caribbean Asian Asian or Asian British - East African Asian Asian or Asian British – Indian Asian or Asian British – Kashmiri Asian or Asian British - Mixed Asian	Other Ethnic Groups – Japanese Other Ethnic Groups – Kurdish Other Ethnic Groups - Latin American Other Ethnic Groups – Malaysian Other Ethnic Groups - Maur/SEyc/Mald/StHelen Other Ethnic Groups – Moroccan Other Ethnic Groups - North African Other Ethnic Groups - Other Middle East	

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Asian or Asian British - Other/Unspecified Asian or Asian British – Pakistani Asian or Asian British – Punjabi Asian or Asian British – Sinhalese Asian or Asian British - Sri Lanka Asian or Asian British – Tamil Black or Black British – African Black or Black British - Any other background Black or Black British – British Black or Black British – Caribbean Black or Black British – Mixed Black or Black British – Nigerian Black or Black British - Other/Unspecified Black or Black British – Somali Mixed - Any other mixed background Mixed - Asian and Chinese Mixed - Black and Asian Mixed - Black and Chinese Mixed - Black and White Mixed - Chinese and White Mixed - Other/Unspecified Mixed - White & Asian Mixed - White & Black African Mixed - White & Black Caribbean Other Ethnic Groups - Any Other Group Other Ethnic Groups – Arab Other Ethnic Groups – Chinese Other Ethnic Groups – Filipino Other Ethnic Groups – Iranian Other Ethnic Groups – Israeli	Other Ethnic Groups - South/Central American Other Ethnic Groups – Vietnamese White – Albanian White - All Republics of former USSR White - Any other background White – Bosnian White – British White – Cornish White – Croatian White - Cypriot (part not stated) White – English White – Greek White - Greek Cypriot White - Gypsy/Romany White – Irish White - Irish Traveller White – Italian White – Kosovan White - Mixed White White - Northern Irish White - Other European White - Other Republics of former Yugoslavia White - Other/Unspecified White – Polish White – Scottish White – Serbian White – Traveller White – Turkish White - Turkish Cypriot White - Welsh Any Other Group



Chase Farm Hospital Site



① **Mental Health Unit**
Day Hospital
Dorset Ward
Sussex Ward
Suffolk Ward
Devon Ward (PICU/PICU)
Emergency Assessment Centre
Management Offices

② **Camlet 1**
Mandeville Ward
Hollin Ward
Lovell Ward

③ **Camlet 2**
Kingwood Centre
Hadley Ward
Ashmore Ward

④ **Camlet 3**
Grace Ward
Capepper Ward
Aston Ward
Ellon Ward

⑤ **Aven Villa Trust HQ**

⑥ **Ivy House**

⑦ **Cornwall Villa**

⑧ **Somerset Villa**

⑨ **Cumbria Villa**

⑩ **The Oaks**

⑪ **Silver Birches**

⑫ **Lea Villa**

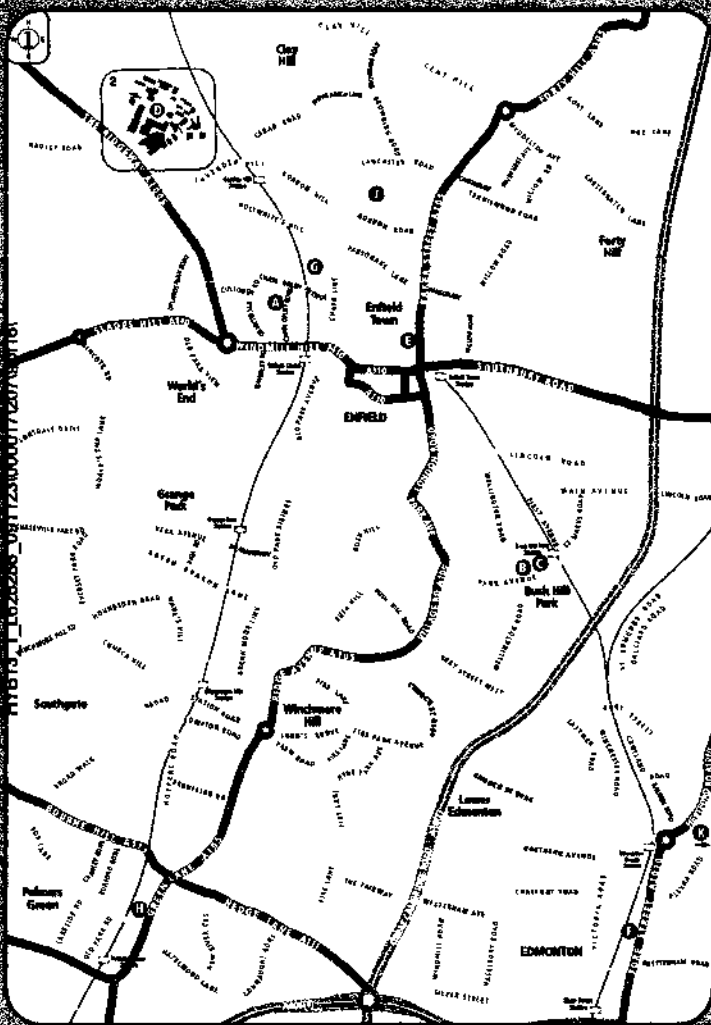
⑬ **Warwick Centre (The Elms)**

⑭ **Kings Oak Private Hospital**

⑮ **Barnet & Chase Farm Hospital NHS Trust**

⑯ **Visitors Pay and Display**

Car Route with direction of traffic flow



10. 4. 2019

Travel Directions to Chase Farm Hospital Site

By Underground
Nearest Tube Station:

Powered by our Allipedia

My Best:

My Life

Nearest Railway Stations:
London will select

Potters Bar Station (then bus 313)

Enfield Town (bus W9 and 313)

Key Connections:

Key Connections:

15-16 minutes 3-4 turns approximately every 20 minutes during daytime hours

100

15 minutes during daytime hours

ed by the New York City Board of Health, http://www.doh.state.ny.us/health_statistics/surveillance/11/Bridge_County.html and by the New York City Board of Health, http://www.doh.state.ny.us/health_statistics/surveillance/11/Bridge_County.html.

- [illegible]

The Short Warwick-Edinburgh Mental Well-being Scale **(SWEMWBS)**

Below are some statements about feelings and thoughts.

Please tick the box that best describes your experience of each over the last 2 weeks

STATEMENTS	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	1	2	3	4	5
I've been feeling useful	1	2	3	4	5
I've been feeling relaxed	1	2	3	4	5
I've been dealing with problems well	1	2	3	4	5
I've been thinking clearly	1	2	3	4	5
I've been feeling close to other people	1	2	3	4	5
I've been able to make up my own mind about things	1	2	3	4	5



Patient Health Questionnaire (PHQ-9)

NAME:

DATE:

Over the last 2 weeks , how often have you been bothered by any of the following problems? (use "0" to indicate your answer)	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things	0	1	2	3
2. Feeling down, depressed, or hopeless	0	1	2	3
3. Troubling falling or staying asleep	0	1	2	3
4. Feeling tired or having little energy	0	1	2	3
5. Poor appetite or overeating	0	1	2	3
6. Feeling bad about yourself - or that you are a failure or have let yourself or your family	0	1	2	3
7. Trouble concentrating on things, such as reading the newspaper or watching television	0	1	2	3
8. Moving or speaking so slowly that other people could have noticed. Or the opposite - being so fidgety or restless that you have been moving around a lot more than usual	0	1	2	3
9. Thoughts that you would be better off dead, or of hurting yourself	0	1	2	3

Add columns

TOTAL:

10. If you checked off **any** problems, how **difficult** have these problems made it for you to do your work, take care of things at home, or get along with other people?

Not at all

Somewhat

difficult

Very difficult

Extremely
difficult

Generalised Anxiety Disorder 7-item (GAD-7) scale

<i>Over the last 2 weeks, how often have you been bothered by the following problems?</i>	Not at all	Several days	Over half the days	Nearly every day
1. Feeling nervous, anxious, or on edge	0	1	2	3
2. Not being able to stop or control worrying	0	1	2	3
3. Worrying too much about different things	0	1	2	3
4. Trouble relaxing	0	1	2	3
5. Being so restless that it's hard to sit still	0	1	2	3
6. Becoming easily annoyed or irritable	0	1	2	3
7. Feeling afraid as if something awful might happen	0	1	2	3

Add the score for each column

+

+

+

Total Score (*add your column scores*) =

If you checked off any problems, how difficult have these made it for you to do your work, take care of things at home, or get along with other people?

Not difficult at all

Somewhat difficult

Very difficult _____

Extremely difficult



Pharmacy Stamp

Age

Title, Forename, Surname & Address

D.o.I

JL/^IWⁱ 64[^] ^{^^^} UtAi[^]
^{^1^} w[^]hN[^]

Please don't stamp over age bi

Number of days' treatment

N.B. Ensure dose is stated

Endorsements

28d

NHS Number: 434 751 ft)?

HOSPITAL PRESCRIBER

HP

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Prescriber's name and initials in block capitals

Signature of Prescriber

H CW

Date

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No. of
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ENFIEUTASSESSMENT SERV

25 CROWN LANE SOUTHGATE
LONDON

020 87023329 BEHMHT

RRPE6

N14 5SH

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HP

NHS

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Private & Confidential	Barnet, Enfield and Haringey Mental Health Trust
To be opened by addressee only	Enfield Assessment Service
Date: 08.03.2023	25 Crown Lane
Dr Abidoye	Southgate London
Nightingale House Surgerv	N14 5SH
Nightingale Road Edmonton	Tei: 0208 702 3329
N9 8AJ	****

Dear Dr Abidoye,

Re: Miss DB DoB ** (*** years) Address - Currently of no fixed abode - Sofa surfing**

I had opportunity to assess Ms DB in our Silver Street Clinic on 01 March 2023 after she was referred by our Crisis Telephone Service. She presented with her partner.

Reason for Referral

Referrer reported history of auditory hallucinations and suspected that DB has PTSD. Clinical Documentation recorded diagnosis of depression and anxiety.

Experiencing a deterioration in MH triggered by:

9. Assaulted and stabbed on 27th November 2022- In hospital for 3 days

10. Mum is currently in hospital- had a heart operation

11. Not able to return to her home address due to assault.

DB reported that she has been having disturbed sleep and-nightmares at night.

No changes in appetite highlighted.

DB has a history of having auditory hallucinations but denied experiencing psychotic symptoms at time of triage.

DB is not taking any medication at present; she was previously prescribed sertraline but stopped taking medication 3.weeks ago, GP is aware and she reported they would review medication. - —

- No currently using drugs or drinking alcohol.

Reported that she used to socially use cocaine but stopped after she was assaulted last year.

No clear diagnosis

History of presenting Problem:

Gave verbal consent to information sharing along Trust guidelines, happy for final letter to go to GP and to home address

Ms DB told me last November she went to pick up her boyfriend at a Bar. When they came out, her boyfriend who was intoxicated with alcohol had an altercation with a man and a woman whom she alleged were both under the influence of alcohol. She got involved during the altercation pulling



Chairman: Jackie Smith
Chief Executive: Jinjer



her boyfriend away and she alleged she was pushed to the ground and the woman stabbed her. She sustained deep cut in her right hand, and she told me she fainted because of the bleeding and she now unable to remember much what actually happened.

Police now is investigating the incident. No one has been arrested yet and they are still looking for the alleged assailant. She is now stressed out of having to attend court. She told CCTV footage is not clear.

She told me she has been told by police not go to her flat "kicked me out and told me it is dangerous for me to go back." and subsequently has been of no fixed abode since. She told me she has been sofa surfing at her boyfriend and other friends since the incident.

Since the incident, she has been experiencing symptoms suggestive of PTSD -

Hyperarousal - easily irritable and aggressive at time, hypervigilance, can't go outside - afraid of the dark, difficulty concentrating, and difficulty sleeping, experiencing bad dreams, and waking up in sweat. Constant ruminating and flashbacks about the incident 'in my head', Crying for no reason.

Compounded to the trauma following the incident, she attended North Middlesex University hospital yesterday and was told that she must have her ovary removed and she is worried she wouldn't be able to have any kids.

She also told me she is also stressed out as her mum is in ICU following a heart operation and she is physically very unwell.

Before the incident she told me was paranoid about people betraying her and she has been diagnosed with dyslexia when she was at school, and she has had depression and anxiety since she was 13 years of age.

She told me she was previously diagnosed with bipolar affective disorder and when challenged as her health records doesn't indicate such a diagnosis, she then told me it was the charity MIND who told her she may have had Bipolar. .

Past Psychiatric History:

Previously treated with depression and anxiety from 2008 - 2011.

Otherwise, no previous history on Rio.

Current Medication:

Sertraline 150mg

Sleeping tablet - Zopiclone

She told me she has been on Sertraline most of her life although she never felt any benefit since on it and has been taking it as prescribed.

To the contrary, notes from our CTS indicate she stopped taking her antidepressant.



OUR VALUES



Information provided about her condition by her GP

Ms DB understands the risk and benefit of medication prescribed and was involved in decision[^] about medication.

Drug/ Alcohol and smoking status:

Smoke cigarettes.

Only drinks alcohol socially when out with her friends - She used to drink in excess during her teenage years but denied any problematic drinking recently.

She told me she used to sniff 'Charlie' cocaine during her teenage years. However, when our CTS spoke with her recently, she reported to socially use cocaine but only stopped after she was assaulted last November.

Present Social Circumstances:

She is currently of NFA and sofa surfing She receives ESA and PIP.

Mental State Examination:

A+B: Revealed a 33-year-old Caucasian woman. Her right hand was bandaged and told me she is scheduled to attend special unit for plastic surgery on her hand. She was casually dressed, and her self-care was good. She established a rapport easily and she was mildly agitated shaking her leg incessantly during the interview. Her speech was fluent, coherent and normal in volume, rate and content

Subjectively she rated her mood as being (0) on a scale of 0 to 10 (where 0 is most depressed and 10 happiest). However objectively her mood appears normal with a reactive and mildly anxious affect

She told she attempted self harm by cutting her wrists about 7 months ago. No scar or mark noted. Her left wrist is covered with tattooed. She has no current suicidal ideation, plan or intent and cited her mum as a protective factor.

