

Olena escapes abuse in Enfield



Olena is a Ukrainian refugee who came to the UK last year with her child; sponsored by her partner they moved into his home in Westminster. But he became abusive towards her and she had to flee his home with her child; she was then placed in temporary accommodation in Enfield. Olena was struggling to support her child - she can't speak English and doesn't understand the benefits, billing or tax

systems.

Citizens Advice Enfield arranged an interpreter, checked her benefits and made applications for Child Benefit and Council Tax Support and assisted with other registrations; we assisted in applying for a reduction in her water bills and in obtaining an energy support scheme payment. We also put her in touch with local Ukrainian Community groups. Olena is now much more confident about living independently and able to claim all the support she's entitled to.