



MRBA Case Study

Cara's Story

The Background

Cara was a face-to-face interviewer who came to us for help when her car engine 'blew up'.

Her husband had recently died after a long illness, she was caring for her elderly mother and teenage daughter, and the family's savings had been depleted during Covid when Cara had very little work.

She had somehow managed to keep on top of their household bills, and she said she could just about manage if she could continue to work; but without her car she said that wouldn't be possible, and she couldn't afford the repairs it needed.

The Help We Gave

We advised her to contact her landlord, and her utility providers and explain her situation, so she could be given some breathing space.

We also advised her to contact Citizen's Advice to find out what help her mother might be able to receive from Social Services.

And we paid for her car repairs so she could continue to work.

The Impact We Had

Cara was extremely grateful, and she cried when we told her that the money was a grant and not a loan.

She said it was a huge relief, she was happy to be able to work again, and said our help meant she would be able to keep her head above water and put food on the table.