With regards to her perception, she reported hearing her boyfriend whispering to her from inside her head "playing games in my head' and not from external spaces about 3 to 4 times in a week since the incident. This appears more related to her traumatic experiences and unlikely to be psychotic. She also reported a history of feeling paranoid about other people betraying her, likely in the context of her personality and a history of using cocaine.

Her appetite is not great, although she is eating, and she is not sleeping well although she reported having 8 hours sleep last night.





Nursing Impression:

Her presentation is suggestive of traits of PTSD following an incident last November when she alleges, she got stabbed in her right arm.

She is also stressed out as she subsequently lost her accommodation following the incident and her mum is currently very unwell in hospital.

Management plan:

We discussed therapy to manage her PTSD and advised her to engage with IAPT.

Please refer her to Enfield IAPT for therapy.

She told me a housing solicitor is helping her with her accommodation and I have advised her to go to the homeless person unit and MIND for support.

She told me she is seeing her GP for a review of her medication.

I have discharged her back to your care,

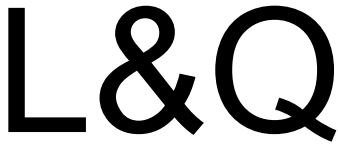
Yours sincerely,



**Kris Gopaulen Community
Psychiatric Nurse Enfield
Assessment Service**

Copy to: Ms DB





West Ham Lane Office
29-35 West Ham Lane
London E15 4PH
Tel: 0300 456 9998
Email: info@lqgroup.org.uk
Website: www.lqgroup.org.uk

Confidential

Miss DB 7 Tenneyson Close, Enfield, London, EN34SN

21 October 2019

Dear Miss D DB

Medical Assessment - Priority Awarded

Following your recent medical assessment, I can confirm that medical priority has been awarded and the recommendations are:

Bed Size - According to L&Q Policy

Max Floor Level with a lift - 4th Floor or Above

Max Floor Level without a lift - 2nd Floor

Gas Central Heating - Desirable

Garden - No Special Requirement.

Please note, as L&Q operate a Choice Based Lettings System you are able to place on bids on properties that you deem as suitable for your household needs. If there are any concerns regarding the suitability of a property, a Lettings officer will discuss this with you during the Lettings process.

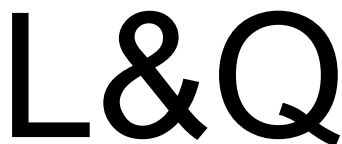
Your transfer application is now in Band 3 - All priority cases.

It is recommended that you also register with your local authority as you have a medical reason for moving homes. To do this, you will need to complete an application form and submit any supporting documents. Details can be obtained from each council website.

Yours sincerely

Lettings Team

BECAUSE HOMES MATTER



L&Q Direct

PO Box 194

Sidcup DA15 0AJ

Tel: +44 (0)300 456 9998

Email: info@lqgroup.org.uk

Website: www.lqgroup.org.uk

09th December 2022

URGENT – For the attention of the Duty Homeless Persons Unit Officer, Homelessness Section

Dear Sir/Madam,

Application for assistance under section 183 of the Housing Act 1996

Please treat this letter as an application for assistance under section 183, Housing Act 1996.

Homelessness or threatened with homelessness (Section 175 Housing Act 1996)

We believe that our client should be treated as homeless or threatened with homelessness. This is because:

Please see summary notes for the case below

Ms DB contacted L&Q and has reported that on 25th November she was stabbed outside a pub by two unknown persons. She was hospitalised and needed surgery after sustaining life changing injuries. Ms DB has seen both of the perpetrators on her estate while walking her dog and believes they live on the estate and know where she lives. She has not stayed in her property due to fear for her life. While she was in hospital, she has received a call from an unknown number telling her to drop the charges. She has stayed in the hospital last few nights as she has no where else to stay. Police are investigating her case crime ref: 5232489/22. I have received an email from the police officer stating, ***'The victim currently resides at an address where both suspect live within the same estate and there has been escalation of violent behaviour within this estate since the incident on 25/11/2022'***. They advised that it is not safe for Ms DB to remain at her property and she should be moved.

Advised resident to approach the local authority explain her situation regarding the incident and that she wants to make a homeless application.

Ms DB has requested urgent re-housing.

It is of the recommendation of L&Q that accommodation is considered to ensure the safety and wellbeing of DB.

Interim accommodation duty (section 188 Housing Act 1996)

BECAUSE HOMES MATTER

We believe that on the basis of the above that your authority has reason to believe that our client may be homeless, eligible and in priority need. Therefore, your authority has a duty to provide suitable accommodation pending completion of your enquiries. We would remind you that this duty arises irrespective of location connection with your authority.

Ms DB is a tenant of **London & Quadrant Housing Trust (L&Q)**. However, due to:

- *Please see details of case above*

This tenant feels it is not safe for them to remain at their property at **7 Tenneyson Close, Enfield, London EN3 4SN**.

Police details

DC Neha Chadda

North Area BCU

Local Investigations Team 2a

Metropolitan Police Service

North Area BCU (Enfield & Haringey)

07717850110

For this reason, I am referring them for emergency re-housing as per s188 of the Housing Act 1996 (Homelessness). "Interim duty to accommodate in case of apparent priority need." And also, under section 10 of the Homeless Act 2002, where it is not reasonable for a person to continue to occupy accommodation if it is probable that this will lead to threats of violence from another person.

Details of **Ms DB**, tenancy are as follows:

Tenancy start date with **L&Q** – **15/08/2011**

Date of birth: **26/08/1989**

I would be grateful if you can contact me to confirm receipt of this letter. Please can you also keep me informed of the progress of your enquiries as an authorised representative of our client and provide us with a copy of your decision letter. You can contact me on 0300 456 9996 or via email to nsharif@lqgroup.org.uk Thank you for your assistance.

Yours

Yours faithfully


Nazma Sharif

Nazma Sharif

ASB Case worker

Valerie Opara

From: Neha.Chadda@met.police.uk
Sent: 08 December 2022 17:55
To: Cc: RROteam
emily.berry@emfield.gov.uk; Nazma Sharif
Subject: 5232489/22

Follow Up Flag: Follow up
Flag Status: Flagged

Good evening,

I am emailing in relation to the above crime report. This a GBH with intent investigation where the victim was assaulted in a pub which resulted in life changing injuries to her hand.

The victim currently resides at an address where both suspect live within the same estate and there has been escalation of violent behaviour within this estate since the incident on 25/11/2022.

The victim's name is DB Shantel DB she currently resides at 7 TENNYSON CLOSE, SCOTLAND GREEN ROAD, ENFIELD, EN3 4SN.

We would recommend a move due to the proximity of the suspects of this investigation and the mental/physical toll this incident has been on Ms DB.

Kind Regards,



DC Neha Chadda
North Area BCU
Local Investigations Team 2a
Metropolitan Police Service
North Area BCU (Enfield & Haringey)
X07717850110
www.met.police.uk ^ Neha.Chadda@met.police.uk

Enfield Haringey
Unless otherwise stated this email is GSC Code – Official

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Your Ref:
NHS Number 434 751 8617
Hospital Number: 1048195

Enfield Assessment Service
25 Crown Lane
Southgate London
N14 5SH

22 Feb 2023

Tel: 0208 702 3329

Private and Confidential to be opened by addressee

Miss DB Shantel DB
23 Byron Terrace Hertford Road
Edmonton
London
N9 7DG

Dear Miss DB,

Following our recent phone conversation, we would like to confirm your appointment as follows

Date: 01 Mar 2023

Time: 11 30

Clinician: Kylasum Gopaulen

Location: 58-60 Silver Street, Enfield, Middlesex, EN1 3EP

To make sure that access to our services is fair, please:

12. Call the above number if you are unable to attend this appointment
We may not be able to offer you another appointment if you don't attend this one, or don't tell us that you can't come
13. Arrive on time for your appointment as we may not be able to see you if you are late

Please contact us on the above number if English is not your first language and you need help or an interpreter.

Yours sincerely

Annalynn Kamulete

On Behalf of Barnet, Enfield and Haringey Mental Health Trust



Interim Chair: Peter Molyne
Chief Executive: Jinjer Kand



**Mental Health
Partnership**

Barnet, Enfield and Haringey
Mental Health NHS Trust
Camden and Islington
NHS Foundation Trust

Enfield Personality Disorder Stream
Integrated Core Mental Health Team
The Chase Building Chase
Farm Hospital Site
The Ridgeway
Enfield EN2 8JL

**Private &
Confidential Miss
DB 23 Byron
Terrace Hertford
Road Edmonton
London N9 7DG**



Tel: 020 8702 5011/5023
PD Team Direct Dial: 020 8702 5020
Email: beh-tr.generalenquiries@nhs.net

6th December 2023

NHS number: 434 7518617
Hospital number: 1048195

Dear DB,

Due to unforeseen circumstances, we have had to amend the assessment date that we previously booked for you. I can confirm this will be a face-to-face appointment, your appointment details are as below:

Date & Time: 23rd February 2024 at 09:30am

Location: The Chase Building, Chase Farm Hospital Site

Clinician: Kuntal Mehta

We have enclosed several documents which we would be grateful if you could complete and bring with you to your appointment. If you cannot complete these at home, or would like some help filling them in, your clinician will be happy to help you with these at your appointment. Please note this appointment is an assessment and is not the start of therapy. We ask that if you cannot attend the appointment as above, please contact us at your earliest convenience **020 8702 5023/5011**. Please be aware that failure to attend this appointment may result in a discharge from our service. We look forward to meeting you.

Yours sincerely,

Administrator for **Enfield Personality Disorder Stream**
On Behalf of **Barnet, Enfield and Haringey Mental Health Trust**

Cc: NIGHTINGALE HOUSE SURGERY, 1 NIGHTINGALE ROAD, EDMONTON, N9 8AJ

Better Mental Health. Better Lives. Be: ? _

Interim Chair: Peter Molyneux
Chief Executive: Jinjer Kandola MBE

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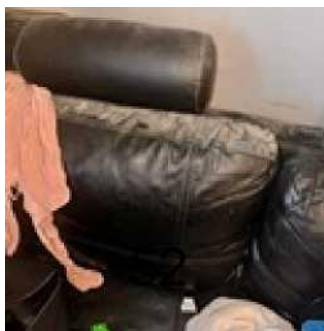






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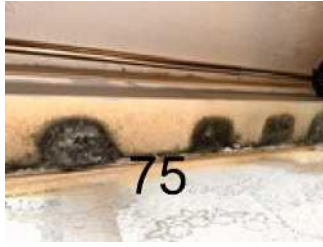
















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**DRDABIDOYE
DR Y CHONG**

13 January 2023

**NIGHTINGALE HOUSE SURGERY 1-3 NIGHTINGALE
ROAD EDMONTON LONDON N9 8AJ Tel: 0208 805 9997
www.nightingalehousesurgery.nhs.uk**

YC/KM

PRIVATE & CONFIDENTIAL

TO WHOM IT MAY CONCERN

Dear Sir/Madam

Re: Miss DB dob *** NHS No: ***** 23 Byron Terrace, Hertford Road, London, N9 7DG**

I can confirm that the above 33-year-old lady is a patient registered at our practice.

Going through her medical records she has had a history of depression since 2008.

She was assaulted on 26th November 2022 and was admitted to North Middlesex Hospital A&E department with bleeding in the right hand. She was examined by the surgeons and had a rupture of the flexor digitorum superficialis tendon and was treated with antibiotics and bandaging.

According to the patient, following review, they are going to have to operate on the injury to repair the tendon in March.

Due to the assault, she has been suffering an acute exacerbation of her mental health issues. She informs us that the police have assessed her flat and deemed it unsafe to live in and therefore currently she is homeless and has been put up by her friends and temporary accommodation.

She is struggling to sleep. She was very tearful when she spoke to my colleague Priya Sharma and was started on anti-depressants Mirtazapine On 7th December 2022.

When she was reviewed by Miss Sharma on 21st December, she was extremely stressed and has self-harmed. She was also getting thoughts of self-harm and is waiting for therapy from the mental health team. She is very stressed about her homeless situation

We would be grateful if she could be provided with suitable accommodation as soon as possible due to the impact it is having on her mental health and as well as her recovery from the hand injury.

Many thanks.

Yours faithfully


Dr. Y. Chong MB BS DRCOG

**DRDABIDOYE
DR Y CHONG**

**NIGHTINGALE HOUSE SURGERY 1-3 NIGHTINGALE
ROAD EDMONTON LONDON N9 8AJ Tel: 0208 805 9997
www.nightingalehousesurgery.nhs.uk**

26 January 2023

PRIVATE & CONFIDENTIAL

Re: Miss DB dob *** NHS No: ***** 23 Byron Terrace, Hertford Road, London, N9 7DG**

I can confirm that the above 33-year-old lady is a patient registered at our practice. Going through her medical records she has had a history of depression since 2008. She was assaulted on 26th November 2022 and was admitted to North Middlesex Hospital A&E department with bleeding in the right hand. She was examined by the surgeons and had a rupture of the flexor digitorum superficialis tendon and was treated with antibiotics and bandaging. She notes that she had a form of surgery initially in November 2022 and she has been having hand therapy since.

According to the patient, following review, they are going to have to operate on the injury to repair the tendon in March 2023.

Due to the assault, she has been suffering an acute exacerbation of her mental health issues. She informs us that the police have assessed her flat and deemed it unsafe to live in and therefore currently she is homeless and has to stay sometimes with friends in the day. She has to leave the friends at night and stays in the streets and sometimes wherever she can.

She is struggling to sleep. She was very tearful when she spoke to my colleague! Priya Sharma and was started on anti-depressants Mirtazapine On 7th December 2022. When she was reviewed by Miss Sharma on 21st December, she was extremely stressed and has self-harmed. She was also getting thoughts of self-harm and is waiting for therapy from the mental health team. She is very stressed about her homeless situation.

She is having repeated flashbacks and dreams about the assault. She feels low when these happen, with nausea and sickness. She has dreams about people stabbing her and has significant numbness in the hand

We would be grateful if she could be provided with suitable accommodation as soon as possible due to the impact it is having on her mental health and as well as her recovery from the hand injury.

Many thanks,

Yours sincerely,



Dr A Ajogbe
Salaried GP

**DRDABIDOYE
DR Y CHONG**

NIGHTINGALE HOUSE SURGERY

**1-3 NIGHTINGALE ROAD
EDMONTON LONDON N9 8AJ**

Tel: 0208 805 9997

www.nightingalehousesurgery.nhs.uk

16 March 2023

PRIVATE & CONFIDENTIAL

Re: Miss DB dob *** NHS No: ***** 23 Byron Terrace,
Hertford Road, London, N9 7DG**

I can confirm that the above 33-year-old lady is a patient registered at our practice.

