

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>

<image003.jpg>

<image004.jpg>

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>

<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]

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

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]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.

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

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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>

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Importance: High

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Kind regards

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Caseworker

DDI: 02072752883

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

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

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

10. 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

11. Hope you are well.

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

13. 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

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

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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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

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 <<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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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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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

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

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,

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

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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

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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

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

Visit: <https://www.gov.uk/coronavirus>

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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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%2FTJA%3D&reserved=0>

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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gdxQ%3D&reserved=0>

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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rpAs4%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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[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

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 ,

- 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

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

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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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

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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

DDI: 02072752883

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

Sent: 17 February 2023 12:07

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

Subject: Deon Benjamin

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Hi Andre

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

129. At the Royal free Hospital on the 16.02.23 I have got a letter from them, but it is just a quick letter to explain what score I got on PTSD, and depression and anxiety until I can get a proper letter from crisis team that could take up to 3 to 4 weeks I have attached a letter in this email I don't know if this email is anything we can use right now, would you let me

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?

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

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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<image003.jpg>

<image004.jpg>

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

Visit: <<https://www.gov.uk/coronavirus>> <https://www.gov.uk/coronavirus>

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<image006.png>

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: 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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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

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

daniel.green@veritassolicitors.co.uk
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Thank You, Daniel Green

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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

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

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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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

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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<image003.jpg>

<image004.jpg>

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

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

Visit: <<https://www.gov.uk/coronavirus>> <https://www.gov.uk/coronavirus>

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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: 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:

<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%7CTWFpbgZsb3d8eyJWljoimc4wLjAwMDAiLCJQIjoiV2luMzliLCJBTil6lk1haWwiLCJXVCi6Mn0%7C3000%7C%7C%7C&sdata=ym8eVm6DwlhQkHtAQqk9W5qj3GpcsuuHtj1qN5rpAs4%3D&reserved=0>
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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>

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

Apprentice Solicitor

DDI: 02072752883

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Solicitors

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From: Andre Cummings
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

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

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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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>

Department of Plastic & Reconstructive Surgery

Ext: 36988



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

Private & Confidential

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	Edited by
01/02/2022 - 12:49	Patient submitted questionnaire	
01/02/2022 - 12:49	Patient submitted questionnaire	
01/02/2022 - 12:49	Patient submitted questionnaire	
01/02/2022 - 12:49	Patient submitted questionnaire	
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...
ICE Lorraine 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)	
Mob: 07868 2***** (n) Email: DB@yahoo.com Language: English Registered GP: Dr Warren	
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."

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

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.

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 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