

Community Drop-In Case Study Report

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Prepared by: Highley Parish Council

Overview

The Community Drop-In continues to provide vital support to residents facing complex challenges. The following case studies demonstrate the tangible impact of our service and the importance of sustained funding to ensure its continuation.

Case Study 1: Mr B – Bereavement and Mental Health Crisis Support

Background:

Mr B, a gentleman in his early 50s, attended the September Drop-In session following the recent bereavement of his partner. He was experiencing acute emotional distress and expressed suicidal thoughts, stating that he could no longer see the point in living.

Challenges:

- Sudden bereavement
- Suicidal ideation and emotional crisis
- Lack of immediate support network

Support Provided:

Our team responded with compassion and urgency:

- Provided a safe and welcoming environment
- Facilitated immediate engagement with the Bridgnorth Stay Mentally Healthy team, who were present at the session
- Supported signposting to his workplace's occupational health team
- Enabled access to a free counselling plan through his employer

Outcome:

Mr B has since returned to the Drop-In to express his gratitude. He is now receiving professional counselling and has begun to rebuild his emotional resilience. The intervention at the Drop-In was a critical turning point in ensuring his safety and connecting him with ongoing support.

Case Study 2: Ms C – Overcoming Barriers to Accessing Disability Support

Background:

Ms C is a highly educated police officer with a long career in public service. Despite her intelligence and experience, she has faced significant mental health challenges, including anxiety and depression, compounded by long-term physical health conditions. These circumstances should qualify her for Personal Independence Payment (PIP), yet she had previously abandoned the application process due to emotional strain and practical barriers.

Challenges:

- Bereavement following the death of her mother, whom she cared for
- A serious car accident resulting in the loss of her vehicle
- Workplace changes that failed to accommodate her health needs
- Dyslexia, which made completing the PIP form especially difficult

Support Provided:

Ms C approached the Drop-In for help. Our team:

- Offered a safe, welcoming space to discuss her concerns
- Assisted in gathering medical documentation
- Provided photocopying and administrative support
- Helped complete the PIP form in a structured and accessible way

Outcome:

Ms C has now confidently submitted her PIP application to the DWP. She expressed relief and gratitude, and the process has helped restore a sense of control and dignity.

Case Study 2: Mr C – Crisis Intervention and Emotional Support

Background:

Mr C arrived at the Drop-In visibly distressed and breathless, having just visited his GP. He was referred to us for immediate support.

Challenges:

- Bereavement: his wife had passed away just one week earlier
- Imminent housing insecurity
- Severe emotional distress and possible suicidal tendencies

Support Provided:

Our team responded swiftly and compassionately:

- Offered immediate comfort and a private space to talk
- Contacted a housing representative, who liaised with Clarion Housing Association to reassure Mr C about his tenancy
- Engaged the Shropshire Mental Health Support team (present on-site) to provide crisis intervention
- Initiated ongoing welfare checks and coordinated support with local services

Outcome:

Mr C is now receiving emotional and practical support. While he continues to face challenges, including arranging his wife's funeral, he has reconnected with family and knows where to turn for help. His outlook is improving, and he remains in stable housing.

Conclusion

These case studies illustrate the critical role the Community Drop-In plays in supporting vulnerable residents. From navigating complex benefit systems to providing crisis intervention, the Drop-In offers a lifeline to those who might otherwise fall through

the cracks. Continued funding will enable us to expand this work and reach even more individuals in need.