Going through her medical records she has a history of depression since 2008.

She was assaulted on 26th November 2022 and was admitted to North Middlesex Hospital A&E department with bleeding in the right hand. She was examined by the surgeons and had a rupture of the flexor digitorum superficialis tendon and was treated with antibiotics and bandaging. She notes that she had a form of surgery initially in November 2022 and she has been having hand therapy since.

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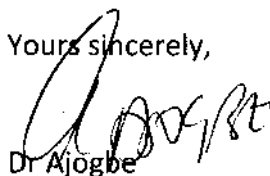
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She is having repeated flashbacks and dreams about the assault. She feels low when these happen, with nausea and sickness. She has dreams about people stabbing her and has significant numbness in the hand. She has seen the Enfield Community Psychiatric nurse, Kris Gopaulen who has noted that "her presentation is suggestive of traits of PTSD" and the Clinical Psychologist at Royal free Hospital Lisa Goodman, has also seen DB. She scored 67 on the PCL-5 test by Lisa Goodman which she has stated indicates "symptoms consistent with PTSD", see reports attached. As such, DB has been referred to IAPT for PTSD management.

DB has had a recent pelvic scan. This has shown a 3cm ovarian cyst. She will need to be scanned again in 3 months. She has complained of pelvic pain. We would be grateful if she could be provided with suitable accommodation as soon as possible due to the impact it is having on her mental health and as well as her recovery from the hand injury.hhh

Many thanks,

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Dr. Ajogbe', written over the printed name.

Dr Ajogbe
Salaried GP



PLEASE USE THE KIOSKS



Royal Free London

NHS Foundation Trust

Tel: 020 7443 9757

]]

369

MISS DB 23 BYRON
TERRACE HERTFORD
ROAD LONDON
N9 7DG

12 January 2023

MRN Number: 50****
NHS Number: *****

Dear Miss DB

This letter is to confirm that an appointment has been made for you to see a member of the Plastic Surgery Service team on: **Tuesday 28 February 2023 at 13:30**

At: Clinic 4,
1st Floor
Royal Free Hospital
Pond Street

London, NW3 2QG

This appointment is with a Psychologist who works within The Plastic surgery team:

Please bring this letter with you when you attend, with any current medication that you are taking, in original containers.

If you need to cancel or reschedule this appointment please contact us on the telephone number above, as if you fail to notify us and do not attend this appointment, you may be discharged back to the care of your GP.

Please Note: If you are late for this appointment there is a risk that you will not be seen and your appointment will have to be rescheduled.

For further information about The Royal Free London, our Sites and Services, Transport Links and Parking etc. please visit our website.

<https://www.royalfree.nhs.uk>

Please let us know on the above number if your contact details have changed.

Yours sincerely

Outpatient Appointment Centre

world class expertise ♦ local care

www.royalfree.nhs.uk

Mark Lam, chairman Caroline Clarke, chief executive

Department of Plastic & Reconstructive Surgery

Ext: 36988



/J05969890/MRN50369287

NHS No: 434 751 8617

Clinic Date: 16/02/2023

Date Typed: 24/02/2023

Private & Confidential

Suzanne

Hand Therapist

Royal Free Hospital

Pond Street

London ' '

NW3 2QG

Dear Suzanne

**Royal Free London
NHS Foundation Trust**

**Royal Free Hospital
Pond Street London NW3
2QG www.royalfree.nhs.uk
Switchboard: 020 7794 0500
Fax: 020 7830 2195**

(1)

Re: Miss DB DOB: 26/08/1989

23 Byron Terrace, Hertford Road, London, N9 7DG

Thank you for referring DB to the plastic surgery psychology service. I met with her on 16th February for a psychological assessment. She attended the clinic with her friend James who waited outside but helped her complete measures as DB is dyslexic.

DB reports that she was involved in an altercation during which she was stabbed in the palm of her hand in November 2022. She remembers the period before the stabbing but has no memory of what & happened thereafter. DB reports experiencing constant intrusive thoughts in relation to the incident.

She thinks these may be memories but is not sure. She has constant nightmares, during which she is stabbed or otherwise unsafe. She is therefore getting very little sleep and feeling exhausted during the day.

DB finds that her traumatic "memories" are easily triggered. Triggers include walking past the site of the incident. Thoughts of the incident immediately flooded back and felt like she couldn't breathe. DB needed to put a plastic bag over her hand to try and stem the blood flow (she needed a blood

transfusion as part of hospital treatment). Recently when she needed to cover her hand bag in with the bath, this triggered memories and severe anxiety.

DB scored a total of 67 today on the PCL-5 indicating symptoms consistent with PTSD. DB reports that she has been sectioned in the past and has previously experienced auditory hallucinations. I understand that she has a diagnosis of bipolar and has been under mental health services since

childhood. It was unclear why. DB is feeling that her friends and family may be manipulating her, by this-she meant they are encouraging her to go out and go to appointment[^]. She is unable to articulate why but feels the intent may not be benign. She recognises this may represent paranoid thinking which can be considered in the context of her bipolar diagnosis.

DB reports that since the stabbing she is finding it difficult to go out. She is unable to go to her home as the perpetrators are known to her and there is a pending court case. They know where she lives and she is fearful of another attack. She is therefore moving around between friends' houses.

DB finds that she does not want to care for her injured hand. She feels that it is not hers. She feels she does not want to use it or care for it and that it is bad. She reports that she tells hand therapy she is engaging in exercises, when actually she is finding it very difficult to find the motivation to do this. We discussed the concept of embodiment and how we might work with that within the service. DB / reports feeling low, anxious and exhausted. She is experiencing some suicidal ideation but has no ' current plans or intent. She rates herself 3/10 likely to act, with her mother and family being protective factors.

DB has a history of self-harm, involving horizontal cutting of her arms. The last occurrence of this was over a year ago. DB reports that she saw her GP two weeks ago who is aware of her history of self-harm and suicidal ideation. She was advised to self-refer to the crisis team but had not felt able to do this. We made this referral today together in clinic. The referral was taken by Jubeda Akthar, Assistant Practitioner. DB was advised that a clinician would contact her within four hours today. I have asked for an email to update in due course.

DB would need to be stable under community services before psychological therapy in relation to her hand would be indicated. Her scores today on the PHQ-9 were 17/24 and her scores on the GAD- 7 were 19/21 indicating both severe depression and severe anxiety. As psychological therapy in relation to the hand is not indicated at this point, I will now discharge DB from the plastic surgery psychology service back to the care of the crisis team and her GP. However, when she is stable, she is most welcome to return to the plastic surgery psychology service for support in relation to engaging with hand therapy, should that be deemed necessary.

Yours sincerely

Dictated and approved electronically to avoid delay.

Lisa Goodman

Clinical Psychologist

cc

Private & Confidential

Dr J M Thomas

Nightingale House Surgery

14. Nightingale Road Edmonton

London

N9 8AJ

Miss DB

23 Byron Terrace

Hertford Road

London

N9 7DG

. fnllotfinS re^erra' ^Om hand therapy. Attended clinic with Seen today for psychology assessment asure\$.

her friend James who helped her complete

n n altercation dur'n8 which she was stabbed in the palm of
eon reports that she was involved in a ^ stabbi„gr ^^ ^ mcmon, o(^ happened her hand. She
remembers the period be intrusive ^^ |n re|atipp tp ,be jncWe„t _ she W^ D“n”””” “*””“ sure. She has
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Total score on PCL-5 is 67, indicating PTSD. Symptoms consistent with PTSD.

DB reports that she has been sectioned in the past and has previously experienced auditory hallucinations. I understand that she has a diagnosis of bi-polar and has been under services since childhood. It was unclear why. DB reports that since the stabbing, she is finding it difficult to go out. She is unable to go to her home, as perpetrators are known to her and there is a court case pending. They know where she lives and she is fearful of another attack. She is therefore moving around between friends' houses. DB is feeling that her friends and family may be manipulating her - by this she meant they are encouraging her to go out and to appointments. She is unable to articulate why but feels the intent may not be benign. She recognises this may represent paranoid thinking, which can be considered in the context of other bi-polar diagnosis. DB finds that she does not want to care for her injured hand. She feels it is not hers. She feels she does not want to use it or care for it and that it is bad. She reports that she tells hand therapy she is engaging in exercises when actually she is finding it very difficult to find the motivation to do this. We discussed the concept of embodiment and how we might work with that within this service.

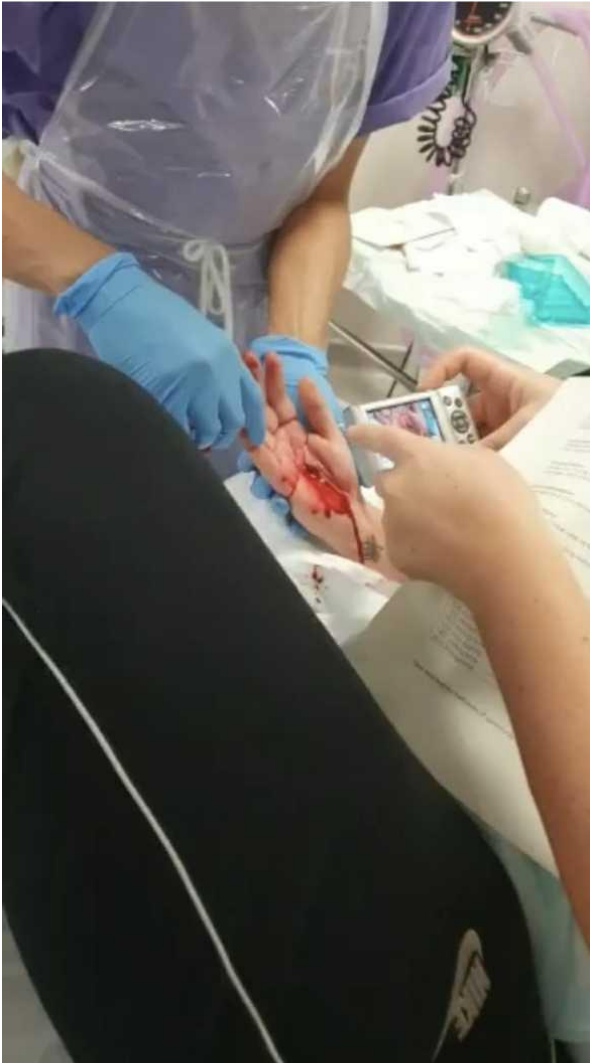
DB reports feeling low, anxious and exhausted. She is experiencing some suicidal ideation but has no current plans or intent. She rates herself 3/10 likely to act, with her mother and family being protective factors. She has a history of self-harm involving horizontal cutting of the arms. Last occurrence was circa one year ago.

DB reports that she saw her GP two weeks ago, who is aware of history of self-harm and suicidal ideation. She had advised herself to self-refer to the crisis team. She had not felt able to do this. We did this together today in clinic. Referral was taken by Jubeda Akthar, Assistant Practitioner. DB was advised that a clinician would contact her within four hours today. I have asked for an e-mail update in due course. DB would need to be stable under community services, before psychological therapy in relation to her hand would be indicated.

Scores on PHQ9 = 19/24 (8 questions) indicating severe depression

Scores on GAD7 = 19/21 indicating severe anxiety .

Copy of this note provided to patient today at her request, as she is concerned, she will not remember the content of our consultation.

















GP Discharge Letter

Procedures

None

Clinical Summary

Plan

Home today
 OTC analgesia
 Hand elevation
 HTC 3 days
 ROS 10-14 days
 Continue oral abx

Safety Alerts

None

Allergies and Adverse Reactions

No known allergies

Medications and Medical Devices

AWAITING PHARMACY REVIEW

Weight: No measured or estimated weight recorded**Height:** No measured or estimated height recorded**BSA:** No measured or estimated BSA recorded**New Medication Prescribed Since Admission**

Medication	Route	Dose	Frequency	No. of Days Supplied	GP to continue
co-amoxiclav 500 mg-125 mg oral tablet tablet	oral	1 tablet	THREE times a day	5	No
Indication: traumatic wound					

Prescriber: Parthiban , Sunil **Smartcard ID:** 559568599104**Screened by Pharmacist:**

Outpatient Prescription

To the patient: If the doctor asks you to take this prescription to the GP, you should take it to your GP practice and leave it with them. You may not need to make an appointment immediately but please confirm with your GP practice if you need to return later, for example to discuss any change in treatment with your GP.

