Case studies

> **By adding ** at the beginning and end of the required text within the profile notes, will embolden it.**

Sonia

Sonia, one of your claimants, has been repeatedly late to her appointments.

Sonia takes medication for her mental health condition which makes her very drowsy in the mornings and finds communication difficult during this time.

Roy

Roy lives alone and has no access to the internet. He has a basic mobile phone. He lives over 10 miles from the Jobcentre. He uses the local library to access his Universal Credit account and to work search but this has been restricted due to a pandemic. He can now only get a slot twice a week.

Kevin

Kevin is a wheelchair user. He is able to work. His local Jobcentre is on 2 floors with no lift.