This prescription is for: Royal Free Outpatient Pharmacy

Patient Name: BENJAMIN, DEON SHANTEL	NHS Number: 434 751 8617
Date of Birth: 26/Aug/1989	Hospital MRN: 50369287
Gender: Female	Home Telephone:
Patient Address: 23 BYRON TERRACE HERTFORD ROAD LONDON N9 7DG	Mobile Phone: 07868267755
Consultant: Mosahebi-Mohammadi, Afshin	
Clinic: RF-Clinic 4	

Allergies: No known allergies

Allergies: Active: NKA

Weight: No measured or estimated weight recorded

Height: No measured or estimated height recorded

BSA: 0.00 m²

Medication Prescribed This Visit						Pharmacy Use Only				
Medication	Route	Dose	Frequency	Days Supplied	GP to Continue	Qty Sup.	Qty T/F	S	D	C
co-amoxiclav 500 mg-125 mg oral tablet tablet	oral	1 tablet	THREE times a day	7	No					
Indication: stab wound to hand; Instructions: 26/11/22 SA.										
dihydrocodeine tablet	oral	30 mg	FOUR times a day	14	No					
Indication: stab wound to hand; Instructions: 26/11/22 SA.										
paracetamol tablet	oral	1 gram	FOUR times a day	14	No					
Indication: stab wound to hand; Instructions: OTC.										
Date: 26-Nov-2022		Prescriber (Smartcard ID): Bawa, Jasmine Hamam (565197352107)				Contact Number: 2331				

Independent Prescriber Name:

NOTE: Patients who don't have to pay must fill in parts 1 and 3 (unless they are exempt on

Person Full Name BENJAMIN, MISS DEON SHANTEL

NHS Number (Person Alias) 434 751 8617

26/Nov/2022 19:35
1 of 2

Dr THOMAS, JM NIGHTINGALE HOUSE SURGERY
1 NIGHTINGALE ROAD
EDMONTON
LONDON
N9 8AJ

GP Identifier: G9505133
GP phone: 020 88059997

Discharge Summary for BENJAMIN, DEON SHANTEL

Patient Demographics

Name: BENJAMIN, DEON SHANTEL
Address: 23 BYRON TERRACE
HERTFORD ROAD
LONDON
N9 7DG

Gender: Female
Date of Birth: 26/08/1989
NHS: 434 751 8617
Other Identifier (MRN): 50369287

Admission Details

Date: 27/NOV/22 08:01:15
Source: Usual Place of Residence
Lead Consultant: Ponniah, Allan
Lead Consultant Specialty: Plastic Surgery
Service

Discharge Details

Date: 27/NOV/22 00:00:00
Destination: Usual Place of Residence
Discharge by: Ponniah, Allan Jonathan
Outcome: Discharged with consent
Discharging Ward: RF-6 EAST

Summary

Diagnosis

No ranking:

27-Nov-2022 Rupture flexor digitorum superficialis tendon (Confirmed) - Presented
On: 27-Nov-2022

COVID Status

Negative

Printed by: Khan, Lidia Zofia
Printed on: 27/Nov/2022 16:21 GMT

Consent Form 1

Revised 1998
London
NHS 700

Agreement to Investigation or Treatment

t details (or pre-printed label)

NHS 434 751 8617
P: BENJAMIN, David, S
Female
23 Byron Terrace
Hendon Road
NHS number (London)
26-AUG-1983

Patient's first names
Responsible health professional
Job title
Special requirements
(eg other language/other communication method)

☐ Male ☐ Female

Name of proposed procedure or course of treatment (include brief explanation if medical term not clear)

EXPERIMENTAL ANAESTHETIC OF RIGHT PALM FZ3 (ASAP)
- NEED CON TO RHP/RAE - (ASAP)

Statement of health professional (to be filled in by health professional with appropriate knowledge of proposed procedure, as specified in consent policy)

I have explained the procedure to the patient. In particular, I have explained:

The intended benefits: lighten
active pulse

Serious or frequently occurring risks: low infection, bleeding, stitch (needle)
injury, allergic reaction, nerve or vessel damage, bruising, post-operative
complications, injury to hand, damage to nearby structures

Any extra procedures which may become necessary during the procedure

☐ blood transfusion
☐ other procedure (please specify)

I have also discussed what the procedure is likely to involve, the benefits and risks of any available alternative treatments (including no treatment) and any particular concerns of this patient.

☐ I have also discussed use of any residual tissue that may be removed in the course of the procedure under the terms of the Human Tissue Act 2004 (see guidance notes)

☐ The following leaflet/tape has been provided

This procedure will involve:

☒ general and/or regional anaesthesia ☒ local anaesthesia ☐ sedation

Additional Risk factor to be assessed by healthcare professional

☐ Is the patient at risk of vCJD for public health purposes

☐ No ☐ Yes

Signed
Name (PRINT) E. DAVIDSON

Date 26/11/20
Job title SCF

Contact details (if patient wishes to discuss options later)

Statement of interpreter (where appropriate)

I have interpreted the information above to the patient to the best of my ability and in a way in which I believe can understand.

Signed

Name (PRINT)

Date

Copy accepted by patient: yes / no (please ring)

YELLOW COPY: CASE NOTES

WHITE COPY: PATIENT

Consent Form 1

NHS
London
NHS 700

Agreement to Investigation or Treatment

t details (or pre-printed label)

NHS 434 751 5517
PI: BENJAMIN, Dean, S
Female
23 Byron Terrace
Hendon Road
NHS number (London) 26-AUG-1983

Patient's first names
Responsible health professional
Job title
Special requirements
(eg other language/other communication method)

☐ Male ☐ Female

Name of proposed procedure or course of treatment (include brief explanation if medical term not clear)

EXPLANATION AND AMENDMENT OF RIGHT CLAM F23 (ASAP)
- KIDNEY CON TO KIDNEY - (ASAP)

Statement of health professional (to be filled in by health professional with appropriate knowledge of proposed procedure, as specified in consent policy)

I have explained the procedure to the patient. In particular, I have explained:
The intended benefits *improved*
active joints

Serious or frequently occurring risks *for infection, bleeding, stroke (heart),
kidney, diabetes, nerve or blood vessel damage, further surgery,
loss of the kidney, damage to nearby structures*

Any extra procedures which may become necessary during the procedure

- ☐ blood transfusion
☐ other procedure (please specify)

I have also discussed what the procedure is likely to involve, the benefits and risks of any available alternative treatments (including no treatment) and any particular concerns of this patient.

- ☐ I have also discussed use of any residual tissue that may be removed in the course of the procedure under the terms of the Human Tissue Act 2004 (see guidance notes)
☐ The following leaflet/tape has been provided

This procedure will involve:

- ☒ general and/or regional anaesthesia ☒ local anaesthesia ☐ sedation

Additional Risk factor to be assessed by healthcare professional

- ☐ Is the patient at risk of vCJD for public health purposes

☐ No ☐ Yes

Signed
Name (PRINT) E. DAVIDSON

Date 26/11/21
Job title SCF

Contact details (if patient wishes to discuss options later)

Statement of interpreter (where appropriate)

I have interpreted the information above to the patient to the best of my ability and in a way in which I believe can understand.

Signed

Name (PRINT)

Date

Copy accepted by patient: yes / no (please ring)

YELLOW COPY: CASE NOTES

WHITE COPY: PATIENT



**North London
Mental Health
Partnership**



Barnet, Enfield and Haringey
Mental Health NHS Trust
Camden and Islington
NHS Foundation Trust

Private & Confidential

To be opened by addressee only

Dr Abidoye

Nightingale House Surgery

1-3 Nightingale Road

Edmonton

London

N9 8AJ

Barnet, Enfield and Haringey Mental Health Trust
Enfield Mental Health Single Point of Access

25 Crown Lane
Southgate
London
N14 5SH

Tel: 0208 702 3329

3rd July 2023

NHS No. 434 751 8617

RiO No. 1048105

Re: Miss DB - DoB: 26 Aug 1989

23 Byron Terrace Hertford Road, Edmonton, London, N9 7DG

Miss DB is a 33-year-old unemployed single woman seen in a face-to-face appointment at Crown Lane clinic.

She has had mental health referrals this year from her GP Dr Abidoye, Nightingale Surgery (referral dated April 23) and Dr Lisa Goodman Psychologist in the RFHosp hand plastic surgery team (she referred her in Feb 23 with PTSD).

She seemed restless during the interview and dissatisfied with many aspects of her life and interactions with health professionals.

She swore frequently when speaking to me.

She told me that she has a boyfriend and has been with him for "a while" but the relationship is difficult sometimes "because of her mood swings" (said Mum).

She feels her friends and her boyfriend "don't like me " "I feel like I'm on my own and no-one gets me...I'm losing everyone" "I feel like I'm unlucky...proper unlucky, and everything bad happens to me...I've always felt like that and it makes me so angry...I lose a lot of things...everything I touch turns into shit ...everyone else gets chances".

"If I do get friends, they find the truth of me and then they don't want to be with me anymore" and she feels she needs to "pretend" to keep relationships.

She attended her appointment on time with Mum (Lorraine) and Uncle (Andrew).

She won't go back to live in her London Quadrant flat (because of the attack) and they're relationship can be tense and Mum is unwell (heart op recently and on dialysis, now on the transplant list) so she's staying with different friends and "Holly doesn't want me to stay there no more".

She is using her mother's address (Byron Terrace N9) for correspondence etc.

She has a solicitor (going through Court at the moment) trying to get her a place to live.

Chief Executive: Jinjer Kandola MBE

Interim Chair: Peter Molyneux



Her Uncle says, "she has no stability" although her family try to support her "but she argues with us all the time".

History of presenting complaint:

"I'm just stressed out ...I don't feel right and I get angry all the time" (to which Mum responds "she's had those issues for years").

Mum says, "she's getting high and low really quickly".

Andrew said that "she has been much worse since the attack" (when she was assaulted end Nov 22 and sustained a severe cut to her, dominant, right hand).

Nightmares have been worse after the attack (end November 22) "I can't sleep and I wake up sweaty and shivering" the nightmares are not just related to the attack and when she wakes it takes her a long time "to calm down",

The dreams have got worse and she has been nauseated and shaky since she has been on risperidone,

She sometimes believes "family and friends...people are talking about me and being funny with me ...I can't explain it ...I don't know it's just the way I feel...sometimes I feel like it's real other times I think I'm being stupid".

She doesn't like the way people look at her and if people are round her laughing, she feels they are laughing at her "I've always felt people laugh and look at me funny...some people are just horrible".

"I feel people are against me because they think I am lying and chatting shit".

She sometimes relates TV to her and gives the example that she sees a character on TV and they are stabbed and she feels it is more than a coincidence "is it to do with me?" - not clearly an idea of reference.

She says her hand (cut in the attack) "doesn't feel like my hand" since the attack but she can't explain this. She is right-handed but isn't using her damaged right hand. "I don't even like the sight of it".

She says she thinks about the attack very often and " it just comes into my head".

She is avoidant of memories of the attack.

She doesn't want to use knives for cooking because a cut was used in the attack.

Similarly, she gets upset by plastic bags because after the attack they used a plastic bag to try to stop the bleeding.

She was "bad before the attack but she's gone ballistic since".

She has never gone out much but less wanting to go out since the attack.



She continues to have treatment from the hand plastic surgery team at the Royal free hospital.

She has a psychologist from that team (Lisa Goodman).

She is waiting for her next hand clinic appointment.

She should be wearing a splint but she puts bandages on it instead because she finds the splint painful and doesn't want to look at her hand.

"I need someone to talk to you can't just give me tablets".

"I can't keep living like this ...it's stupid ...no-one is listening... I'm sick and tired of this... I want to know I can be safe.

"I don't believe people that just chat shit" (referring to health professionals) "she's getting no help".

Sleep? "I never sleep", initial insomnia - when I asked why and she said "fuck knows" but she sleeps with the light on, feels scared and any noise startles her.

She wakes sweaty every night.

If she wakes in the night, she sometimes feels the need to check there is no-one there before she can go back to sleep.

"Sometimes I feel alright and sometimes I feel like shit".

Limited pleasure from life since the attack.

I feel "so down".

Some diurnal mood variation "not very good in the morning".

Appetite variable "I don't fancy food...I feel sick thinking about it".

Weight - has lost 2 stone (without trying to) since she was stabbed (approx 6 months).

Social Hx

Benefits ESA, PIP (for hand and mental health)

No debt

Homeless at the moment ("sofa-surfing").

Forensic Hx

Caution for drunk and disorderly 18/12 ago and she said angrily "I had a little too much to drink at a funeral...that was ages ago".

Caution and probation and a tag for ABH as a teenager "I was only young...it was ages ago".

Personal Hx

Premature - Born at 27/40 "she died about 20 times and they brought her back to life" - "lung collapses" and ventilated.



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Long periods in hospital including GOSH, in an out of hospital up until 7 School - "primary was good".

Her emotional problems got worse "at secondary school".

Mum feels her mood changed after her periods started.

Physical health

Recent ECG because "her heart was going .fast" and she need to be " monitored by a specialist".

GP also told her she is "borderline diabetic".

Polycystic ovaries (she is waiting for a gynae appointment) and a separate issue with other "cysts on her ovaries".

Asthma.

Her blood pressure has been raised.

Past Psych Hx:

Never admitted for mental health problems.

No period of treatment from Crisis Home Treatment team although she has called them.

Diagnosed with dyslexia.

She saw school counsellors for "mood swings", anger and "cutting" from "early teens"

Not sure if she saw CAMHS (child and adolescent services).

DSH history - she was cutting (wrists /legs) but stopped around 22 years.

She explained it was "for release" not with the intention to die "it makes me feels less numb...it makes me feel better".

She cut herself in COVID and the last time was? early Dec and she says she has stopped now.

She says she tried to hang herself? age 20 when attending Lucas House OP for anxiety/depression and she had a variety of antidepressants including fluoxetine, sertraline, venlafaxine.

"I don't want to kill myself.

She saw CPN Gopaulen for assessment 1.3.23 when no psychotic symptoms were elicited.

Current medication:

Risperidone 2mg (1mg bd) - prescribed by GP- but feels it makes her sweaty and shaky and dizzy and "horrible".



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No other medication.

Analgesics for headaches (her headaches have been worse recently) and period pains (she has heavy, painful periods).

Substance misuse:

No recreational drugs use

Tried cannabis and coke "but it made me feel funny and I didn't like it"

Infrequent alcohol "but when she does, she gets plastered"

Smokes tobacco (roll ups, a pouch a week approx).

Impression:

EUPD

Mixed anxiety/depressive symptoms? part of - PTSD.

Plan:

Given MIND leaflets on EUPD and PTSD.

Given Choice and medication leaflets for risperidone and mirtazapine.

"I don't want to keep taking tablets...but I hundred per cent need something" so we agreed she will reduce risperidone to 1mg nocte for a week and then stop.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Hilary Scurlock'.

I have given her an FP10 for 28 days mirtazapine 15mg nocte - after a week she could increase the dose to 30mg nocte.

I will refer to the South locality team at Lucas House.

Dr Hilary Scurlock
Consultant Psychiatrist
Enfield Mental Health Single Point of Access

Cc: Miss DB



Mental Health Partnership



Barnet, Enfield and Haringey
Mental Health NHS Trust
Camden and Islington
NHS Foundation Trust

Enfield Personality Disorder Stream
Enfield Integrated Core Mental Health Team

The Chase Building
Chase Farm Hospital Site
The Ridgeway Enfield EN2
8JL

Private &
Confidential Miss
DB 23 Byron
Terrace Hertford
Road Edmonton
London
N9 7DG



Tel: 020 8702 5011/5023

PD Team Direct Dial: 020 8702 5020

Email: [beh-tr.generalenquiries\(8\)nhs.net](mailto:beh-tr.generalenquiries(8)nhs.net)

8th November 2023

NHS number: 434 7518617

Hospital number: 1048195

Dear DB,

Following your referral to Enfield Integrated Core Team, we have booked your initial assessment, I can confirm this will be a **face-to-face appointment**, your appointment details are as below:

Date & Time: 2nd February 2023 at 09:30am

Location: The Chase Building, Chase Farm Hospital Site

Clinician: Kuntal Mehta

We have enclosed several documents which we would be grateful if you could complete and bring with you to your appointment. If you cannot complete these at home, or would like some help filling them in, your clinician will be happy to help you with these at your appointment. Please note this appointment is an assessment and is not the start of therapy. We ask that if you cannot attend the appointment as above, please contact us at your earliest convenience **020 8702 5023/5011**. Please be aware that failure to attend this appointment may result in a discharge from our service. We look forward to meeting you.

Yours sincerely,

Administrator for Enfield Personality Disorder Stream

On Behalf of Barnet, Enfield and Haringey Mental Health Trust

Cc: NIGHTINGALE HOUSE SURGERY, 1 NIGHTINGALE ROAD, EDMONTON, N9 8AJ

Medical Chair: Peter Molyneux
Chief Executive: Jinjer Kandola MBE



Getting to Enfield Therapy Service

Enfield Therapy Service

The Chase Building

Chase Farm Hospital

The Ridgeway

Enfield

EN2 8JL

Bus

W8 – Chase Farm Hospital

W9 – Chase Farm Hospital

313 – Chase Farm Hospital

Train

10-15 minute walk from Gordon Hill Station

Car

Pay and display: only available on first come first service basis.

Contact us

Tel 020 8702 5011/5516



You can ring for a translation
Monday - Friday
9:00am - 5:00pm

Please give this number:
497841

For free translation phone

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Barnet, Enfield and Haringey

Mental Health NHS Trust



A University Teaching Trust

Enfield Therapy Service (ETS)



Information for
Service Users, Carers
& Professionals

Enfield and Haringey NHS



What is Enfield Therapy Service?

If you have experienced recurring, on-going or severe mental ill health, or if your symptoms have not been helped by a short course of therapy in IAPT, it is likely that you will be referred on to Enfield Therapy Service.

Enfield Therapy Service is a secondary care mental health team who offer psychological treatment.

Your first contact will usually be a psychological assessment and treatment planning session, where we will consider your individual needs and discuss with you options for treatment.

Treatment is divided into three streams:

Post-Traumatic Stress Disorder (PTSD)

Stream - for people who have survived multiple, enduring and/or severe trauma and are experiencing symptoms of PTSD.

Personality Disorder Stream – for people with a diagnosis of Emotionally Unstable Personality Disorder (EUPD), who struggle with self-harm, relationships, impulsivity, and managing emotions.

Psychological Therapies Stream – for people with recurrent, enduring and/or severe anxiety and/or depression. We also see some people with symptoms of personality disorders.

What can we offer?

Group Therapy – Provide an opportunity to understand and develop the skills to help a person cope with their symptoms. Meeting other people with similar difficulties also helps people feel less alone.



Individual Therapy – We offer a variety of therapeutic approaches to help people explore their difficulties and reduce symptoms.

Family Therapy – Appointments for couples and families to think about how mental health can be improved by looking at relationships.

Medication – Prescription drugs are often used in treating various symptoms. Evidence suggests a combination of medication and talking therapy is often the most effective treatment. Generally an individual's medication will be managed by their GP. Psychiatrists can provide expert advice to the GP, as well as offering specialist psychiatric reviews.

Signposting – We can signpost people to services that can address difficult social issues, such as housing or asylum status, as well as other therapy services.

What can we *not* offer?

- We don't recommend starting therapy if you are using illegal drugs or alcohol to cope, or if you are going through stressful events such as on-going court cases or homelessness. It's better if these difficulties are addressed first.
- We cannot offer long term support or care-coordination for practical and social issues such as housing, debt, asylum etc.
- We do not offer therapy for people who are currently experiencing an episode of psychosis.

What to do in a Crisis?

Remember your coping strategies
We would encourage you to remember your coping strategies and try these first. What works best is different for each person, which is why we teach a range of skills and strategies.

Crisis Teams

There is a dedicated Crisis Resolution and Home Treatment Team (CRHT) who are available 24 hours a day, 7 days a week.

Their contact telephone number is:

Enfield CRHT 020 8702 3800





We would appreciate if you would complete this form in order for us to update our systems with your most current information. **Please hand this completed form to the Reception, when you arrive for your appointment.**

Name			Surname		
Date of Birth			Marital status		
Address:					
Home Tel:			Mobile:		
Email:					
Dependent children (under 18) including children living in the household				YES / NO (If yes please state details below)	
Names (children)		School		Date(s) of birth	
Next of Kin Details (please note that the person listed below will only be contacted in an emergency)					
Emergency contact name		Relationship		Contact number	
Address:				Postcode:	
Home Tel:			Mobile		
Email address:					
Housing status:					
Own home	☐	Private rent	☐	Council	☐
Other: (please specify)					
Employment status:					
Employed	☐		Unemployed	☐	





Receiving benefits:	Yes	No
Name of benefit:		
Occupation:		
GP name and address:		Postcode:
Smoker (please circle appropriate answer) Yes / No If Yes how many a day: Age when started: Do you want help to cut down:		
Physical health conditions including allergies:		
Disability	Yes	No
If yes, please indicate nature of disability.		
Ethnicity (please select by ticking or circling your ethnicity)		
Asian or Asian British - Any other background Asian or Asian British – Bangladeshi Asian or Asian British – British Asian or Asian British - Caribbean Asian Asian or Asian British - East African Asian Asian or Asian British – Indian Asian or Asian British – Kashmiri Asian or Asian British - Mixed Asian	Other Ethnic Groups – Japanese Other Ethnic Groups – Kurdish Other Ethnic Groups - Latin American Other Ethnic Groups – Malaysian Other Ethnic Groups - Maur/SEyc/Mald/StHelen Other Ethnic Groups – Moroccan Other Ethnic Groups - North African Other Ethnic Groups - Other Middle East	

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Asian or Asian British - Other/Unspecified Asian or Asian British – Pakistani Asian or Asian British – Punjabi Asian or Asian British – Sinhalese Asian or Asian British - Sri Lanka Asian or Asian British – Tamil Black or Black British – African Black or Black British - Any other background Black or Black British – British Black or Black British – Caribbean Black or Black British – Mixed Black or Black British – Nigerian Black or Black British - Other/Unspecified Black or Black British – Somali Mixed - Any other mixed background Mixed - Asian and Chinese Mixed - Black and Asian Mixed - Black and Chinese Mixed - Black and White Mixed - Chinese and White Mixed - Other/Unspecified Mixed - White & Asian Mixed - White & Black African Mixed - White & Black Caribbean Other Ethnic Groups - Any Other Group Other Ethnic Groups – Arab Other Ethnic Groups – Chinese Other Ethnic Groups – Filipino Other Ethnic Groups – Iranian Other Ethnic Groups – Israeli	Other Ethnic Groups - South/Central American Other Ethnic Groups – Vietnamese White – Albanian White - All Republics of former USSR White - Any other background White – Bosnian White – British White – Cornish White – Croatian White - Cypriot (part not stated) White – English White – Greek White - Greek Cypriot White - Gypsy/Romany White – Irish White - Irish Traveller White – Italian White – Kosovan White - Mixed White White - Northern Irish White - Other European White - Other Republics of former Yugoslavia White - Other/Unspecified White – Polish White – Scottish White – Serbian White – Traveller White – Turkish White - Turkish Cypriot White - Welsh Any Other Group



Chase Farm Hospital Site



① **Mental Health Unit**
Day Hospital
Dorset Ward
Sussex Ward
Suffolk Ward
Devon Ward (PICU/PICU)
Emergency Assessment Centre
Management Offices

② **Camlet 1**
Mandeville Ward
Hollin Ward
Lovell Ward

③ **Camlet 2**
Kingwood Centre
Hadley Ward
Ashmore Ward

④ **Camlet 3**
Grace Ward
Capepper Ward
Aston Ward
Ellon Ward

⑤ **Aven Villa Trust HQ**

⑥ **Ivy House**

⑦ **Cornwall Villa**

⑧ **Somerset Villa**

⑨ **Cumbria Villa**

⑩ **The Oaks**

⑪ **Silver Birches**

⑫ **Lea Villa**

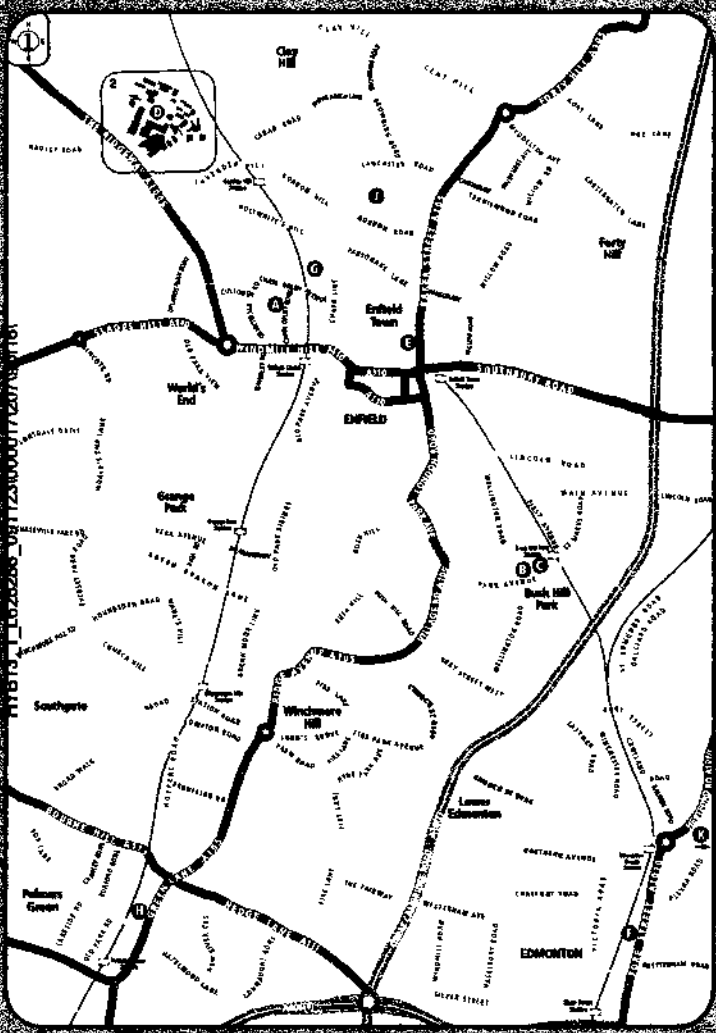
⑬ **Warwick Centre (The Elms)**

⑭ **Kings Oak Private Hospital**

⑮ **Barnet & Chase Farm Hospital NHS Trust**

⑯ **Visitors Pay and Display**

Car Route with direction
of traffic flow



NHS

Travel Directions to Chase Farm Hospital Site

- By Underground:**
 Nearest Tube Station:
Piccadilly Line to Oakwood
- By Rail:**
 Nearest Railway Station:
Gordon Hill (short walk)
Potters Bar Station (from bus 313)
Enfield Town (bus W9 and 313)
- Bus Connections:**
Bus Route 313 - runs approximately every 20 minutes during daytime hours
Bus Route W9 - runs approximately every 15 minutes during daytime hours

- 1 Chase Farm Hospital Site, Chase Farm Avenue, Enfield, London, EN2 8TH (Tel: 020 8489 1234)
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The Short Warwick-Edinburgh Mental Well-being Scale **(SWEMWBS)**

Below are some statements about feelings and thoughts.

Please tick the box that best describes your experience of each over the last 2 weeks

STATEMENTS	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	1	2	3	4	5
I've been feeling useful	1	2	3	4	5
I've been feeling relaxed	1	2	3	4	5
I've been dealing with problems well	1	2	3	4	5
I've been thinking clearly	1	2	3	4	5
I've been feeling close to other people	1	2	3	4	5
I've been able to make up my own mind about things	1	2	3	4	5



Patient Health Questionnaire (PHQ-9)

NAME:

DATE:

Over the last 2 weeks , how often have you been bothered by any of the following problems? (use "0" to indicate your answer)	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things	0	1	2	3
2. Feeling down, depressed, or hopeless	0	1	2	3
3. Troubling falling or staying asleep	0	1	2	3
4. Feeling tired or having little energy	0	1	2	3
5. Poor appetite or overeating	0	1	2	3
6. Feeling bad about yourself - or that you are a failure or have let yourself or your family	0	1	2	3
7. Trouble concentrating on things, such as reading the newspaper or watching television	0	1	2	3
8. Moving or speaking so slowly that other people could have noticed. Or the opposite - being so fidgety or restless that you have been moving around a lot more than usual	0	1	2	3
9. Thoughts that you would be better off dead, or of hurting yourself	0	1	2	3

Add columns

TOTAL:

10. If you checked off **any** problems, how **difficult** have these problems made it for you to do your work, take care of things at home, or get along with other people?

Not at all

Somewhat

difficult

Very difficult

Extremely

difficult

Generalised Anxiety Disorder 7-item (GAD-7) scale

<i>Over the last 2 weeks, how often have you been bothered by the following problems?</i>	Not at all	Several days	Over half the days	Nearly every day
1. Feeling nervous, anxious, or on edge	0	1	2	3
2. Not being able to stop or control worrying	0	1	2	3
3. Worrying too much about different things	0	1	2	3
4. Trouble relaxing	0	1	2	3
5. Being so restless that it's hard to sit still	0	1	2	3
6. Becoming easily annoyed or irritable	0	1	2	3
7. Feeling afraid as if something awful might happen	0	1	2	3

Add the score for each column + + +
Total Score (*add your column scores*) =

If you checked off any problems, how difficult have these made it for you to do your work, take care of things at home, or get along with other people?

Not difficult at all

Somewhat difficult

Very difficult _____

Extremely difficult



Pharmacy Stamp

Age

Title, Forename, Surname & Address

D.o.I

JL/^IW 64^ ^^^ UtAi^
^1^ w^hN^

Please don't stamp over age bi

Number of days' treatment

N.B. Ensure dose is stated

Endorsements

28d

NHS Number:

434 751 ft)?

HOSPITAL PRESCRIBER

HP

MIRTAZAPINE o
15 mg nocte

Prescriber's name and initials in block capitals

H C.W.

Signature of Prescriber

Date

For
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No. of
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ENFIEUTASSESSMENT SERV

RRPE6

25 CROWN LANE SOUTHGATE
LONDON

020 87023329 BEHMHT

N14 5SH

RRP

NHS

FP10NC0608

64189999390

HP

Private & Confidential	Barnet, Enfield and Haringey Mental Health Trust
To be opened by addressee only	Enfield Assessment Service
Date: 08.03.2023	25 Crown Lane
Dr Abidoye	Southgate London
Nightingale House Surgery	N14 5SH
Nightingale Road Edmonton	Tei: 0208 702 3329
N9 8AJ	****

Dear Dr Abidoye,

Re: Miss DB DoB ** (** years) Address - Currently of no fixed abode - Sofa surfing**

I had opportunity to assess Ms DB in our Silver Street Clinic on 01 March 2023 after she was referred by our Crisis Telephone Service. She presented with her partner.

Reason for Referral

Referrer reported history of auditory hallucinations and suspected that DB has PTSD.

Clinical Documentation recorded diagnosis of depression and anxiety.

Experiencing a deterioration in MH triggered by:

15. Assaulted and stabbed on 27th November 2022- In hospital for 3 days
16. Mum is currently in hospital- had a heart operation
17. Not able to return to her home address due to assault.

DB reported that she has been having disturbed sleep and-nightmares at night.

No changes in appetite highlighted.

DB has a history of having auditory hallucinations but denied experiencing psychotic symptoms at time of triage.

DB is not taking any medication at present; she was previously prescribed sertraline but stopped taking medication 3.weeks ago, GP is aware and she reported they would review medication. - — - No currently using drugs or drinking alcohol.

Reported that she used to socially use cocaine but stopped after she was assaulted last year.

No clear diagnosis

History of presenting Problem:

Gave verbal consent to information sharing along Trust guidelines, happy for final letter to go to GP and to home address

Ms DB told me last November she went to pick up her boyfriend at a Bar. When they came out, her boyfriend who was intoxicated with alcohol had an altercation with a man and a woman whom she alleged were both under the influence of alcohol. She got involved during the altercation pulling



Chairman: Jackie Smith
Chief Executive: Jinjer



A University Teaching Trust

her boyfriend away and she alleged she was pushed to the ground and the woman stabbed her. She sustained deep cut in her right hand, and she told me she fainted because of the bleeding and she now unable to remember much what actually happened.

Police now is investigating the incident. No one has been arrested yet and they are still looking for the alleged assailant. She is now stressed out of having to attend court. She told CCTV footage is not clear.

She told me she has been told by police not go to her flat "kicked me out and told me it is dangerous for me to go back." and subsequently has been of no fixed abode since. She told me she has been sofa surfing at her boyfriend and other friends since the incident.

Since the incident, she has been experiencing symptoms suggestive of PTSD -

Hyperarousal - easily irritable and aggressive at time, hypervigilance, can't go outside - afraid of the dark, difficulty concentrating, and difficulty sleeping, experiencing bad dreams, and waking up in sweat. Constant ruminating and flashbacks about the incident 'in my head', Crying for no reason.

Compounded to the trauma following the incident, she attended North Middlesex University hospital yesterday and was told that she must have her ovary removed and she is worried she wouldn't be able to have any kids.

She also told me she is also stressed out as her mum is in ICU following a heart operation and she is physically very unwell.

Before the incident she told me was paranoid about people betraying her and she has been diagnosed with dyslexia when she was at school, and she has had depression and anxiety since she was 13 years of age.

She told me she was previously diagnosed with bipolar affective disorder and when challenged

as her health records doesn't then told me it was the charity have had Bipolar. .



indicate such a diagnosis, she MIND who told her she may

Past Psychiatric History:

Previously treated with depression and anxiety from 2008 - 2011.

Otherwise, no previous history on Rio.

Current Medication:

Sertraline 150mg

Sleeping tablet - Zopiclone

She told me she has been on Sertraline most of her life although she never felt any benefit since on it and has been taking it as prescribed.

To the contrary, notes from our CTS indicate she stopped taking her antidepressant.



Information provided about her condition by her GP

Ms DB understands the risk and benefit of medication prescribed and was involved in decision[^] about medication.

Drug/ Alcohol and smoking status:

Smoke cigarettes.

Only drinks alcohol socially when out with her friends - She used to drink in excess during her teenage years but denied any problematic drinking recently.

She told me she used to sniff 'Charlie' cocaine during her teenage years. However, when our CTS spoke with her recently, she reported to socially use cocaine but only stopped after she was assaulted last November.

Present Social Circumstances:

She is currently of NFA and sofa surfing She receives ESA and PIP.

Mental State Examination:

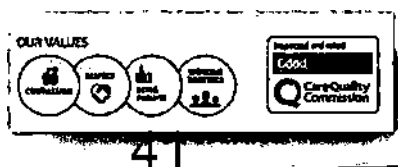
A+B: Revealed a 33-year-old Caucasian woman. Her right hand was bandaged and told me she is scheduled to attend special unit for plastic surgery on her hand. She was casually dressed, and her self-care was good. She established a rapport easily and she was mildly agitated shaking her leg incessantly during the interview. Her speech was fluent, coherent and normal in volume, rate and content

Subjectively she rated her mood as being (0) on a scale of 0 to 10 (where 0 is most depressed and 10 happiest). However objectively her mood appears normal with a reactive and mildly anxious affect

She told she attempted self harm by cutting her wrists about 7 months ago. No scar or mark noted. Her left wrist is covered with tattooed. She has no current suicidal ideation, plan or intent and cited her mum as a protective factor.

With regards to her perception, she reported hearing her boyfriend whispering to her from inside her head "playing games in my head' and not from external spaces about 3 to 4 times in a week since the incident. This appears more related to her traumatic experiences and unlikely to be psychotic. She also reported a history of feeling paranoid about other people betraying her, likely in the context of her personality and a history of using cocaine.

Her appetite is not great, although she is eating, and she is not sleeping well although she reported having 8 hours sleep last night.



Nursing Impression:

Her presentation is suggestive of traits of PTSD following an incident last November when she alleges, she got stabbed in her right arm.

She is also stressed out as she subsequently lost her accommodation following the incident and her mum is currently very unwell in hospital.

Management plan:

We discussed therapy to manage her PTSD and advised her to engage with IAPT.

Please refer her to Enfield IAPT for therapy.

She told me a housing solicitor is helping her with her accommodation and I have advised her to go to the homeless person unit and MIND for support.

She told me she is seeing her GP for a review of her medication.

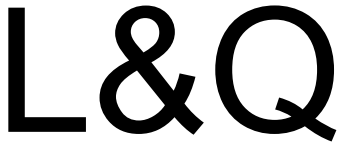
I have discharged her back to your care,

Yours sincerely,



**Kris Gopaulen Community
Psychiatric Nurse Enfield
Assessment Service**

Copy to: Ms DB



West Ham Lane Office
29-35 West Ham Lane
London E15 4PH
Tel: 0300 456 9998
Email: info@lqgroup.org.uk
Website: www.lqgroup.org.uk

Confidential

Miss DB 7 Tenneyson Close, Enfield, London, EN34SN

21 October 2019

Dear Miss D DB

Medical Assessment - Priority Awarded

Following your recent medical assessment, I can confirm that medical priority has been awarded and the recommendations are:

Bed Size - According to L&Q Policy

Max Floor Level with a lift - 4th Floor or Above

Max Floor Level without a lift - 2nd Floor

Gas Central Heating - Desirable

Garden - No Special Requirement.

Please note, as L&Q operate a Choice Based Lettings System you are able to place on bids on properties that you deem as suitable for your household needs. If there are any concerns regarding the suitability of a property, a Lettings officer will discuss this with you during the Lettings process.

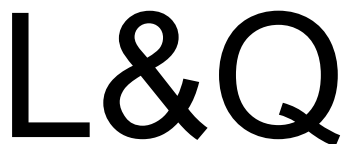
Your transfer application is now in Band 3 - All priority cases.

It is recommended that you also register with your local authority as you have a medical reason for moving homes. To do this, you will need to complete an application form and submit any supporting documents. Details can be obtained from each council website.

Yours sincerely

Lettings Team

BECAUSE HOMES MATTER



L&Q Direct

PO Box 194

Sidcup DA15 0AJ

Tel: +44 (0)300 456 9998

Email: info@lqgroup.org.uk

Website: www.lqgroup.org.uk

09th December 2022

URGENT – For the attention of the Duty Homeless Persons Unit Officer, Homelessness Section

Dear Sir/Madam,

Application for assistance under section 183 of the Housing Act 1996

Please treat this letter as an application for assistance under section 183, Housing Act 1996.

Homelessness or threatened with homelessness (Section 175 Housing Act 1996)

We believe that our client should be treated as homeless or threatened with homelessness. This is because:

Please see summary notes for the case below

Ms DB contacted L&Q and has reported that on 25th November she was stabbed outside a pub by two unknown persons. She was hospitalised and needed surgery after sustaining life changing injuries. Ms DB has seen both of the perpetrators on her estate while walking her dog and believes they live on the estate and know where she lives. She has not stayed in her property due to fear for her life. While she was in hospital, she has received a call from an unknown number telling her to drop the charges. She has stayed in the hospital last few nights as she has no where else to stay. Police are investigating her case crime ref: 5232489/22. I have received an email from the police officer stating, ***'The victim currently resides at an address where both suspect live within the same estate and there has been escalation of violent behaviour within this estate since the incident on 25/11/2022'***. They advised that it is not safe for Ms DB to remain at her property and she should be moved.

Advised resident to approach the local authority explain her situation regarding the incident and that she wants to make a homeless application.

Ms DB has requested urgent re-housing.

It is of the recommendation of L&Q that accommodation is considered to ensure the safety and wellbeing of DB.

Interim accommodation duty (section 188 Housing Act 1996)

BECAUSE HOMES MATTER

We believe that on the basis of the above that your authority has reason to believe that our client may be homeless, eligible and in priority need. Therefore, your authority has a duty to provide suitable accommodation pending completion of your enquiries. We would remind you that this duty arises irrespective of location connection with your authority.

Ms DB is a tenant of **London & Quadrant Housing Trust (L&Q)**. However, due to:

- *Please see details of case above*

This tenant feels it is not safe for them to remain at their property at **7 Tenneyson Close, Enfield, London EN3 4SN**.

Police details

DC Neha Chadda

North Area BCU

Local Investigations Team 2a

Metropolitan Police Service

North Area BCU (Enfield & Haringey)

07717850110

For this reason, I am referring them for emergency re-housing as per s188 of the Housing Act 1996 (Homelessness). "Interim duty to accommodate in case of apparent priority need." And also, under section 10 of the Homeless Act 2002, where it is not reasonable for a person to continue to occupy accommodation if it is probable that this will lead to threats of violence from another person.

Details of **Ms DB**, tenancy are as follows:

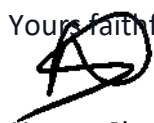
Tenancy start date with **L&Q** – **15/08/2011**

Date of birth: **26/08/1989**

I would be grateful if you can contact me to confirm receipt of this letter. Please can you also keep me informed of the progress of your enquiries as an authorised representative of our client and provide us with a copy of your decision letter. You can contact me on 0300 456 9996 or via email to nsharif@lqgroup.org.uk Thank you for your assistance.

Yours

Yours faithfully



Nazma Sharif

Nazma Sharif

ASB Case worker

Valerie Opara

From: Neha.Chadda@met.police.uk
Sent: 08 December 2022 17:55
To: Cc: RROteam
emily.berry@emfield.gov.uk; Nazma Sharif
Subject: 5232489/22

Follow Up Flag: Follow up
Flag Status: Flagged

Good evening,

I am emailing in relation to the above crime report. This a GBH with intent investigation where the victim was assaulted in a pub which resulted in life changing injuries to her hand.

The victim currently resides at an address where both suspect live within the same estate and there has been escalation of violent behaviour within this estate since the incident on 25/11/2022.

The victim's name is DB Shantel DB she currently resides at 7 TENNYSON CLOSE, SCOTLAND GREEN ROAD, ENFIELD, EN3 4SN.

We would recommend a move due to the proximity of the suspects of this investigation and the mental/physical toll this incident has been on Ms DB.

Kind Regards,



DC Neha Chadda
North Area BCU
Local Investigations Team 2a
Metropolitan Police Service
North Area BCU (Enfield & Haringey)
X07717850110
[Vwww.met.police.uk](http://www.met.police.uk) ^ Neha.Chadda@met.police.uk

Enfield Haringey

Unless otherwise stated this email is GSC Code – Official

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Your Ref:
NHS Number 434 751 8617
Hospital Number: 1048195

22 Feb 2023

Enfield Assessment Service
25 Crown Lane
Southgate
London N14
5SH

Private and Confidential to be opened by addressee

Miss DB Shantel DB
23 Byron Terrace Hertford Road
Edmonton
London
N9 7DG

Tel: 0208 702 3329

Dear Miss DB,

Following our recent phone conversation, we would like to confirm your appointment as follows

Date: 01 Mar 2023

Time: 11 30

Clinician: Kylassum Gopaulen

Location: 58-60 Silver Street, Enfield, Middlesex, EN1 3EP

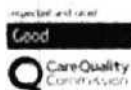
To make sure that access to our services is fair, please:

18. Call the above number if you are unable to attend this appointment
We may not be able to offer you another appointment if you don't attend this one, or don't tell us that you can't come
19. Arrive on time for your appointment as we may not be able to see you if you are late

Please contact us on the above number if English is not your first language and you need help or an interpreter.

Yours sincerely

Annalynn Kamulete
On Behalf of Barnet, Enfield and Haringey Mental Health Trust



Interim Chair: Peter Molyne
Chief Executive: Jinjer Kand



Mental Health Partnership

Private &
Confidential Miss
DB 23 Byron
Terrace Hertford
Road Edmonton
London N9 7DG



Barnet, Enfield and Haringey
Mental Health NHS Trust
Camden and Islington
NHS Foundation Trust

Enfield Personality Disorder Stream
Integrated Core Mental Health Team
The Chase Building Chase
Farm Hospital Site
The Ridgeway
Enfield EN2 8JL

Tel: 020 8702 5011/5023

PD Team Direct Dial: 020 8702 5020

Email: beh-tr.generalenquiries@nhs.net

6th December 2023

Dear DB,

NHS number: 434 7518617

Hospital number: 1048195

Due to unforeseen circumstances, we have had to amend the assessment date that we previously booked for you. I can confirm this will be a face-to-face appointment, your appointment details are as below:

Date & Time: 23rd February 2024 at 09:30am

Location: The Chase Building, Chase Farm Hospital Site

Clinician: Kuntal Mehta

We have enclosed several documents which we would be grateful if you could complete and bring with you to your appointment. If you cannot complete these at home, or would like some help filling them in, your clinician will be happy to help you with these at your appointment. Please note this appointment is an assessment and is not the start of therapy. We ask that if you cannot attend the appointment as above, please contact us at your earliest convenience **020 8702 5023/5011**. Please be aware that failure to attend this appointment may result in a discharge from our service. We look forward to meeting you.

Yours sincerely,

Administrator for **Enfield Personality Disorder Stream**
On Behalf of **Barnet, Enfield and Haringey Mental Health Trust**

Cc: NIGHTINGALE HOUSE SURGERY, 1 NIGHTINGALE ROAD, EDMONTON, N9 8AJ

Better Mental Health. Better Lives. Be: ? _

Interim Chair: Peter Molyneux
Chief Executive: Jinjer Kandola MBE









51





















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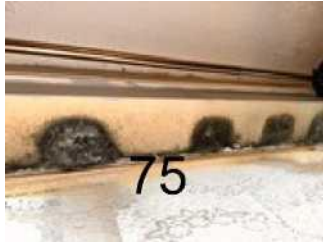


















Duncan Lewis
Solicitors

London borough of Enfield

By way of email

housingadvice@enfield.gov.uk

Correspondence Address:

**Sackville House
143-149 Fenchurch Street
London
EC3M 6BL
DX 1074 CDE**

t: 020 7923 4020

f: 020 7923 3320

www.duncanlewis.com

Our ref: ANDREC/ B184**3/DB**

Andre Cummings

Housing

ddi: 02072752883

AndreC@duncanlewis.com

City Office

Date: 15th December 2023

Dear Sirs

APPLICATION FOR HOUSING UNDER THE HOUSING ACT 1996 PART VII S183.

Our Client:

DOB ****

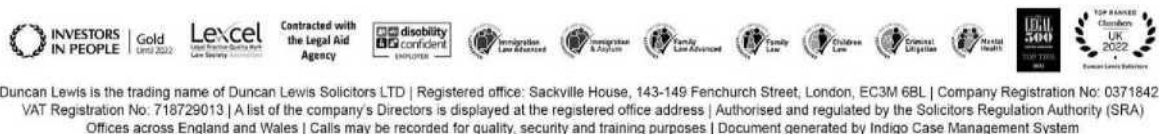
The above instructs us. Please find enclosed signed client authority form.

Our client is presenting as homeless to your authority. Please treat this letter as an application for housing under the Housing Act 1996 Part VII, s183.

Homelessness or threatened with Homelessness (s175)



We refer your authority to section 175 of the Housing Act 1996 (the 1996 Act):



Duncan Lewis Solicitors

We refer your authority to section 175 of the Housing Act 1996 (the 1996 Act):

20. *A person is homeless if he has no accommodation available for his occupation, in the United Kingdom or elsewhere, which he—*

21. *is entitled to occupy by virtue of an interest in it or by virtue of an order of a court,*

22. *has an express or implied licence to occupy, or*

23. *Occupies as a residence by virtue of any enactment or rule of law giving him the right to remain in occupation or restricting the right of another person to recover possession.*

24. A person shall not be treated as having accommodation unless it is accommodation which it would be reasonable for him to continue to occupy.

A person is threatened with homelessness if it is likely that he will become homeless within 56 days

Our client falls under S 175 (3) as person who is homeless due to accommodation not being reasonable for them to occupy. She is the tenant of 7 Tennyson Close, Enfield, London. Our client instructs she was assaulted on 26th November 2022 as a result of an altercation at a bar and since then she has been frightened to return to the flat. DC Neha Chadda confirmed that the injury to her hand was caused by the assault and that the suspects lived in the same estate as her, and recommended that she should be moved due to the proximity of the suspects and the mental and physical toll the incident had taken on her(see attached).

Since this incident our client has been homeless rough sleeping at friends' houses. Further our client recently got a call from a neighbour informing her that they could smell burning coming


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from the flat. Our client returned to the flat with her family who could not believe the state the flat was in, the mould has taken over the flat which our client had reported previously to London and quadrant. The plug in the property had burned out and melted which has now caused the system to no longer work, further the water and heating system. (See attached)

Eligible for Assistance (s185)

Our client is eligible for assistance as they are a British citizen and was born in London, England on 26/08/1989

Priority Need (s189)

Our client is in priority need under section 189(1) Housing Act 1996.

(1) The following have a priority need for accommodation—

- (a) a pregnant woman or a person with whom she resides or might reasonably be expected to reside;*
- (b) a person with whom dependent children reside or might reasonably be expected to reside;*
- (c) a person who is vulnerable as a result of old age, mental illness or handicap or physical disability or other special reason, or with whom such a person resides or might reasonably be expected to reside;*
- (d) a person who is homeless or threatened with homelessness as a result of an emergency such as flood, fire or other disaster.*


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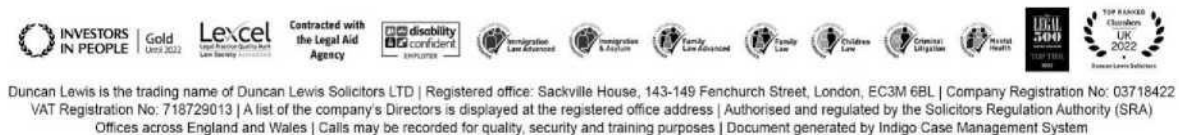
Our client falls under section 189(1) (c) Housing Act 1996 as she is a *person who is vulnerable as a result of old age, mental illness or handicap or physical disability or other special reason, or with whom such a person resides or might reasonably be*

expected to reside.

Our client suffers from the following health conditions:

25. Depression
26. Anxiety
27. Post-traumatic stress disorder
28. Asthma
29. Insomnia
30. The loss of use of her right (and dominant) hand
31. emotionally unstable personality disorder (EUPD)

Our client has a history of anxiety, asthma and depression, being homelessness has exacerbated her health conditions. Our client has a physical impairment as stated under s6(1) equality act 2010 as the impairment has a substantial and long term adverse effect on our client to carry out normal day to day task. Our client instructs that she has lost the use of her right hand and she needs help with shopping, cooking, cleaning and literacy (specially, completing form) as a result of her injury.



Our client medical conditions are supported by Psychiatrist, Dr Hilary Scurlock, whom states our client has “EUPD” (which stands for emotionally unstable personality disorder) and mixed anxiety and depressive symptoms, possibly related to PTSD. Our client is currently prescribed mirtazapine by her GP

Our client further falls under the Homelessness code of guidance for local authority'S8:

8.14 *A person has a priority need for accommodation if they are vulnerable as a result of: (f) ceasing to occupy accommodation because of violence from another person or threats of violence from another person which are likely to be carried out; or,*

Our client was assaulted on 26th November 2022 as a result of an altercation our client is now in fear to return to the property and thus sleeps at different friends' houses.

Duty to make enquiries (s184)

We submit that on the basis of the presenting evidence your authority has reason to believe that our client may be homeless/ threatened with homelessness and therefore has a duty under s184(1) to make reasonable enquiries into this case and to provide a written decision (s184(3) & (6)).

Interim Accommodation Duty (s188)

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The main homelessness duties in s.193(2) and s.195(2) of the 1996 Act (to secure accommodation or take reasonable steps to prevent the loss of accommodation) apply only to applicants who have a priority need for accommodation (paragraph 10.2 of the Homelessness Code of Guidance).

We believe that on the basis of the presenting evidence from our client and the evidence contained in this letter, that your authority has reason to believe that our client may be homeless, eligible for assistance and in priority need and therefore is required by s.188(1) to provide suitable accommodation pending completion of your enquiries. This duty arises and is irrespective of local connection with your authority.

In *R(Aweys and others) v Birmingham City Council* [2007] EWHC 52 (Admin) (approved by the Court of Appeal [2008] EWCA Civ 48), Collins J rehearsed what should be trite law to any housing authority: “It is apparent that the threshold for the duty of Councils to act under s.184 is a low one (cf: *Mohamed v Manek & another* (1995) 27 H.L.R. 439@449) since it arises if they have reason to believe the applicant may be homeless or threatened with homelessness. In the vast majority of cases, the making of the application will mean that it is difficult if not impossible for the Council not to believe that the applicant may be homeless or threatened with homelessness.

Furthermore, no particular form of application is prescribed. This is not surprising since the provisions are dealing with people who are likely to be vulnerable and who cannot be expected to have obtained legal advice or to have an acquaintance with the statutory provisions. If it is apparent

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Duncan Lewis Solicitors

from what is said by an applicant (for there is no requirement that an application be in writing) or from anything in writing that he may be homeless or threatened with homelessness, the duty is triggered.”

Should you refuse to accommodate our client, Ms. DB will suffer detriment, and we will have no option but to advise our client of Judicial Review proceedings for the failure to discharge statutory duty towards our client. Ms. DB requires immediate accommodations from the council that will take into consideration their medical needs.

If you have any queries, please contact Andre Cummings by telephone on 02072752883 or by email at AndreC@duncanlewis.com . Please ensure that you quote our reference number above in all correspondence and communications with this office.

Yours sincerely

Duncan Lewis

Duncan Lewis

Encls.

[B184500003] Client care letter

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Fri, 08 Dec 2023 16:56:01 +0100

Attachments:

32. Terms of Engagement - Public (1 April 2023) -08122023150704.pdf,

33. ADM004 -Client Authority Form - Deon.pdf,

34. HAL001-Initial client care letter-Deon Benjamin.pdf

Dear Lorraine and Deon

35. Please find attached client care letter, terms of engagement and client authority form.

36. Could you please sign the terms of engagement and client authority form and return them to me.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba

VnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&

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Read: [B184500003] [B184500003] RE: [B184500003] Client care letter

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Fri, 08 Dec 2023 17:37:49 +0000

37. Your message

RE: [B184500003] Client care letter

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Fri, 08 Dec 2023 18:00:21 +0100

Attachments:

38. ADM004 -Client Authority Form Deon.pdf,

39. Terms of Engagement - Public (1 April 2023) -08122023150704.pdf

Dear Andre

40. Please see attached documents did not release they needed signing or I would have got them across to you sooner.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 08 December 2023 15:56

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: [B184500003]Client care letter

Dear Lorraine and Deon

41. Please find attached client care letter, terms of engagement and client authority form.

42. Could you please sign the terms of engagement and client authority form and return them to me.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

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Automatic reply: [B184500003] Client care letter

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Mon, 11 Dec 2023 10:52:59 +0000

Thank you for your email.

43. I do not work Mondays, please contact the Switchboard team.

44. I will respond to your emails upon my return

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Read: RE: [B184500003] Client care letter

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Mon, 11 Dec 2023 12:28:31 +0000

45. Your message

RE: [B184500003] Client care letter

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Tue, 12 Dec 2023 16:11:12 +0100

Dear Lorraine

46. Did Deon get an updated pip assessment after the attack that happened to her

47. I am piecing the evidence together as I was not able to do it yesterday.

48. I will show you the draft once I have completed it and you can let me know if ive missed anything or any documents

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba

VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&

%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 11 December 2023 10:53

To: Andre Cummings <AndreC@Duncanlewis.com>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: RE: [B184500003] Client care letter

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Dear Andre

49. Please see attached new hospital letter for Deon.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Sent: 08 December 2023 15:56

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >; 'deon benjamin'

<deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Subject: [B184500003] Client care letter

Dear Lorraine and Deon

50. Please find attached client care letter, terms of engagement and client authority form.

51. Could you please sign the terms of engagement and client authority form and return them to me.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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Re: [B184500003] Client care letter

From: deon benjamin <deonbenjamin@yahoo.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>, 'Andre Cummings' <AndreC@Duncanlewis.com>

Date: Tue, 12 Dec 2023 19:23:35 +0100

Hi Andre

52. And here is the letter they sent me

Sent from Yahoo Mail for iPhone

<[https://mail.onelink.me/107872968?](https://mail.onelink.me/107872968?pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui)

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

On Tuesday, December 12, 2023, 5:37 pm, Lorraine Cordell

<lorraine32@blueyonder.co.uk> wrote:

Hi Andre

53. No Deon did not get an updated one, but she had a renewal form and that was sent in including the details regarding her hand, PIP is running way be hide so Deon at this time is waiting for an assessment so they carried on the old claim while she is waiting.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 12 December 2023 15:11

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: RE: [B184500003]Client care letter

Dear Lorraine

54. Did Deon get an updated pip assessment after the attack that happened to her I am piecing the evidence together as I was not able to do it yesterday.

55. I will show you the draft once I have completed it and you can let me know if ive missed anything or any documents

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 11 December 2023 10:53

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

>; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [B184500003]Client care letter

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Dear Andre

56. Please see attached new hospital letter for Deon.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

Sent: 08 December 2023 15:56

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500003]Client care letter

Dear Lorraine and Deon

Please find attached client care letter, terms of engagement and client authority form.

Could you please sign the terms of engagement and client authority form and return them to me.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba

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RE: [B184500003] Homelessness application

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>

Date: Wed, 13 Dec 2023 23:12:10 +0100

Attachments:

57. Deon-Mental-Health-Letter-03-07-2023.pdf,

58. Deon-Mental-Health-Chase Farm Hospital-Date-23-02-2024.pdf

Dear Andre

59. There is a few mistakes the flat did not caught on fire, but the plug had burned out and melted and the system no longer worked. It was at this time we saw all the mould over everything in the flat. As seen from the pictures. Deon did not go to the flat on her own she went with family who could not believe the state of the flat. Since Deon moved into the flat from L&Q she has been telling them about the Mould and nothing has been done. The water/heating system has also had issues with it since she moved in to the flat.
60. Also you missed out the Borderline personality disorder / Emotionally unstable personality disorder (EUPD), this is the letter Enfield Council was sent and done nothing about the letter is dated 03/07/2023 and as soon as I got it I sent it to David who passed it on to Enfield Council.
61. Deon has to see the mental health team at chase farm hospital regarding the above Borderline personality disorder / Emotionally unstable personality disorder (EUPD), and the PTSD on the 23/02/2024.
62. I will include the letter dated the 03/07/2023 and also the letter to go to the hospital on the 23/02/2024.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 13 December 2023 18:24

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: [B184500003]Homelessness application

Dear Deon Lorraine

63. Please find homelessness application draft and documents, please let me know if your happy with it or want to include further documents or comments.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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FW: [B184500003] Homelessness application

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Wed, 13 Dec 2023 23:13:58 +0100

Attachments:

64. Deon-Mental-Health-Letter-03-07-2023.pdf,

65. Deon-Mental-Health-Chase Farm Hospital-Date-23-02-2024.pdf

66. Deon read below

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 13 December 2023 22:12

To: 'Andre Cummings' <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500003]Homelessness application

Dear Andre

67. There is a few mistakes the flat did not caught on fire, but the plug had burned out and melted and the system no longer worked. It was at this time
68. we saw all the mould over everything in the flat. As seen from the pictures. Deon did not go to the flat on her own she went with family who could not believe the state of the flat. Since Deon moved into the flat from L&Q she has been telling them about the Mould and nothing has been done. The water/heating system has also had issues with it since she moved in to the flat.
69. Also you missed out the Borderline personality disorder / Emotionally unstable personality disorder (EUPD), this is the letter Enfield Council was sent and done nothing about the letter is dated 03/07/2023 and as soon as I got it I sent it to David who passed it on to Enfield Council.
70. Deon has to see the mental health team at chase farm hospital regarding the above Borderline personality disorder / Emotionally unstable personality disorder (EUPD), and the PTSD on the 23/02/2024.
71. I will include the letter dated the 03/07/2023 and also the letter to go to the hospital on the 23/02/2024.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 13 December 2023 18:24

To: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500003]Homelessness application

Dear Deon Lorraine

72. Please find homelessness application draft and documents, please let me know if your happy with it or want to include further documents or comments.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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Read: RE: [B184500003] Homelessness application

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Thu, 14 Dec 2023 09:13:43 +0000

73. Your message

RE: [B184500003] Homelessness application

From: Andre Cummings <AndreC@Duncanlewis.com> To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk> Date: Thu, 14 Dec 2023 11:14:29 +0100

Dear Lorraine

74. The letter dated the 03/07/2023 and the appointment letter are attached in the bundle already on pages 23-27 and page 48.

75. I will add the details in regards to the flat incident

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 13 December 2023 22:12

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: RE: [B184500003]Homelessness application

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Dear Andre

76. There is a few mistakes the flat did not caught on fire, but the plug had burned out and melted and the system no longer worked. It was at this time we saw all the mould over everything in the flat. As seen from the pictures.

77. Deon did not go to the flat on her own she went with family who could not

78. believe the state of the flat. Since Deon moved into the flat from L&Q she has been telling them about the Mould and nothing has been done. The water/heating system has also had issues with it since she moved in to the flat.

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80. Deon has to see the mental health team at chase farm hospital regarding the above Borderline personality disorder / Emotionally unstable personality disorder (EUPD), and the PTSD on the 23/02/2024.

81. I will include the letter dated the 03/07/2023 and also the letter to go to the hospital on the 23/02/2024.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Sent: 13 December 2023 18:24

To: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >; 'deon benjamin'

<deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Subject: [B184500003]Homelessness application

Dear Deon Lorraine

82. Please find homelessness application draft and documents, please let me know if your happy with it or want to include further documents or comments.

Kind regards

Andre Cummings
Apprentice Solicitor
DDI: 02072752883

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[trk=gf&trklInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trklInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

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Read: RE: [B184500003] Homelessness application

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Thu, 14 Dec 2023 11:34:15 +0000

83. Your message

RE: [B184500003] Homelessness application

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>

Date: Thu, 14 Dec 2023 12:32:04 +0100

Dear Andre

84. We have just had a surveyor to Deon flat that L&Q sent it was booked for today and he stated it the worse he has seen and it a health and safety major issue and he going to do a full report and send it to L&Q I will have the ref and his details later.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 14 December 2023 10:14

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: RE: [B184500003] Homelessness application

Dear Lorraine

85. The letter dated the 03/07/2023 and the appointment letter are attached in the bundle already on pages 23-27 and page 48.

86. I will add the details in regards to the flat incident

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 13 December 2023 22:12

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Subject: RE: [B184500003]Homelessness application

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From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>
Sent: 13 December 2023 18:24
To: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'
<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Subject: [B184500003]Homelessness application

Dear Deon Lorraine

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Kind regards

Andre Cummings
Apprentice Solicitor
DDI: 02072752883

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RE: [B184500003] Homelessness application

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 14 Dec 2023 12:34:36 +0100

Dear Andre

93. We have just had a surveyor to Deon flat that L&Q sent it was booked for today and he stated it the worse he has seen and it a health and safety major issue and he going to do a full report and send it to L&Q I will have the ref and his details later.

94. I forgot to say this is regarding the mould and damp.

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 14 December 2023 11:32

To: 'Andre Cummings' <AndreC@Duncanlewis.com>

Subject: RE: [B184500003]Homelessness application

Dear Andre

95. We have just had a surveyor to Deon flat that L&Q sent it was booked for today and he stated it the worse he has seen and it a health and safety major issue and he going to do a full report and send it to L&Q I will have the ref and his details later.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 14 December 2023 10:14

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500003]Homelessness application

Dear Lorraine

96. The letter dated the 03/07/2023 and the appointment letter are attached in

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Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 13 December 2023 22:12

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500003]Homelessness application

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Dear Andre

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101. unstable personality disorder (EUPD), this is the letter Enfield Council was sent and done nothing about the letter is dated 03/07/2023 and as soon as I got it I sent it to David who passed it on to Enfield Council.
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Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 13 December 2023 18:24

To: Lorraine Cordell <lorraine32@blueyonder.co.uk <mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500003]Homelessness application

Dear Deon Lorraine

Please find homelessness application draft and documents, please let me know

if your happy with it or want to include further documents or comments.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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Read: [B184500003] RE: [B184500003] Homelessness application

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Thu, 14 Dec 2023 15:39:36 +0000

104. Your message

RE: [B184500003] RE: [B184500003] Homelessness application

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 14 Dec 2023 17:22:55 +0100

Attachments:

105. Ms Benjamin homelessness application-13122023-173259.pdf

Dear Lorraine

106. Please see updated letter that I will send to the council.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 14 December 2023 11:35

To: Andre Cummings <AndreC@Duncanlewis.com>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: [B184500003] RE: [B184500003] Homelessness application

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Dear Andre

107. We have just had a surveyor to Deon flat that L&Q sent it was booked for today and he stated it the worse he has seen and it a health and safety major issue and he going to do a full report and send it to L&Q I will have the ref and his details later.

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Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 14 December 2023 11:32

To: 'Andre Cummings' <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Subject: RE: [B184500003] Homelessness application

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Kind regards

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<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500003]Homelessness application

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RE: [B184500003] RE: [B184500003] Homelessness application

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 14 Dec 2023 18:07:34 +0100

Dear Andre

117. I edited you file a little as Deon's DOB was wrong and also included something else I written it in red so you will see where I have edited it for you to change.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 14 December 2023 16:23

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin'

<deonbenjamin@yahoo.com>

Subject: RE: [B184500003] RE: [B184500003]Homelessness application

Dear Lorraine

118. Please see updated letter that I will send to the council.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trklInfo=AQH09ZGdLlf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba

VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&

%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 14 December 2023 11:35

To: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>

>; 'deon benjamin' <deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Subject: [B184500003] RE: [B184500003]Homelessness application

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Dear Andre

119. We have just had a surveyor to Deon flat that L&Q sent it was booked for today and he stated it the worse he has seen and it a health and safety major issue and he going to do a full report and send it to L&Q I will have the ref and his details later.

120. I forgot to say this is regarding the mould and damp.

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 14 December 2023 11:32

To: 'Andre Cummings' <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>

>

Subject: RE: [B184500003]Homelessness application

Dear Andre

We have just had a surveyor to Deon flat that L&Q sent it was booked for today and he stated it the worse he has seen and it a health and safety major issue and he going to do a full report and send it to L&Q I will have the ref and his details later.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 14 December 2023 10:14

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500003]Homelessness application

Dear Lorraine

121. The letter dated the 03/07/2023 and the appointment letter are attached in the bundle already on pages 23-27 and page 48.

122. I will add the details in regards to the flat incident

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 13 December 2023 22:12

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500003]Homelessness application

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Dear Andre

123. There is a few mistakes the flat did not caught on fire, but the plug had burned out and melted and the system no longer worked. It was at this time we saw all the mould over everything in the flat. As seen from the pictures. Deon did not go to the flat on her own she went with family who could not believe the state of the flat. Since Deon moved into the flat from L&Q she has been telling them about the Mould and nothing has been done. The water/heating system has also had issues with it since she moved in to the flat.

124. Also you missed out the Borderline personality disorder / Emotionally unstable personality disorder (EUPD), this is the letter Enfield Council was sent and done nothing about the letter is dated 03/07/2023 and as soon as I got it I sent it to David who passed it on to Enfield Council.

125. Deon has to see the mental health team at chase farm hospital regarding the above Borderline personality disorder / Emotionally unstable personality disorder (EUPD), and the PTSD on the 23/02/2024.

126. I will include the letter dated the 03/07/2023 and also the letter to go to the hospital on the 23/02/2024.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>
>

Sent: 13 December 2023 18:24

To: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'
<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500003]Homelessness application

Dear Deon Lorraine

Please find homelessness application draft and documents, please let me know if your happy with it or want to include further documents or comments.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trklInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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RE: [B184500003] RE: [B184500003] Homelessness application

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 14 Dec 2023 18:08:26 +0100

Attachments: Ms Benjamin homelessness application-13122023-173259-edited.pdf

Dear Andre

127. I edited you file a little as Deon's DOB was wrong and also included something else I written it in red so you will see where I have edited it for you to change.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

Sent: 14 December 2023 16:23

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [B184500003] RE: [B184500003]Homelessness application

Dear Lorraine

128. Please see updated letter that I will send to the council.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 14 December 2023 11:35

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

>; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500003] RE: [B184500003]Homelessness application

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Dear Andre

129. We have just had a surveyor to Deon flat that L&Q sent it was booked for today and he stated it the worse he has seen and it a health and safety major issue and he going to do a full report and send it to L&Q I will have the ref and his details later.

130. I forgot to say this is regarding the mould and damp.

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 14 December 2023 11:32

To: 'Andre Cummings' <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

>

Subject: RE: [B184500003]Homelessness application

Dear Andre

131. We have just had a surveyor to Deon flat that L&Q sent it was booked for today and he stated it the worse he has seen and it a health and safety major issue and he going to do a full report and send it to L&Q I will have the ref and his details later.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 14 December 2023 10:14

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500003]Homelessness application

Dear Lorraine

132. The letter dated the 03/07/2023 and the appointment letter are attached in the bundle already on pages 23-27 and page 48.

133. I will add the details in regards to the flat incident

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 13 December 2023 22:12

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500003]Homelessness application

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Dear Andre

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Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 13 December 2023 18:24

To: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500003]Homelessness application

Dear Deon Lorraine

Please find homelessness application draft and documents, please let me know if your happy with it or want to include further documents or comments.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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FW: [B184500003] RE: [B184500003] Homelessness application

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 14 Dec 2023 18:12:33 +0100

Attachments:

134. Ms Benjamin homelessness application-13122023-173259-edited.pdf

135. Here see

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 14 December 2023 17:08

To: 'Andre Cummings' <AndreC@Duncanlewis.com>; 'deon benjamin' <deonbenjamin@yahoo.com>

Subject: RE: [B184500003] RE: [B184500003] Homelessness application

Dear Andre

136. I edited you file a little as Deon's DOB was wrong and also included something else I written it in red so you will see where I have edited it for you to change.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 14 December 2023 16:23

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk <mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [B184500003] RE: [B184500003] Homelessness application

Dear Lorraine

137. Please see updated letter that I will send to the council.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 14 December 2023 11:35

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >; 'deon benjamin' <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500003] RE: [B184500003] Homelessness application

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Dear Andre

138. We have just had a surveyor to Deon flat that L&Q sent it was booked for today and he stated it the worse he has seen and it a health and safety major issue and he going to do a full report and send it to L&Q I will have the ref and his details later.

139. I forgot to say this is regarding the mould and damp.

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 14 December 2023 11:32

To: 'Andre Cummings' <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500003]Homelessness application

Dear Andre

140. We have just had a surveyor to Deon flat that L&Q sent it was booked for today and he stated it the worse he has seen and it a health and safety major issue and he going to do a full report and send it to L&Q I will have the ref and his details later.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 14 December 2023 10:14

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500003]Homelessness application

Dear Lorraine

141. The letter dated the 03/07/2023 and the appointment letter are attached in the bundle already on pages 23-27 and page 48.

142. I will add the details in regards to the flat incident

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 13 December 2023 22:12

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Subject: RE: [B184500003]Homelessness application

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Dear Andre

143. There is a few mistakes the flat did not caught on fire, but the plug had burned out and melted and the system no longer worked. It was at this time

144. we saw all the mould over everything in the flat. As seen from the pictures. Deon did not go to the flat on her own she went with family who could not believe the state of the flat. Since Deon moved into the flat from L&Q she has been telling them about the Mould and nothing has been done. The water/heating system has also had issues with it since she moved in to the flat.

145. Also, you missed out the Borderline personality disorder / Emotionally unstable personality disorder (EUPD), this is the letter Enfield Council was sent and done nothing about the letter is

- dated 03/07/2023 and as soon as I got it I sent it to David who passed it on to Enfield Council.
146. Deon has to see the mental health team at chase farm hospital regarding the above Borderline personality disorder / Emotionally unstable personality disorder (EUPD), and the PTSD on the 23/02/2024.
147. I will include the letter dated the 03/07/2023 and also the letter to go to the hospital on the 23/02/2024.

Regards
Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>

Sent: 13 December 2023 18:24

To: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'
<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500003]Homelessness application

Dear Deon Lorraine

148. Please find homelessness application draft and documents, please let me know if your happy with it or want to include further documents or comments.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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Housing Disrepair Matter

From: Daniel Green via DocuSign <dse@eumail.docusign.net>

To: Deon Benjamin <Lorraine32@blueyonder.co.uk>

Date: Fri, 15 Dec 2023 06:00:34 -0800

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Daniel Green sent you a document to review and sign.

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Daniel Green

daniel.green@veritassolicitors.co.uk

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